

BYU-IDAHO

PRE-ARRIVAL MENTOR TRAINING BINDER



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Responsibilities

Chain of Command

Director

Quality and Training Team

Logistics Team

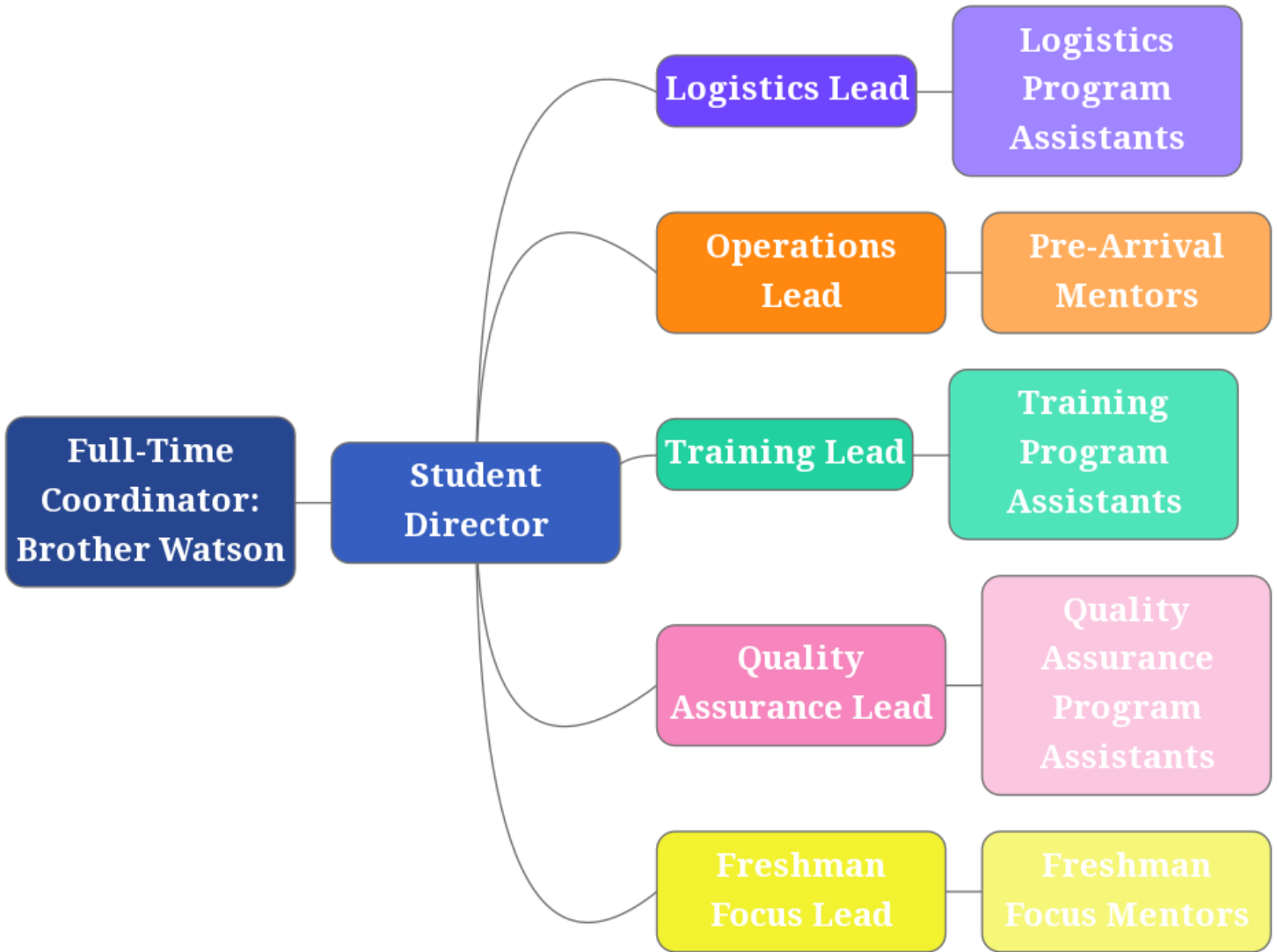
Operations Leads and Mentors

Tours Team

All Leads

All Program Assistants

CHAIN OF COMMAND



JOB RESPONSIBILITIES AND DESCRIPTION

DIRECTOR

- In charge of making sure Pre-Arrival Mentors, Program Assistants, & Leads are meeting expectations (from Brother Watson)
- Responsible for department and program unity
- Weekly stewardships with leads to set goals, discuss stats, quality, give / get feedback, etc.
- Weekly stewardship with Brother Watson (stats, projections, goals, exemplar employees, employee improvements, etc.)
- Review weekly stats and let Operational Leads know how their teams are doing and what needs to be improved. Sets improvement goals with Operational Leads to raise shift stats to a certain percentage, get mentors to improve QA scores if needed, starting shift on time, etc.
- Make semester goals with logistics, quality, training, and operational leads for mentors
- Mid-Semester Review (Feedback / Suggestions) – Coordination with FYE Coordinator Assistant
- Handle complaints from new students, other offices & employees / coordinate with Brother Watson
- Takes over responsibilities if Leads are gone.
- Coordinates time-off for Leads
- Coordinates time-off for Thursday Training Meetings
- Responsible for organizing shift coverage during semester breaks and assigning job take-over responsibilities.
- Approves music (manages account)
- Reads reflection forms weekly and reports needed information to Brother Watson and talks with leads about specific needs.
- Review checkpoint document frequently
- Review and update office training binder for new employees with Quality Lead
- Review and update Lead(s) training binder
- Review and update desk print outs
- Tips and Tricks (5-minute check-ins w/all employees)
- Signal Vine Management
 - Adding/removing mentors, checking for unanswered messages, reassigning names as needed
- SRR Form for all employees / Semesterly Employment Contract
- Create semester Microsoft Teams group and input any relevant files.
- Polo & Nametag Check-out & Return
- Name plates for desks
- Organize and maintain office supplies in file cabinet and cupboards.
 - Assign and maintain office cubbies.
- Manage folders in PAM inbox. Add new mentors and archive leaving mentors.

