

Sample Communication Timeline

This sample communication timeline includes message topics based on where students are in their academic journeys. It addresses what you want to know and what your students want to know. You can add your own messages in the Your Messages column.

| | Rising Sophomores | | Rising Juniors | | Graduating Seniors | | Your Messages |
|---|---|--|---|---|---|--|---------------|
| | Topic | Sample Message | Topic | Sample Message | Topic | Sample Message | |
| Now – what they want to know | Eligibility and date when CARES ACT refund will be in account | Hi [first name] , you can expect to see your CARES ACT refund of [CARES_refund_amount] added to your account on [CARES_refund_date] . Text us back if you have any questions. | Eligibility and date when CARES ACT refund will be in account | Hi [first name] , you can expect to see your CARES ACT refund of [CARES_refund_amount] added to your account on [CARES_refund_date] . Text us back if you have any questions. | Eligibility and date when CARES ACT refund will be in account | Hi [first name] , you can expect to see your CARES ACT refund of [CARES_refund_amount] added to your account on [CARES_refund_date] . Text us back if you have any questions. | |
| Now – what you want to know | Haven't registered for the fall | Hi there [first name] . It looks like you haven't registered for fall classes yet. The deadline to do so is August 1. Do you need help making an appointment with your advisor? | Haven't registered for the fall | Hi [first name] , it's [advisor] , your academic advisor. Let's schedule some time for a phone call to get you registered for fall classes. Choose a time that works best for you from my calendar: signalu.edu/advisors/calendars | Haven't filled out the NSSE/ graduation outcomes survey | Hi [first name] , we don't have your completed graduation outcomes survey on file. The deadline to complete this is this Thursday. Text if you have questions! | |
| July – what they want to know | What's the Fall plan | Hi [first name] , Signal U has released its official plans to continue hosting classes in a virtual setting for the fall. Read the full plan: signalu.edu/fall2020 | What's the Fall plan | Hi [first name] , Signal U has released its official plans to adopt a hybrid model of instruction for Fall 2020. Learn more by reading the full plan: signalu.edu/fall2020 | -- | -- | |
| July – what you want to know | Accepting Financial Aid | Hi [first name] , you should have received your electronic award letter on [award_letter_date] . Log onto your Signal portal to accept or decline funds offered to you. | Accepting Financial Aid | Hi [first name] , you should have received your electronic award letter on [award_letter_date] . Log onto your Signal portal to accept or decline funds offered to you. | Job Search check in | Hi there [first name] . I just wanted to check in on your job search. Is there anything I can do to help? | |
| August – what they want to know | Need Housing on campus update | Hi [first name] , your application for on-campus housing has been approved. You can find your housing assignment by logging into your Signal portal. | Planning on a fall internship | [First name] , your application for an on-campus fall internship has been approved. Find out more about your internship by logging onto your Signal portal. | Regional Alumni event | Hi [first name] , we will host a virtual alumni event for local employers to connect with recent Signal U grads. Register to attend here: signalu.edu/virtualalumnievent | |
| August – what you want to know | Personal COVID information | Hi [first name] , we need to ask you a few questions before we begin the fall semester. Have you been out of the state within the last 2 weeks? | Personal COVID information | Hi [first name] , we need to ask you a few questions before we begin the fall semester. Have you had a fever within the last 2 weeks? | Job Search check in | Hi [first name] , just checking on you to see how the job search is going. Can I help you with anything? | |