

# **New Student Programs & Family Outreach Summer Communication with New Students**

## **Summer 2018**

### **Initial Communication from NSPFO**

Beginning March 8, NSPFO will communicate weekly with newly admitted first-year and transfer students via mailer or email (depending on timing). The communication will cover the following:

- Applying for housing
- Paying ATD
- Signing up for START online
- Room selection
- Taking MPT

### **Specialized Communication**

We send specific emails to all CA admits and HI admits letting them know about our programs in their area and instructions on how to sign up. Usually done in April.

### **ATD Communication**

July 5<sup>th</sup> we will send an email to all students who have paid ATD but not registered and remind them to register for START and other next steps.

### **Pre-Orientation Communication**

Sent 10 days prior to each student's START session they will receive an e-newsletter covering the following:

- Reminder about taking MPT
- Parking info and directions for START
- Photo ID upload reminder
- Reminders about disability accommodations at START
- Reminder about dressing appropriately for program
- How to make changes to reservation/refund deadline (no refunds offered within 7 days of the program)

### **MPT Communication- first-year students only**

Approximately 72-48 hours prior to scheduled first-year START session

NSPFO calls all students who have not completed MPT and request that they complete the test prior to START or else their advising will be delayed.

### **Post-START Communication**

Approximately one week after START session a student will receive either an email or e-newsletter on the following:

- Reminder to log in/explore MyDegrees and your fall term schedule
- Make packing list/prepare for UHDS move-in
- Information about AlcoholEdu, Haven and Community Module requirements
- Welcome Week teaser
- Information about post-START Canvas site

### **August Calling Campaign**

During August START staff call all students who attend first-year START sessions. These are loosely scripted and are meant to help answer general questions as they are focused on moving to OSU/Corvallis. Based on previous years' calls, our most common questions revolve around: housing (what to bring), buying books, parking and dining questions.

### **Welcome Week E-Newsletter**

10 days to one week before move-in all students who have an SOP code for that summer receive an e-newsletter with the following information:

- Welcome Week highlights & expectations
- Move-in Information

- Parking information
- There is a separate first-year and transfer student version of this newsletter, so specific information can be given to both populations