- In charge of incentives for program assistants & leads (Coordinate w/Brother Watson)
- Other Projects as assigned FT Coordinator

FYE COORDINATOR ASSISTANT

- VIP List (Rexburg and surrounding areas, BYU faculty, prophets/apostles, etc.)
- Mid-Semester Review in coordination with Directors
- FYE Research
- Online orientation (development, scripts, video management, etc.)
- Oversight of social media outreach
 - Facebook & Instagram
 - Warm messaging
- Satisfaction Surveys
- Seating Charts in coordination with FT Coordinator
- Help FT Coordinator with hiring/interviews.
- Training Directors
 - PAM
 - Leadership
- Other Projects as assigned FT Coordinator

QUALITY ASSURANCE LEAD

- Oversees Quality of work and proper Training for Pre-Arrival Mentoring
 - Email, Text, Phone & SharePoint
- Train new QA program assistants
- In charge of Quality program assistants (ensuring they are on time, completing their tasks, staying busy, etc.)
 - Hold stewardships.
 - Coordinates time-off
- Reports to Director
- Expected to be model of hard work, focus, quality, etc. to mentors & rest of office.
- Take over operational responsibilities if Operational Lead(s) and Director are gone.
 - This should be cleared by the Director.
- Help monitor other Program Assistants as needed.
- Send QA scores and goals weekly to Operational Leads, Director, and Brother Watson
- New Employee Training
- Manage semester calendar with Training Lead
- Responsible for QA program assistant(s) training binder
- Update email templates, call script, and any changes to the QA standards. Give to Director to update training binder.
- Specific daily tasks:

- Manages shift if the operational lead is gone.
- Oversee Concurrent Enrollment outreach.
 - Provide current information for concurrent enrollment program.
- Check for consistencies between program assistants' evaluations.
 - If there is time, do QA for program assistants and leads.
- Other Projects as assigned by Director or FT Coordinator

QUALITY ASSURANCE PROGRAM ASSISTANTS

- Fulfill assigned responsibilities.
 - Checking SharePoint, emails, texts, and phone call quality and recording notes and scores in reports.
- Explains to mentors how they can improve. Makes a goal with them. Provides constructive criticism and examples of work. Records goals for Operational Leads to view and use.
- New Employee Training
 - First Week
- Assist with Thursday trainings as directed by Training Lead
- Assist with office decorations / decor as assigned by Lead.
- Mentor Students as assigned by Quality Lead
- Reports to Quality Lead (follows instruction from other leads if their lead is not present)
- Other Projects as assigned by Lead, Director, or FT Coordinator

TRAINING LEAD

- In charge of Thursday Training Meetings (Coordinate w/Director)
 - Work Trainings (Things to fix/change, start doing or be aware of)
 - Professional Development, (other Admin or Faculty), Professionalism (other Admin or Faculty), Spiritual (other Admin or Faculty), Job Improvement (Logistical, Operational, Quality, Efficiency), Other Departments (Invite other Admin or Programs)
 - Can use HR training binder, Brother Watson's resources, seminar topics, etc.
- Review reflection forms for things employees want training on. Determine whether it is a team need or an individual need. Communicate with leads and director.
- Responsible for department and program activities
 - Team building (ropes course, bowling, etc.)

- Nice notes
 - Birthdays
- Office Competitions/Incentives (Monster race, bingo, etc.) This is done by coordinating with leads and with director approval.
- 5 step knowledge base program (if not there, they need to report it) – verify request (information there or not) if not then gather needed info and send to Knowledge Base Program Assistant
- Weekly meetings with Brother Watson and/or director as needed.
- Weekly coordination with director, logistics, and quality
- In charge of Training program assistants (ensuring they are on time, completing their tasks, staying busy, etc.)
 - Hold stewardships.
 - Coordinates time-off
- Train new Training program assistants
- Manage Semester Calendar with QA Lead
- Expected to be model of hard work, focus, quality, etc. to mentors & rest of office.
- Take over operational responsibilities if Operational Lead(s) and Director are gone.
 - This should be cleared by the Director.
- Help monitor other Program Assistants as needed.
- Responsible for Training program assistant(s) training binder
- In charge of office decorations/decor
- Reports to Director
- Other Projects as assigned by Director or FT Coordinator

TRAINING PROGRAM ASSISTANTS

- Fulfill assigned responsibilities.
 - Helping plan and run Thursday training meetings.
- Reports to Training Lead
- Mentor Students as assigned by Training Lead
- Assist with office decorations / decor as assigned by Lead.
- Reports to Training lead (follows instruction from other leads if their lead is not present)
- Other Projects as assigned by Lead, Director, or FT Coordinator

LOGISTICS LEAD

- In charge of Logistics Program Assistants (ensuring they are on time, on task, completing their tasks, staying busy, etc.)
 - Hold stewardships.
 - Coordinates time-off
- Oversee training of new Logistics Program Assistants. (New logistics program assistants will be trained by their predecessor in the position they are entering.)
- Coordinate with Director and Lead(s) to make goals for PAM improvements.
- Responsible for Logistics Program Assistants training binder.
- Expected to be a model of hard work, focus, quality, etc. to mentors and rest of office.
- Takes over operational responsibilities if Operational Lead(s) and Director are gone.
 - This should be cleared by the Director.
- Helps monitor other Program Assistants and reports back to their Lead if necessary.
- Approves time-off requests for team members.
- Reports to Director
- Other Projects as assigned by Director or Full-Time Coordinator

LOGISTICS PROGRAM ASSISTANTS

IMPORTING

- Filter names from the University's list on Power BI and make sure that they match our Master Import List
- Import new students into SharePoint
- Find deleted students from the University's list.
- Mark the students who have been deleted from Power BI as deleted in SharePoint.
- Put in information of False students on SharePoint, so mentors can see it.
- Upload new students into SignalVine
- Archive old students in SignalVine
- Upload new students into I-Belong
- Send students with incorrect phone numbers an email
- Update students (wrong) phone numbers and let mentors know.
- Send mass admit outreach emails and texts
 - Send email to Brother Watson and Logistics team with admit outreach numbers.
 - Club Texting
 - Only use as needed.
 - If credits get low, let Brother Watson know.
- Send Brother Watson the list of students who need the President's email.
 - Make sure the President's email is updated each semester. (Coordinate with Brother Watson)
- Send enrolled student list to studentsupportresearch@byui.edu with student first name, last name, school email, and preferred email in Week 12.
- Reports to Logistics Lead (follows instruction from other leads if their lead is not present)
- Other Projects as assigned by Lead, Director, or Full-Time Coordinator

SOCIAL MEDIA/WEB/COMMUNICATIONS

- Manage the PAM social media pages (posts and messages)
- Create and send the Pre-Arrival Update blog posts (Weebly)
- Manage the Welcome to Rexburg newsletter
- Create and update Department Letters (including faculty outreach/coordination)
- Manage the I-Belong PAM page and outreach through this page
- Graphics and designs as needed
- Monitor, update, and make changes to Knowledge Base as needed
- Handoff email (from PAM to NSM)
- Manage Get Connected Guide
- Reports to Logistics Lead (follows instruction from other leads if their lead is not present)
- Other projects as assigned by Lead, Director, or Full-Time Coordinator

