

## Tutor B Calls Checklist

### General Points

- AIU needs as many CONVERSATIONS as possible with students. Leaving messages is not enough.
- Greet the student with a positive and friendly attitude.
- Then ASK QUESTIONS, LET HIM TALK SO YOU CAN HELP HIM BETTER
- Share with him that what AIU wants is to that reach his optimum potential and see him GRADUATING with us.
- Tell student you are calling to check in on his progress and see how he's doing in the program.
- Check his academic progress and ask him if he's working on an assignment at the moment.
  - o If he's not working on an assignment, explain him what assignment to do next and how to continue; ask him when he'll be able to submit it.
  - o If he's working on an assignment, ask him when he expects to submit this assignment.
- Make sure student knows how to submit an assignment through his student page.
- Remind him that he needs to submit at least one assignment in order to stay academically active in his program.
- Ask him if he knows how to navigate through his student section. Ideally, make him be in front of his computer so he can navigate and understands the main functions.
- If necessary, please explain the difference between submitting assignments OFFLINE and ONLINE
- Remind him that he has the MYAIU platform available for him 24/7
- Check his financial status. If he's missing a payment, ask him why he didn't pay and try to help him. You can discuss the payment plan he agreed with the AC at the beginning of the program. Encourage him to take care of the scholarship he received from AIU.
- Ask the student when he'll be able to make payment; let him know that he needs to stay active financially because we do not want his program to be interrupted at any time.
- Ask him about what method of payment he is going to use and remind him that the best way to pay is always with credit card. If he wants to select a different method, preferably offer only these ones CREDIT CARD, WIRE TRANSFER, WU QUICK PAY.
- Explain him that if he has any questions, he can always contact his advisor or tutor directly from his student page under "Communications/assignments." Recommend him to READ all comments available in his student section
- After the call, leave a comment in the comments file with a summary of the conversation and make sure the student has all the necessary tools to continue and stay active
- Send him a COMMENT and an EMAIL with what he needs to take the next step.

### Possible Scenarios:

Please check these possible scenarios and make sure you know how to interact with the student based on each one of them. If you have any questions, please ask Ofelia and-or Juan Pablo:

- Hasn't been able to complete the 3 main assignments of Phase I: Simplified Phase I
  - Completed the First Phase but hasn't designed yet his Curriculum Design: Orientation about how to design his OWN Curricula, Videoconference about it, examples, and formats.
  - Has completed the Curriculum Design but doesn't know how to develop the courses: Add courses into his student section, Supplement format, examples.
  - Has completed the Phase II courses and is ready to start his Final Thesis: Submit Thesis proposal, applicability of his Research, Supplement Format.
  - Has completed the Final Thesis and is ready to graduate. Graduation Letters to be completed and signed by him. Payment in full is necessary to order his Diploma, Transcript and Completion Letter.
  - Has some questions about Accreditation: Use the explanation we have available and recommend the student to check in his country about validation. If he does not agree, please send the case to Dr. Jose Mercado
- Important Resources to share with the student (Spanish, English, Portuguese)
- Structure of the program VIDEO and Document.
  - How to submit Assignments at AIU?
  - List of Videoconferences about the Book Essays
  - Format to develop the Courses and Thesis: SUPPLEMENT



# First calls Role Play

1 Intro

2 Objective

3 Do you have a few minutes to talk?

4 Did you receive the welcome package?

5 80%-20%

6 Student qualifies for the program.

7 Use the student's name

8 Motivation (In what date would you like to graduate?)

9 Have you entered into your student session?

10 Phase 1 (15 days) (Portafolia, C. Integral y autobiografia)

11 Payments (how much?, due date, etc)

12 Profile picture

13 Autopay

14 Scholarship reminder (AAP)

15 Congratulate the students.

16 Communications through the platform

17 No more than 5 minutes

18 MyAIU

19 Video "How to use your platform"

20 We must be 100% sure the student will graduate

