On Point for College Volunteer Program
Volunteer Outreach Script and Questions

Scripts

If the student answers the phone
Hi this is ___________. I’m a volunteer with On Point for College, working with your advisor… I am calling to check-in about… How are you doing today?

Leaving a voicemail
Hi this is ___________. I’m a volunteer with On Point for College and work with your advisor… I wanted to check in about… Please call me back so we can chat about how On Point can help. My phone number is… Have a great day!

Question categories (and when to ask them)

<table>
<thead>
<tr>
<th>Wellness during the pandemic</th>
<th>Summer 2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>General health and wellness</td>
<td>Year-round</td>
</tr>
<tr>
<td>Start of semester</td>
<td>Aug/Sep</td>
</tr>
<tr>
<td>Mid-semester</td>
<td>Oct/Nov</td>
</tr>
<tr>
<td>End of semester</td>
<td>Dec</td>
</tr>
<tr>
<td>College break check-in</td>
<td>Jan</td>
</tr>
<tr>
<td>Graduation calls</td>
<td>Dec</td>
</tr>
<tr>
<td>Career services check-in</td>
<td>Year-round</td>
</tr>
</tbody>
</table>

Wellness during the pandemic (Summer 2020)

1. Are you living alone or with friends or family?
2. How are you and your family doing?
3. Do you need any supplies or groceries?
4. Do you have internet access?
5. Do you have a computer?
6. What big changes have you gone through since the start of the pandemic?
7. How is your daily routine different now that you aren’t on campus?
8. Have you been feeling lonely because of social distancing?
9. Are you finding the changes stressful?
10. What do you do when you’re feeling lonely or stressed because of the pandemic?
11. Can I do anything to make this transition easier for you?
General health and wellness (Year-round)

1. When you have a lot of things going on in life, how do you feel?
2. Can you tell me what causes your emotions to feel out of balance?
3. Do the little things begin to stress you out?
4. Can it be hard to share your feelings?
5. Does worry seem to take over?
6. Do you get impatient with yourself or others?
7. What does your daily routine typically look like?
8. Do you incorporate exercise into your routine?
9. What do your eating habits look like?
10. How has your sleep schedule been?
11. Do you have a support network?
12. Is there someone you talk with about this regularly?

Tools for coping with stress/ anxiety:

1. Recognize what you are feeling
2. Test your thoughts to see if they are distorted by asking if you are:
   - Catastrophizing
   - Making “should” statements vs I “will” statements
   - Overgeneralizing
   - Exagerating
   - Minimizing
   - Jumping to conclusions
   - Ignoring the positives
3. Use a positive mantra/ declaration:
   “Today, I will fully love and accept myself, as well as my limitations. I will work through each task with joy and concentration. I do not give my circumstances permission to mess with my emotions in a negative way.”
4. Try a grounding exercise:
   - 5 things you can see
   - 4 things you can hear
   - 3 things you can feel or touch
   - 2 things you can smell
   - 1 thing you can taste
5. Realign your thinking by talking to someone
6. Take a break and distract yourself by focusing on something that brings you joy:
   - A walk
   - Read a book
   - Watch a comedy
   - Meet up with a friend
   - Go to the gym
On Point for College Volunteer Program
Volunteer Outreach Script and Questions

Start of semester (Aug/Sep or Jan/Feb)

1. Have you been reaching out to your On Point advisor?
2. How many credit hours are you taking?
3. Will you be completing classes online, in-person, or both?
   a. Do you have internet access?
   b. Do you have a computer?
4. Have you reached out to your professors/teachers?
   a. If no, do you know how to sign up for office hours?
5. Are you living on campus?
   a. If yes, how are things going with your roommate?
   b. If yes, do you have a meal plan-in-place?
6. Are you receiving and reading the announcements your school is sending?
7. What is your goal for the end of the semester?

Mid-semester (Oct/Nov or Mar/Apr)

1. Have you been reaching out to your On Point advisor?
2. Did you renew your FAFSA?
3. Are you involved in any clubs or sports?
4. Are you able to balance your time and remain focused?
5. Do you need tutoring assistance?
6. Have you registered for classes yet?
   a. If no, are you continuing with classes in the fall?
7. Are you transferring schools?
8. Have you applied for an internship?
9. How are you preparing for finals?
10. Are you experiencing test anxiety?
11. If yes, how are you coping with your stress? (Refer to tools for coping with stress/anxiety)

End of semester (Dec or May)

1. Have you been reaching out to your On Point advisor?
2. Did you renew your FAFSA?
3. Do you expect to finish all your classes?
   a. If no, can you request an extension?
4. Do you have transportation to get home from school? (This is for non-local colleges only)
5. Will you be able to return your textbook rentals, or sell back ones you purchased?
6. What are your plans for break?
On Point for College Volunteer Program
Volunteer Outreach Script and Questions

**College break check-in (Dec/Jan or Jun/Jul)**

1. Did you pass all your classes this past semester?
2. Are your classes scheduled for next semester?
3. How is your break going?

**Graduation calls (Dec or May)**

**Yes, the student is graduating this semester**

1. When will graduation take place?
2. How will your college be hosting the commencement? Virtual or in person?
3. Do you need help with your cap and gown? (On Point pays for cap and gowns)
4. What are your plans after graduation?

**No, the student is not graduating this semester**

1. When are you planning on graduating?
2. Is there anything On Point can assist you with? If yes, note it and tell the student an advisor will follow up with them.

**Career services check-in (Year-round)**

1. Are you currently working?
2. Would you like an advisor at OPFC to contact you about any of these services:
   a. Job search assistance
   b. Resume and cover letter help
   c. Mock interviews
   d. Career exploration events
   e. Networking help
   f. Internships

**If student answers yes to #1:**

1. If yes, what kind of job is it? (Full-time, part-time, temporary)
2. What company do you work for/ what is your job title?
3. Are you happy at your job?

**If student answers yes to 2:**

1. If no, are you looking to work at this time?
2. What type of job are you interested in?
3. Is there anything you find challenging about job searching?
4. Have you attended any interviews?