

Colorado ASSET Next Steps: Communication

People at the college/university that you will want to communicate with:

- Financial Aid Office
 - They will be able to give you advice on institutional aid (scholarships/grants) regardless of immigration status.
 - Are they asking you to fill out the FAFSA? Ask them *how* they want you to fill it out.
 - Are they asking you for other income information? These are the people that can tell you *why*.
 - This office is usually home to scholarship advisors.
- Office of Admissions.
 - They will be able to advise you on how to fill out their application for admission and will tell you if you are required to fill out an additional “ASSET Supplemental Form.”
 - They will also be able to inform you on the status of your application.
- Bursars Office
 - They will be able to help you understand you bill, payments and refund information.
- Registrar’s Office
 - They are typically the people in charge of classifying a student as “in-state” or “out-of-state.”
 - This office is usually in charge of maintaining databases of all official records related to enrollment, transferring, course scheduling, course enrollment and graduation.
 - Not to be confused with the Academic Advising Office, which is where you will get help, once you are ready to enroll, on which classes you should be taking based on what you want to study or if you are not sure what you want to study.
 - This office may be home to COF Coordinators.

Some schools may have all or a combination of these offices.

Example of how to make a call:

“Hello, my name is Blanca Trejo and I am a prospective student. May I please speak with the {Financial Aid Advisor/ Admissions Officer/ Registrar} working directly with ASSET Students?”

If they ask you to leave a message, ***then leave a message***. Something like:

“Hi, my name is Blanca Trejo. I would like to speak with the {Financial Aid Advisor/ Admissions Officer/ Registrar} that works directly with ASSET Students. Please give me a call back at (___)-___-___. Thank you and hope to hear from you soon.”

---- Quick Side Note: If you have a voicemail that is not professional then it is highly suggest that you change it before calling the Office. If you do not have a cell phone and leave your home number then please say that in your message [*“Please give me a call back at my home number (___)-___-___”*]. If you have to leave someone else’s phone number (parent, friend, sibling etc) then also please say that [*“Please give me a call on my _____’s number (___)-___-___”*]

If they answer and you get to speak to someone then REMEMBER THAT PERSON'S NAME – write it down, ask them to say/repeat their name if you have to (“Sorry, I didn’t catch your name” or “I’m sorry, what is your name again?”) – Don’t be afraid to ASK.

Then proceed to tell them:

1. That you are applying to that school.
2. That you believe you are ASSET eligible and that you would like to make sure that the {Financial Aid / Admissions/ Registrar} Office has all the necessary information to classify you as an In-State student for tuition purposes.
3. Ask them if they know of any scholarship for students like you that you could apply for.
4. Ask them other questions that you have about applying for or paying for their specific college.

Create a “Professional Image.” This includes:

Creating a PROFESSIONAL EMAIL ACCOUNT that you CHECK DAILY

The following email addresses are EXAMPLES ONLY:

PROFESSIONAL:

b.trejo@yahoo.com

blanca_trejo@gmail.com

Blanca.E.Trejo@hotmail.com

NOT PROFESSIONAL:

biggBootyMama@yahoo.com

PinkLadyPunkStar@gmail.com

PapacitoChulo@hotmail.com

Creating a PROFESSIONAL VOICEMAIL that you CHECK DAILY

PROFESSIONAL:

“Hi, you have reached Blanca. Please leave your name and phone number and I will get back to you as soon as possible.”

“Hello, this is Blanca. I can’t answer my phone right now so please leave me a message and a phone number and I will call you back when I can. Thank you and have a good day.”

NOT PROFESSIONAL:

“Hello.....Of yeah.....that’s coo....SIKE!... leave a message”

ANY songs that play from 1 second- 6min or longer.

“Yo, you know who you’ve reached”