SHAREPOINT AND STATS

- Make sure SharePoint is running so mentors can use it
 - Update links on homepage (stats, reflection forms, etc.)
- Export SharePoint information to Excel to fill out Student Breakdown by Mentor Excel Sheet.
- Log the PAM outreach to both the Dashboard for PAM and PAM BAM Excel report
- Update Reflection Forms – adding new mentors or program assistants, or taking away mentors or program assistants, schedule emails.
 - Qualtrics
 - Must open private window so account does not switch from Student Support to your personal BYU account
- Fill out the Excel Reflection Form report by exporting data from Qualtrics
- Email all excel forms created to Leads, Director, and Brother Watson
- Fill out the Master Weekly Form with the filtered information on SharePoint
- Create new Google Sheets for stats (semesterly)
- Archive and save sheets to HDD
- Reports to Logistics lead (follows instruction from other leads if their lead is not present)
- Other projects as assigned by Lead, Director, or Full-Time Coordinator

PRE-ARRIVAL CHECKLIST

- Draw PAC winners each semester, contact them, and distribute prizes
- Maintain/edit the PAC, PAC PDF, and CE PAC PDF
- Outreach to PAC department contacts
- How to videos
- PAC reports – stats and data
- Send PAC weekly campaign emails
- Reports to Logistics lead (follows instruction from other leads if their lead is not present)
- Other projects as assigned by Lead, Director, or Full-Time Coordinator

PRE-ARRIVAL INTAKE FORM

- Import data from Intake form and send out corresponding mass emails
- PIF reports – stats & data
- Send PIF weekly outreach emails
- Send students with incorrect phone numbers an email
- Update students (wrong) phone numbers in SharePoint and SignalVine and let mentors know
- Reports to Logistics lead (follows instruction from other leads if their lead is not present)
- Other projects as assigned by Lead, Director, or Full-Time Coordinator

OPERATIONAL LEADS

- Primarily in charge of making sure goals for stats are met and recorded
- In charge of their mentors and making sure they are meeting expectations
 - Coordinate time-off
- Manages operations for their shift
- Making sure all emails, VMs, texts, calls are responded to/answered in a timely manner
- Assigns Names
 - Campus
 - False
 - International
 - RM
 - Concurrent Enrollment
 - Admitted (when instructed by FT coordinator)
- Filters SharePoint (attempts, follow-ups, contacts, etc.)
- Filters Emails
 - Clears out junk email
- Starting shift with song, prayer, thought, and announcements
- Monitors music
- Expected to be examples of hard work, focus, quality, etc.
- Works with mentors on their QA goals as well as any other needs they might have
 - additional training, practice, reminders, stats improvement, etc.
- Coordinate with Quality team for QA goals
- Tips & Tricks / Weekly check-in with all mentors (5 min or less)
- Weekly or biweekly stewardships
- First week training for team
- Update stats on board
- Other Projects as assigned by Director or FT Coordinator
- Reports to Director

PRE-ARRIVAL MENTOR

- Contacting and helping students (answering 1424 line, making calls, responding to email, replying to texts, etc.)
- Report to Operational Lead (follows instruction from other leads or program assistants if their lead is not present)
 - Make goals with lead
- Report to Thursday Training meetings and participate where asked
- Need to know how to sign students up for Academic Advising Appointments
- They should fill out a reflection form weekly
- Other Projects as assigned by Lead, Director or FT Coordinator

FRESHMAN FOCUS LEAD

- In charge of their mentors and making sure they are meeting expectations
 - Coordinates time-off
- Making sure all Freshman Focus emails, texts, and calls are responded to/answered in a timely manner.
- In charge of managing Qualtrics form responses
- In charge of managing Freshman Focus Holds
- Assigns Freshman Focus names
- Filters SharePoint (attempts, follow-ups, contacts, etc.)
- Filters emails
 - Clears out junk email
- Expected to be an example of hard work, focus, quality, etc.
- Weekly or biweekly stewardships
- Train new Freshman Focus mentors
- Take over operational responsibilities if Operational Lead(s) and Director are gone
 - This should be cleared by the Director
- Helps monitor other Program Assistants and reports back to their lead if necessary
- Coordinate with Director and Leads to make goals for PAM improvements
- Update email templates, text templates, and call scripts as needed. Give to Director to update training binder
- Reports to Director
- Other Projects as assigned by Director or FT Coordinator

FRESHMAN FOCUS MENTOR

- Contacting and helping freshman focus students (answering 1424 line, making calls, responding to emails, replying to texts, etc.)
 - Helping students complete the Qualtrics form
 - Continued mentoring and Pre-Arrival help
- Contact current students to resolve their Freshman Focus hold and help them change their major or meet with Academic Advising/Career Center
- Report to Freshman Focus Lead (follows instructions from other leads if their lead is not present)
 - Make goals with lead
- Report to Thursday Training meetings and participate where asked
- Need to know how to sign students up for Academic Advising Appointments
- Other projects as assigned by Lead, Director, or Full-Time Coordinator

DIRECTOR AND ALL LEADS NEED TO KNOW

- Basic Management Skills: how to talk to people directly about things they need to change, organization of tasks and people's goals, keeping people on task and
- That they do need to do reflection forms, but will receive responses from mentors and program assistants that they should review
- Spotify login
- That they should be good examples/help keep the office on task
- How to sign students up for Academic Advising Appointments
- Need a key to the office and prox card
- How to check and approve time off requests
- When they finish their responsibilities, they should be taking names and doing mentor work

ALL PROGRAM ASSISTANTS NEED TO KNOW

- That they do need to do reflection forms
- That they should be good examples/help keep the office on task
- How the stats page works for program assistants
- Should get prox card
- In charge of supporting the Pre-Arrival Mentors program, allowing mentors to do their job
- How to sign students up for Academic Advising Appointments
- Expected to be models of hard work, focus, quality, etc to mentors/rest of office
- Take over operational responsibilities if all leads/Director are gone

- When they finish their responsibilities, they should be taking names and doing mentor work

ALL MENTORS NEED TO KNOW

- They are allowed to tell students about RateMyProfessor (as long as they mention that every student has different experiences and just because one student didn't have a good experience with a professor doesn't mean they will)
- They are allowed to mention that they took a class and tell about good experiences
 - As well as if they had a professor and tell about good experiences
- They are allowed to mention that they lived in a complex and tell about good experiences
- They can push back Reach Out Again dates for RM's if SRR says that they don't get home for a few months
- Follow-up dates can be flexible. Try and keep them with 2-4 weeks, but work with what the student needs
- They should prioritize 1st emails/texts/calls over 4th, 5th, etc.
- If a student shows opted out on SignalVine, you can opt them back in unless the text thread shows that the student said STOP



