



Why?  Students and parents are most interested when they call  Many do not know how college visits work  Students are 20% more likely to enroll and start when they visit  EXECUTED AND THE PROPERTY OF THE PR	• Students and parents are most interested when they call • Many do not know how college visits work • Students are 20% more likely to enroll and start when they visit   **BENYWORKS**  Lets look at an example • Midwestern University • After	not fell then everyther. Her phone get them
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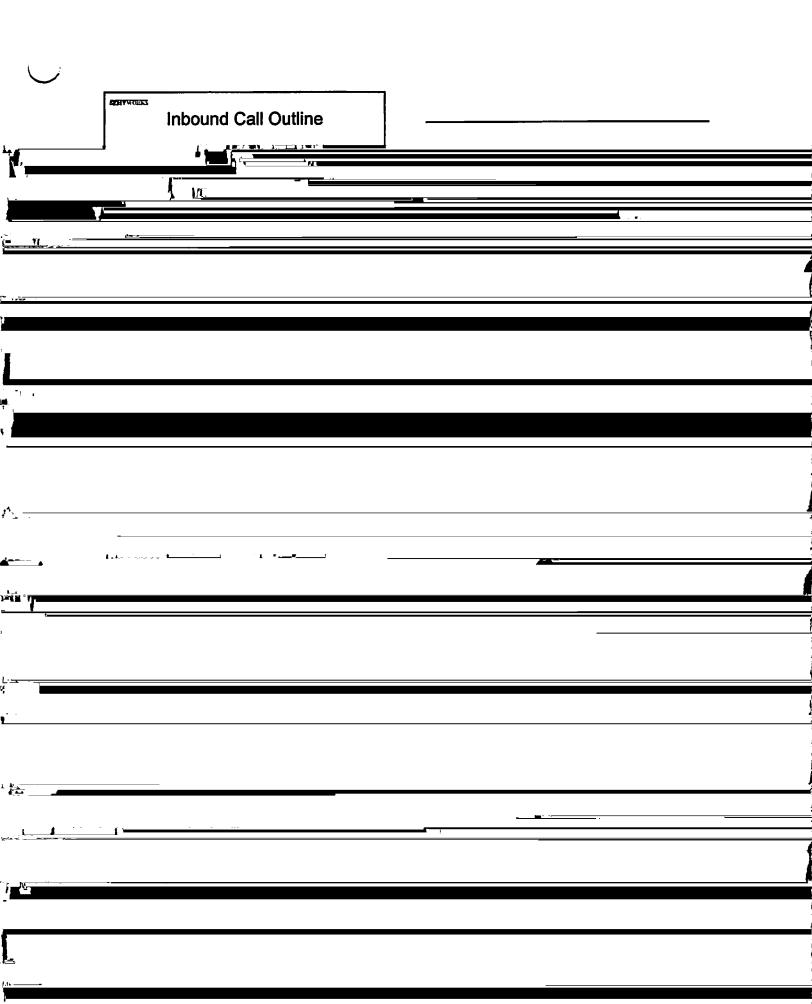
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	SELV WORKS		
	Inbound Call Outline		
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	• GREETING: Good morning, Thank you for		
	College, how may l		
	direct your call?		
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	QUESTION: Ok, is this information for	——————————————————————————————————————	
	yourself?		
	• QUESTION: And your name con abudants	**************************************	
	• QUESTION: And your name <or student's<="" td=""><td></td><td></td></or>		
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## Inbound Call Outline

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## More Suggestions... Page 133 – Inform the student quickly (don't make them wait!) Page 135 – Do something extra What could we do that would help a frustrated student? <Think "parking, directions, frazzled, lost, confused"> Lets Practice.... Read your scenario

