Thank you for volunteering to help us personally contact all enrolled students through the All Vol Call Campaign! You are an important member of the Volunteer family and play a critical role in this outreach effort. Thank you for your dedication to supporting our students on their path to success.

CAMPAIGN GOAL
Provide proactive and intentional engagement for all students about academic and student services opportunities available through a virtual environment. Create a culture of care and support. This is a guide for the conversation you will have with students to check in on them to see how they are doing. Feel free to use words or phrases that come more naturally to you! It’s important to note that some students may share sensitive and private information. If you learn of a student in emotional or physical distress please refer them to the 865-974-HELP referral line in the Office of the Dean of Students.

STEPS TO PREPARE TO MAKE YOUR CALLS
1. Use the list provided by your liaison.
2. Familiarize yourself with the call guidelines and how to make calls in your own authentic words & voice.
3. Dial the primary and/or alternate phone number to reach the student.
4. Use the appropriate guide below for your conversation
5. Record the call outcome on the Call Outcome Form

PLEASE CONTACT US IF YOU HAVE ANY QUESTIONS!

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dcurry7@utk.edu

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GUIDANCE FOR CALLS

When a Caller Reaches the Student
Hi, (student name). This is (caller’s name) calling from the University of Tennessee. We’re following up with all students to check in and offer support. The transition to online courses from in-person may be challenging for many students—after all, it’s a brand-new experience for all of us. To make the transition as smooth as possible, we’re contacting you to see how your first few days have gone. How are you doing? How can we help you?

(Appropriately respond to their answer. Refer to FAQs and information in this resource guide as needed.)

Consider Open-Ended Questions
• What are the challenges you are facing?
• Were you able to achieve your goals this week?
• Was there anything that prevented you from doing your best work?
• Do you have the resources you need to achieve your goals?
• Do you have what you need to be successful?

Campus Resources to Share
• To enhance the online experience we’ve designed virtual resources to engage, support and energize our students. For example, we’re offering tutoring, academic coaching and advising online. Learn more at studentsuccess.utk.edu
• You can attend a comedy show, paint, or join a book club with others online.
• To discuss financial aid, refunds, withdrawing, or other enrollment services contact One Stop at 865-974-1111 or onestop@utk.edu
• If you are struggling or in distress and need to talk with someone immediately feel free to call 865-974-HELP. (Caller should make a specific referral to 974-HELP following the call.)

Closing Comments
• Recap any of the recommendations the student committed. For instance, if they need to talk with their advisor repeat this fact and offer to have the advisor call them.
• Reiterate that UT faculty and staff care. We’re here for you and Vols – you got this!
• Ask if they’d like us to call again in a few days or weeks – note this on the Call Outcome Form.

(End the call.) Thank you so much for your time today, (student name). Be sure to let us know if there’s anything else we can do to support you. Have a great day!

When a Caller Reaches Someone Other than Student
(Assuming you asked to speak with the student and they were unavailable.)
This is (caller’s name) calling from the University of Tennessee. We’re calling all Vols to check in on them during this time of transition to online classes and to see if they need assistance with anything. If they need assistance please have them reach out to our Student Success Center at 865-974-6641 or studentsuccess@utk.edu. We are here to support every member of our Volunteer Family.
When a Caller Leaves a Voicemail
Hi, (student name). This is (caller’s name) from the University of Tennessee. We’re calling to check in on all students to see how you are doing and also see if you need assistance with anything as we transition to online classes. If there’s anything we can do for you, please give us a call at 865-974-6641 or email us at studentsuccess@utk.edu. We are here to support you. Thanks and have a great day!

CALL OUTCOME FORM
The caller will be provided a link to a Google Form to submit the outcome of each call. Callers must use their UT Net ID and Password to log in to complete these submissions.

Callers will see a simple form that will include:
- **Student Name** – The caller will enter this on the form.
- **Student Net ID** – The caller will enter this on the form.
- **Call Outcome** – The caller will select one of the options on the form.
  - X – No Answer, No VM set-up, Disconnected
  - M – Message with student
  - S – Talked to student
  - C – Talked to student we need to call the student back
  - P – Talked to parent
  - L – Withdrawing from the semester or not returning next semester
- **Call Follow Up** – The caller will select one of the options on the form.
  - No follow up required
  - Student Success (academic coaching, tutoring, supplemental instruction)
  - Academic Advising (degree planning, course scheduling)
  - Student Life (engagement opportunities, connection to campus, sense of belonging)
  - One Stop (billing, financial aid, scholarships, add/drop, withdrawals)
  - Other: (free text field)
ACADEMIC AND STUDENT RESOURCES

Center for Career Development
865-974-5435
career@utk.edu

Center for Health Education & Wellness
865-974-5725
wellness@utk.edu

Center for Global Engagement
865-974-3177

Dean of Students
865-974-3179
dos@utk.edu

Dining
utdining.utk.edu
(865) 974-4111
utdining@utk.edu

Housing
housing.utk.edu
(865) 974-3411
housing@utk.edu

One Stop
onestop.utk.edu
(865) 974-1111
onestop@utk.edu

OIT Helpdesk
oit.utk.edu
(865) 974-9900

New Student Orientation
newvols.utk.edu
(865) 974-4546

Parking
parking.utk.edu
(865) 974-6031
parking@utk.edu

Student Disability Services
865-974-6087
Video Phone: 865-622-6566
sds@utk.edu

Student Health Center
(865) 974-3135

Student Success Center
865-974-6641
studentsuccess@utk.edu

UT Police
865-974-3114 (non-emergency)
utpolice@utk.edu

Veterans Resource Center
865-974-5420
utkva@utk.edu

Vol Card Office
volcard.utk.edu
(865) 974-3430

VolShop
shop.utk.edu
(865) 974-7467

ACADEMIC ADVISING

College of Architecture & Design
archdesign.utk.edu/advising
(865) 974-3232

College of Arts & Sciences
artsci.utk.edu
(865) 974-4483

College of Communication & Information
cci.utk/advising
(865) 974-3603

College of Education, Health & Human Sciences
ehhsstudentservices.utk.edu
(865) 974-8194

College of Nursing
nursing.utk.edu
(865) 974-4151

College of Social Work
csw.utk.edu
(865) 974-3351

Haslam College of Business
Haslam.utk.edu/advising
(865) 974-5096

Herbert College of Agriculture
herbert..utk.edu
(865) 974-7303

Tickle College of Engineering
tickle.utk.edu/advising
(865) 974-4008

For up to date information about COVID-19 and FAQs, visit utk.edu/coronavirus