Work Day

Clocking In/Out

Modifying Time

Submitting Time

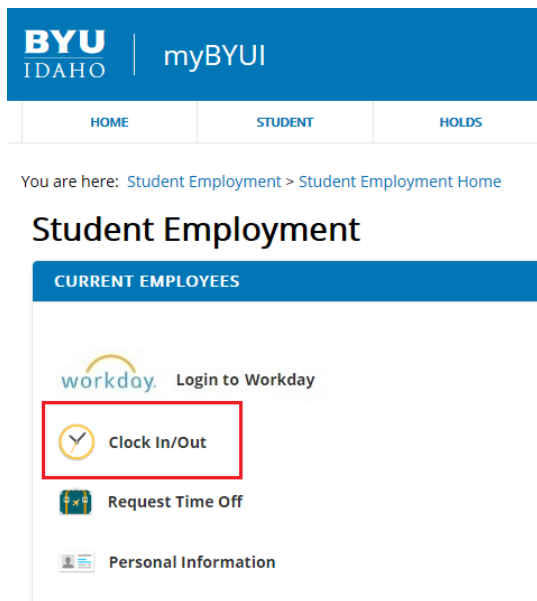
WORKDAY

You can also download the Workday App and do this on your phone.

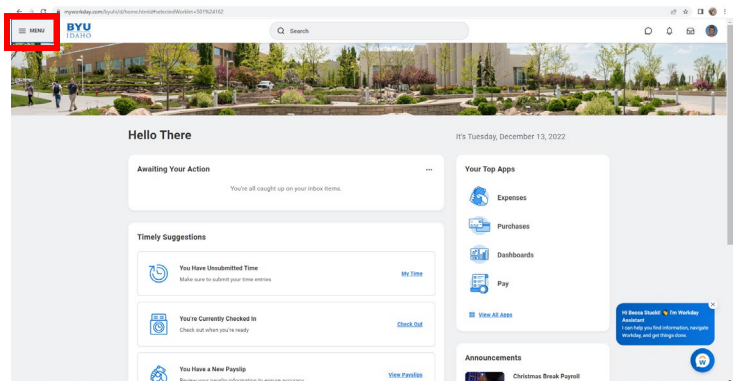
1. Once signed into the home page, click on STUDENT EMPLOYEE.



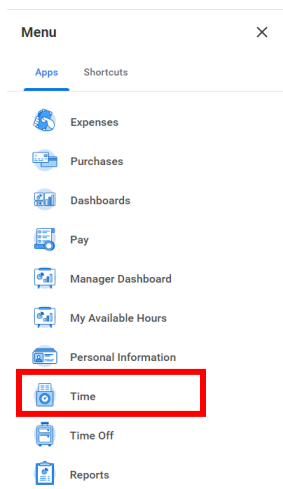
2. Click CLOCK IN/OUT.



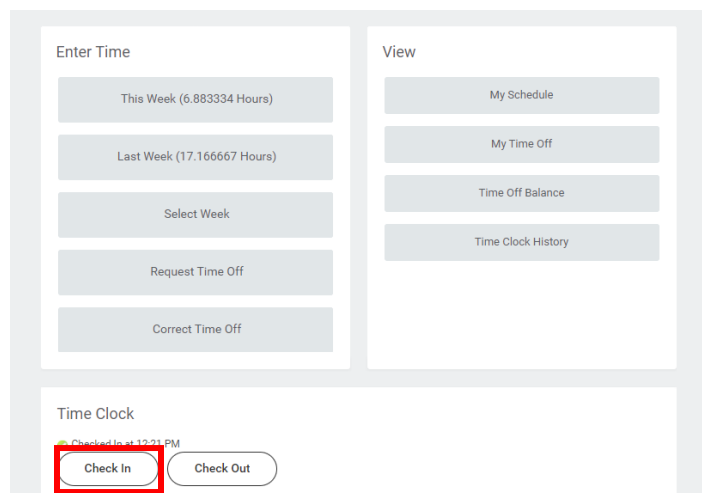
3. Press MENU on the left.



4. Press TIME on the left.



5. CHECK IN



How to Modify Time

1. Click THIS WEEK.

The screenshot shows two panels. The left panel, titled 'Enter Time', contains five buttons: 'This Week (0 Hours)' (highlighted with a red border), 'Last Week (15.083333 Hours)', 'Select Week', 'Request Time Off', and 'Correct Time Off'. The right panel, titled 'View', contains four buttons: 'My Schedule', 'My Time Off', 'Time Off Balance', and 'Time Clock History'.

2. Select the day in which you want to modify time.

The screenshot shows a weekly calendar for July 23-29, 2017. The days are Sun 7/23, Mon 7/24, Tue 7/25, and Wed 7/26. A red box highlights the 8 AM slot on Tuesday, July 25th. A 'Time Period Lockout' is shown for 07/09/2017 - 07/22/2017.

3. Enter the correct hours worked and click OK. Be sure to specify AM or PM.

The screenshot shows the 'Enter Time' form for 07/25/2017. The 'Time Type' is 'Regular'. The 'In' field is '02:00 PM' and the 'Out' field is '06:32 PM', both highlighted with a red box. The 'Out Reason' is 'Out' and the 'Hours' field shows '4.533333'. There is a 'Details' section with a 'Comment' field. At the bottom, the 'OK' button is highlighted with a red box.

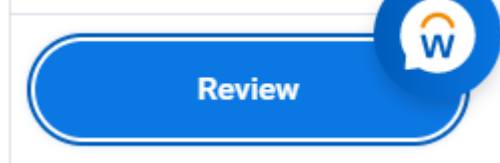
4. The time will appear as a grey box under the specified date.

The screenshot shows a grey box representing the time entry. It contains the text: 'Regular', '2:00pm - 6:32pm', '4.533333 Hours', and 'Not Submitted'.

How to Submit Time

At the end of every week, Mentors need to submit the time they worked for approval.

