

Registration Calling and Email Scripts and Anticipated Responses

This guide is for calling/emailing students to encourage them to register for the upcoming term. Prepared by staff at North and South Seattle Colleges, this can be adapted for other campuses.

Sample Scripts

Sample Call Script:

Hello, this is _____ from _____ College. May I please speak with _____? I'm calling because I noticed that you aren't yet registered for spring quarter classes. Are you planning to register soon?

Sample Call Script Voicemail:

Hello, this is _____ from _____ College. This message is for _____. I'm calling to remind you to register for spring quarter classes. Registration is now open, and spring quarter begins on Monday, April 3rd. If you have any questions or any challenges that are keeping you from registering, please let me know. My number is _____. Thank you and have a great day.

Sample Email:

Dear _____,

I hope the end of your quarter is going well. I wanted to remind you to register for spring quarter classes as soon as possible. Many classes are starting to fill up. In addition, the administration is currently making choices about which classes to keep or cancel for classes with fewer people registered. If you have any questions or are experiencing any challenges that are keeping you from registering, please let me know.

Sample Phone and Email Scripts 90+ credit Students without a Degree

Sample Call Script:

Hello, this is _____ from _____ College. May I please speak with _____? I'm calling because I noticed that you were close to completing your _____ degree. Are you planning to register for our spring quarter which starts on April 2nd?

Sample Call Script Voicemail:

Hello, this is _____ from _____ College. This message is for _____. I'm calling to talk with you about your _____ degree. If you're interested in coming back spring quarter, registration is now open, and spring quarter begins on Monday, April 2nd. If you have any questions or any challenges that are keeping you from registering or finishing your degree, please let me know. My number is _____. Thank you and have a great day.

Sample Email:

Dear _____,

I hope you are doing well. I wanted to check in with you because it's been awhile since we've seen you at _____! You were just _____ credits away from finishing your _____ degree. Are you planning to come back to North? Our spring quarter begins on April 2nd and registration

is open now. There's still time to register for some classes! If you're having any challenges with coming back to North, please let me know.

Alternatively, if you've transferred to another college or university, please let me know. There may be a way to apply credits you've taken there to your _____ College degree.

Thanks,

Dear Student,

The end of Winter quarter is a busy time with the stress of finals and deciding what classes you need to take for Spring quarter. Progress requires hard work and dedication and you are doing a great job! Keep it up. You may have received a phone call or voicemail already from someone at South; we just wanted to give you one more note of encouragement to enroll in classes for the next quarter.

Now is the time to get the classes you need to help you complete your degree or certificate. Classes are filling up quickly so please be sure to check out your options on our [Class Schedule](#).

- If you prefer to register online visit the [MySouth](#) tab on the South Seattle College homepage.
- If you would like to register in person, visit the Registration department in the Student Services Lobby of the Robert Smith Building.

If you need any help choosing classes, planning your schedule or creating an educational plan, please don't hesitate to contact us.

- [Advising](#): (206) 934-5387 advisorsouth@seattlecolleges.edu
- Registration: (206) 934-7938
- Information Desk: (206) 934-6684

Your success as a student matters to us and we look forward to seeing you again this Spring!

Sincerely,

Your Advising Team at South Seattle College

For Students with 31-69 Credits

Subject Line: {You are one step closer to your degree!}



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If you need any help choosing classes, planning your schedule or creating an educational plan, please don't hesitate to contact any of these departments.

- [Advising](#): (206) 934-5387 advisorsouth@seattlecolleges.edu
- Registration: (206) 934-7938
- Completion Coaches: (206) 934-6684 southcompletion@seattlecolleges.edu
- Information Desk: (206) 934-6684

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Your Advising Team at South Seattle College

Here are the common responses you might hear:

- **I'm going to register. How do I do that? Do they have the classes I need?**
 - Check for them to see when different classes are available using our website → Classes.
 - Note: Any classes that are waitlisted will have challenges showing up. If you go to resources.northseattle.edu and "classes" you'll be able to see the old schedule with accurate class waitlists.
- **I already transferred to a university.**
 - Please send me an unofficial transcript so I can see if the courses you took meet our requirements. If so, then we'll be able to see if you should send your official transcript. We can see if you'd still be able to be granted your degree. That way, you can put it on your resume. (Process: unofficial to make sure classes work, send official transcript, fill out credit evaluation form, fill out graduation application). Please make a note of any of these reverse transfer students on the spreadsheet.
- **The classes that I need aren't offered.**
 - Check: Have they spoken to an advisor to find alternate classes?
 - If not, they can schedule an advising appointment: (you can either connect them or give them the number; sometimes the student is in the middle of something and will need you to email them the number)
 - Check: Do they know when the classes will be offered next?
 - Advising is a good referral: phone number
 - Note: if it is a really long time (2 or more quarters) AND they have no other classes to finish their degree, they might look into taking the class at another college or working with a program coordinator to substitute a class.
- **I'm waiting until I have money to pay for classes but I'd like to come spring quarter.**
 - Check: Does the student know the timeline?
 - After the first payment deadline, the student has 7 days after registration to pay for classes
 - Check: Does the student have a plan to pay for classes?
 - Potential resources:
 - Payment plan: https://northseattle.edu/tuition-fees/deferred-tuition-payment-system?search_standing=1
 - Financial Aid? (see if they have a financial aid code under unusual action)
 - Check: How many seats does the class have left?
 - Let the student know if the class is close to capacity (i.e. Has 4 or fewer seats left)
 - Let the student know if the class has the potential to get cancelled if students don't register for it so they should register sooner rather than later (i.e. under 18 students).
- **Oh! I should do that, but I need an entry code.**

- An entry code allows a student into a class if they technically meet the pre-requisite, but the system doesn't recognize it.
- They need to email the Advisor North email account: advisornorth@seattlecolleges.edu with proof that they meet the pre-requisites.

- **I'd like to come back, but I don't know what to take.**
 - Refer them to Advising:

- **I need to take a break from school.**
 - Find out their reason and refer if extra support is needed.
 - Find out if they plan on coming back in a quarter or two

- **I want to register soon, but I can register on the first day of the quarter, right?**
 - Theoretically, the student can register pretty much through the first week of the quarter. However, classes they want will likely fill. In addition, if a class has low enrollment, it's likely that instruction will cancel it. It's best if they register as soon as possible. Plus, if they register sooner, they can start planning for the books they might need.