

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

## **Summer 2017**

### **Initial Communication from NSPFO**

Beginning March 15<sup>th</sup>, 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
- 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**

One week prior to each student's START session they will receive an e-newsletter covering the following:

- Reminder about taking MPT
- Parking and Direction Information for START
- Photo ID Upload/ID Reminder
- Reminders about Disability Accommodations at START
- Reminder about dressing appropriately for program
- How to make changes to reservation
- Links to General Housing FAQs

### **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:

- Links to START Assessment
- Links to My-Degrees/Registrar's Tutorials
- Links to Advising Syllabus
- Links to Housing FAQs
- Information about OSU Guide
- Information about Alcohol EDU, Haven, and Community Module
- Welcome Week Teaser

### **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 year's 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 for that summer receive an e-newsletter with the following information:

- Welcome Week highlights & expectations
- Move-In Information
- Parking information
- Transfer student section