1. Enter Workday and click on THIS WEEK.
2. In the bottom right corner click REVIEW.



5. Make sure your hours are correct.

Regular Hours: 37.116668

Overtime Hours: 0

Total Hours: 37.116668

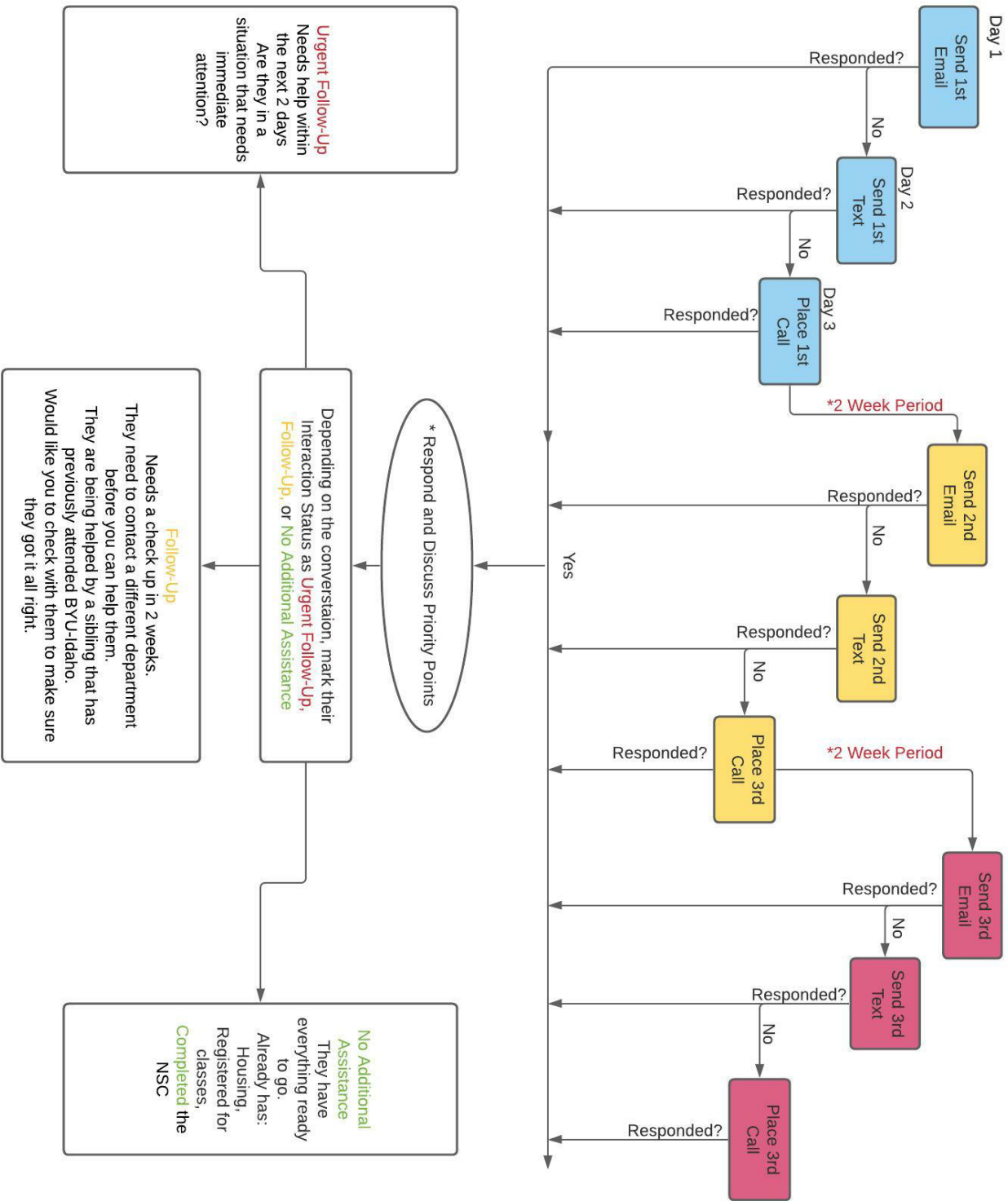
6. Click SUBMIT.



If time is not submitted for approval by the end of each week, it may delay pay or even disqualify you from that pay period.



Visual Contact Map





Emails

Outlook

Creating a Signature

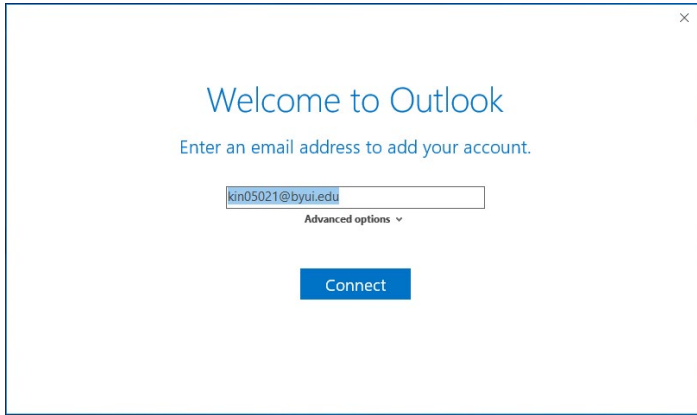
Etiquette

1st, 2nd, 3rd & Follow up Emails

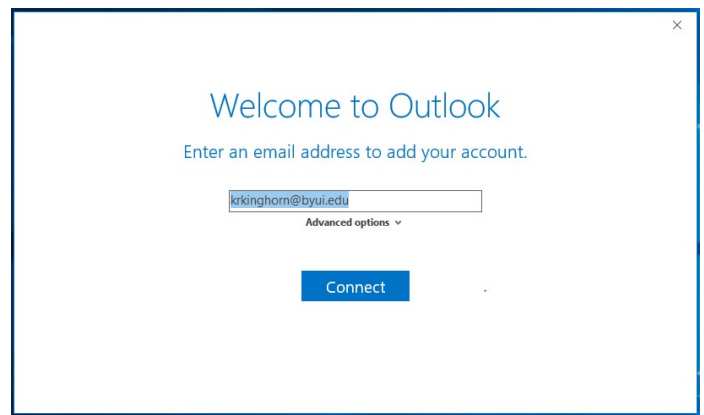
OUTLOOK

Setting up Outlook

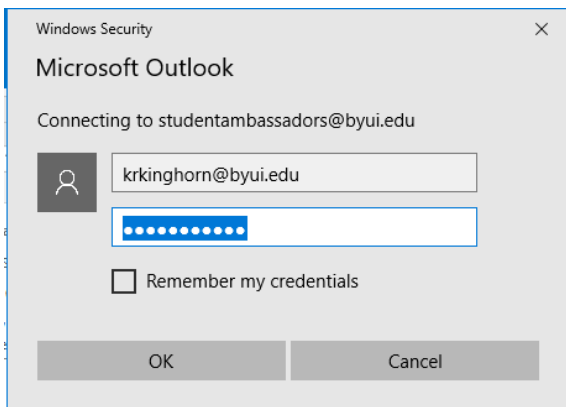
1. Open Outlook using the shortcut on your desktop.
When asked to connect to an account your school email will appear.



