Nancy Gideon

4/24/2017

SCRIPT: CONTACTING STUDENT FOR PAST DUE TUITION

**If speaking with student on the telephone:**

Hello, this is Nancy Gideon, your student success coach.

How are you today?

Answer response in a positive or helpful way.

I’m calling to remind you that your February payment is now 60 days past due.

Listen attentively to their response.

Reiterate the importance of on time payments and the program policy for non-payment. Try to get the student to commit to a date in which payment will be made.

Is there a day I can write in my notes that we can expect payment?

Insure the student their educational goals are very important to us. Their success in the program is a goal we want to help them reach because being employed in a position that is enjoyable as well as beneficial for financial needs, makes life much more satisfying to live.

Thank them for their time and let them know you are there for any questions or concerns they may have.

**If the student does not answer:**

Hello, this is Nancy Gideon, your student success coach.

I hope all is going well with you.

This is a friendly reminder that your February tuition payment is now 60 days past due.

Reiterate the importance of on time payments and the program policy for non-payment.

Your educational goals are important to us and we want to do all we can to help you reach them.

Please call me at your earliest convenience with any questions or concerns.

Of course, if your payment has been made, please disregard this message.

Thank you.

Please call if you need further information concerning your program needs.