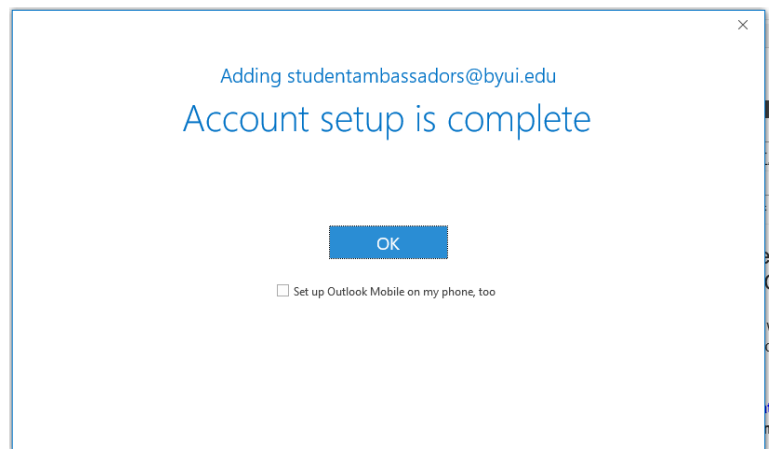
2. Erase your email and type your username@byui.edu
Then click connect.



3. Type your student **account password** as your password and click OK.

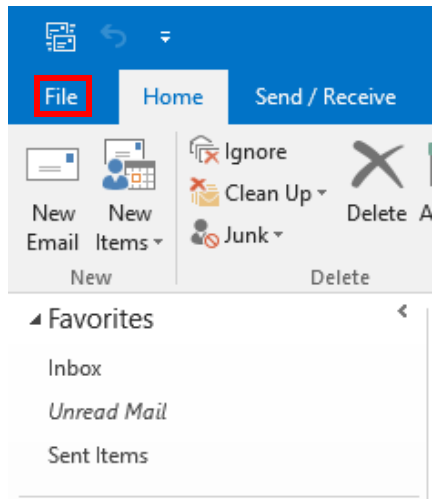


4. Click OK.

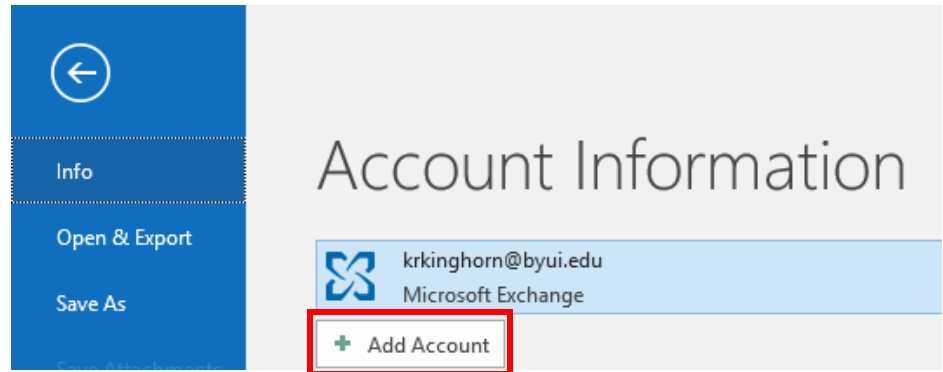


Adding an Account to Outlook

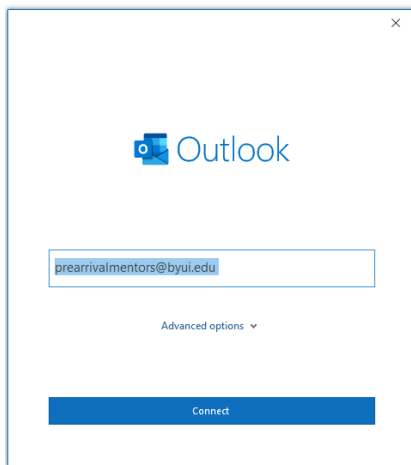
1. Click FILE.



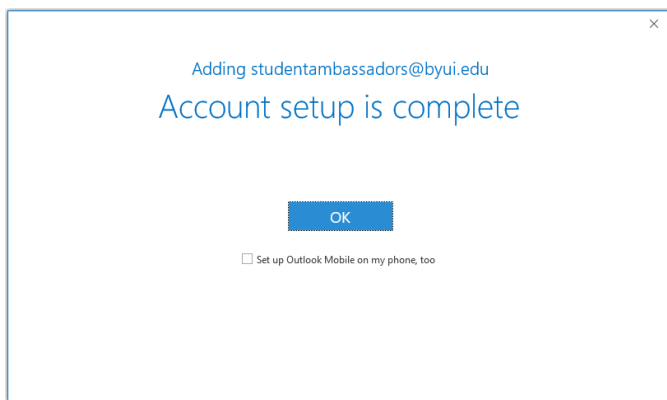
2. Click ADD ACCOUNT.



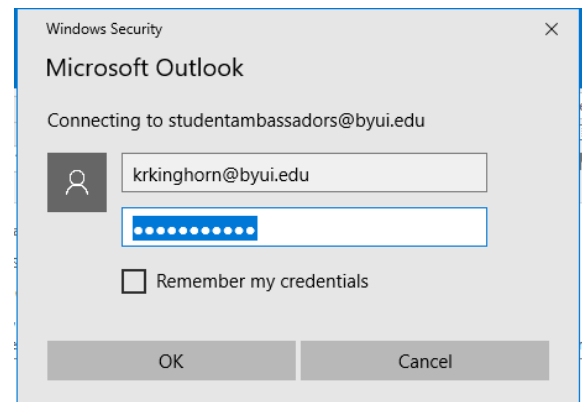
3. Type prearrivalmentors@byui.edu, then click CONNECT.



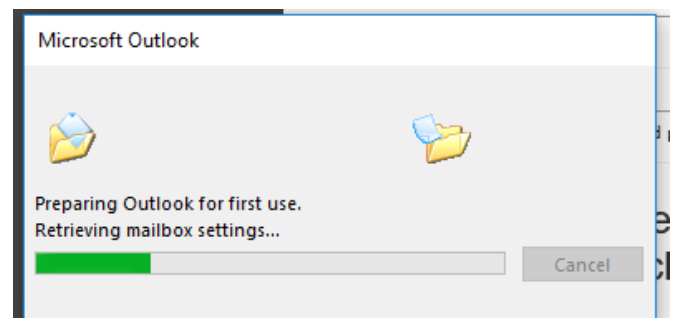
5. Click OK.



4. Re-type your personal **username@byui.edu** as the email and password click OK.

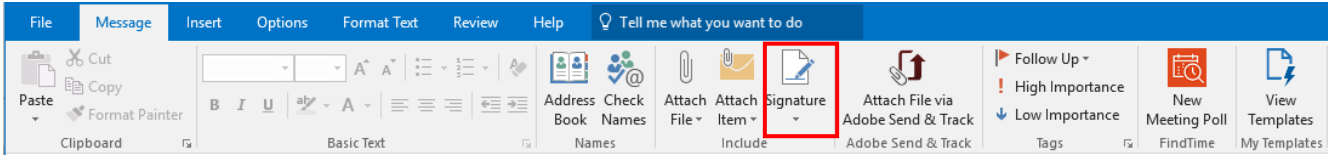


6. It may take some time to load all of your mail.



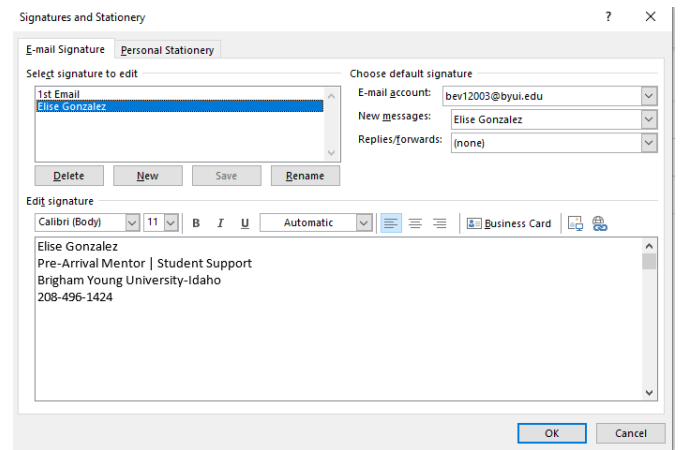
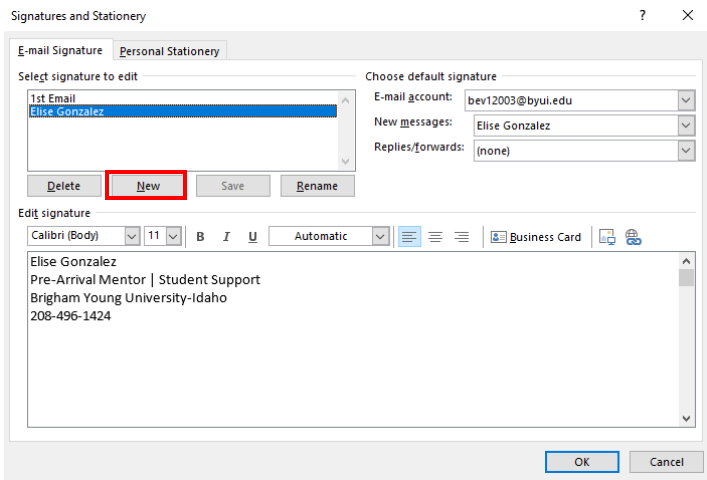
Creating a Signature

1. Open a new email.
2. At the top of the page, click on the SIGNATURE drop down menu. Click on SIGNATURES.

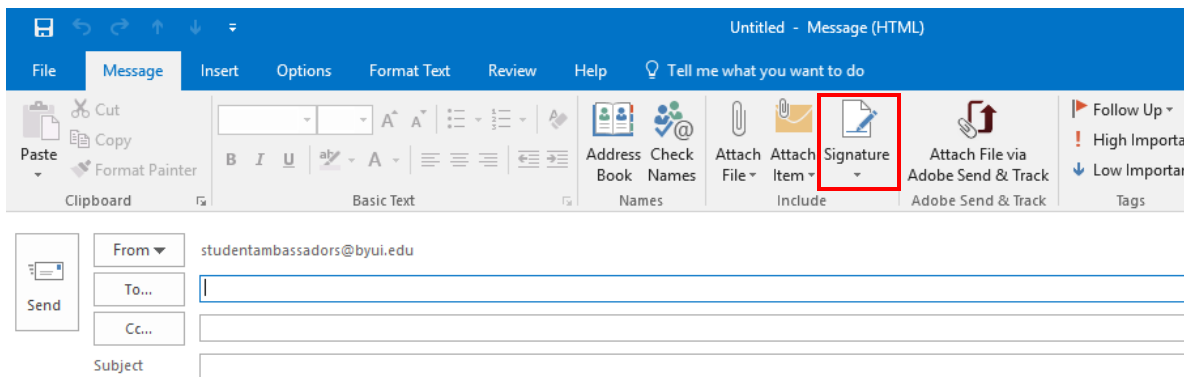


3. The Signatures and Stationery box will open. Click on the NEW button and name your signature.

4. Under EDIT SIGNATURE type your signature. Then Click OK.



5. To add your signature to the bottom of your email, click the SIGNATURE button and select your name.



EMAIL ETIQUETTE



The Writing Center

UNIVERSITY OF COLORADO
DENVER | ANSCHUTZ MEDICAL CAMPUS

Composing Professional Emails

A business email is a type of professional document that gives directions, outlines procedures, requests data, supplies a response and confirms decisions. The five main components of a business email are the subject line, the greeting, the body, the closing and the signature.

General Guidelines:

- Consider who the reader is and why they should care about this subject
- Ask readers to take an action and/or be aware of something
- Be polite and respectful
- Include dates, times, and places when relevant
- Use concise language
- Avoid sarcasm to prevent misinterpretation
- Be aware of others' privacy when forwarding messages
 - Remove that ugly string of FWD:FWD:FWD: or RE:RE:RE:
- Be considerate of time limitations when setting/requesting deadlines
- When attaching a file, always refer to the file in the body of the email
 - Announce its presence, explain its significance, and provide directions
- Do not use business email accounts for personal use

Formatting Considerations:

- Limit emails to one screen in length
 - Don't make readers scroll unless necessary
 - If the message won't fit, email is probably not the right medium
- Leave white space between salutations, paragraphs, and signatures
- Use bullets and/or numbers for lists and ideas
- Avoid potentially unfamiliar acronyms/abbreviations and clichés
- Avoid emoticons, colors, or other confusing symbols
- Use correct spelling, grammar, and mechanics
- Avoid typing in all caps or all lowercase letters

Sample 1st Email – Personalize Major, Include Department Letter Link, Mentor Bio



Hello (NAME)!

My name is Annie and I am your Pre-Arrival Mentor for this upcoming (SEMESTER/YEAR) semester! As your Pre-Arrival Mentor I am here to assist you in your school preparations, so please feel free to email or call me whenever you have questions.

I see that you are studying (MAJOR). What made you decide on that? Here is a (LINK) with some information about the (DEPARTMENT) here at BYU-Idaho for you to check out! Are you aware that **registration opens on (DATE)**? Do you know how to [register for classes](#)?

My first piece of advice for your preparation is to access the [Pre-Arrival Checklist](#). I highly encourage that you use this tool. It will walk you through housing, registration, financial aid, and much more. I will be following up with you to see where you are at with this.

Please respond to this email so I know where you are at with your preparations. I look forward to your response!

Follow us on [Instagram](#) and [Facebook](#).

Annie Stoll
Pre-Arrival Mentor | First Year Experience
Brigham Young University-Idaho
(208) 496-1424



ANNIE STOLL

Pre-Arrival Mentor

CONTACT

Email:
prearrivalmentors@byui.edu
Phone: 208-496-1424

Pre-Arrival Mentor: Annie Stoll

Pre-Arrival Mentoring | BYU-Idaho Student Support | Biddulph 247



Hometown: Viera, Florida



Major: Vocal Music



Activities: Singing, the beach, socializing, anything in warm weather is great for me!



Mission: Brazil Santos Mission

Favorite thing about BYU-Idaho:

I love the people so, so much! There are so many opportunities to get to know new people and learn new things.

Message from your Mentor:

Get involved in any way you can and get to know as many people as you can. As I have stepped out of my comfort zone, I have seen how the Lord has been able to help me become better. It really makes for an incredible experience!

Sample 2nd Email – *Check Progress in PAC and ask about it, send Welcome to Rexburg Link*



Hello again, (NAME)!

This is Annie, your Pre-Arrival Mentor for this upcoming (SEMESTER/YEAR) semester! I just wanted to make sure you received my previous email that mentioned [registration for classes](#) and the [Pre-Arrival Checklist](#).

(I see that you have started your Pre-Arrival Checklist; good job! What questions do you have?) / (I see that you have not started your Pre-Arrival Checklist; is there a reason for that?)

Here is a link to our [Welcome to Rexburg Newsletter](#). It talks about the many things Rexburg has to offer. Rexburg is a great place and there are a lot of opportunities to get involved! What are some of *your* hobbies?

What are your main concerns right now? **Please respond** to this email so I know how you are doing.

I'm looking forward to hearing from you!

Follow us on [Instagram](#) and [Facebook](#).

Annie Stoll
Pre-Arrival Mentor | First Year Experience
Brigham Young University-Idaho
208-496-1424

Sample 3rd Email – Personalize Registration, the PAC Again-mention survey, 5x5 PDF



A message from

PRE-ARRIVAL MENTORING

BYU
IDAHO | First-Year Experience

Hi (NAME)!

It's Annie, your Pre-Arrival Mentor for this upcoming (SEMESTER/YEAR) semester.

(I see that you registered; were you able to get all the classes you needed?) / (I see that you haven't yet registered for classes; can I help you with that?)

I saw that you have not yet STARTED/FINISHED the [Pre-Arrival Checklist](#). It is expected that each student completes this before the semester begins. It will go through everything you need to know in order to be prepared for school, including helpful links about housing, registration, tuition, and more! As an extra incentive, those who complete it 100% and fill out a short survey after will be entered into a drawing to win \$100 towards the bookstore or food court here on campus!

I have also attached a PDF of 5 of my favorite things about BYU-Idaho and 5 things I wish I would have known! I hope it will help you be more excited to come here!

Feel free to reach out with any questions you have about the Pre-Arrival Checklist or anything else. **Please respond** to this email so I know how to help!

Annie Stoll
Pre-Arrival Mentor | First Year Experience
Brigham Young University-Idaho
(208) 496-1424

Sample 4th Email



Hi NAME! Welcome to BYU-Idaho! We are so excited for you to join us!

My name is Kailani, and I am your Pre-Arrival Mentor for this upcoming Winter 2023 Semester. Starting college is a big transition for everyone, so that is why I am here. I will answer any questions you have and help you get everything ready for the semester.

I have some questions for you to get started with:

- Have you started the [Pre-Arrival Checklist](#)? This is a great resource that will walk you through all the things you will need to set up for the new semester.
- Do you know how to [register for classes](#)? Do you know what classes you want to register for? Registration opens on November 1st!
- Have you started looking for [housing](#)? The earlier you start, the better!

Please respond with the answers to these questions so I know how to best help you prepare. Thank you!

Follow us on [Instagram](#) for updates and reminders!

I look forward to hearing back from you soon!

Kailani DeGraw

Pre-Arrival Mentor | First Year Experience

Brigham Young University- Idaho

(208) 496-1424

Sample Follow up Email – Personalize from past conversations and include new points. Next attachment (PAC, Welcome to Rexburg, 5x5)



Hi (NAME)!

This is Annie, your Pre-Arrival Mentor! I'm just checking in with you to see how your preparations are coming along for school.

Last time we spoke, you had some questions about.... Do you have any questions/Have you been able to get a hold of them/Have you gotten any further with that?

Have you been able to get your [textbooks](#)? / Do you understand how to pay your [tuition](#)? (Or other points from College Knowledge)

Let me know if you have any other questions or concerns! I am happy to help!

Annie Stoll
Pre-Arrival Mentor | First Year Experience
Brigham Young University-Idaho
(208) 496-1424

FALSE Sample 1st Email – Personalize major, include department letter, Mentor Bio



Welcome back to BYU-Idaho, _____!

This is Lindsey from Student Success! I see that you have [attended school before/done pathways before/taken online classes from BYU-Idaho before. Since you have had a little bit of a break since then/ Since you have not come to campus for classes yet,] I wanted to check in and see if you need assistance with any of your school preparations!

I see that you are studying __. What made you decide on that? Here is a LINK with some information about the (DEPARTMENT) here at BYU-Idaho for you to check out! Your registration date is determined by how many BYU-Idaho credits you have earned. To find your registration date please visit the [registration page](#). Do you remember how to register for classes or would you like a refresher?

Follow us on [Instagram](#) and [Facebook](#) for updates!

Your friend,

Lindsey Bingham

Pre-Arrival Mentor | First-Year Experience

Brigham Young University-Idaho

(208) 496-1424



LINDSEY BAIR

Pre-Arrival Mentor

CONTACT

Email: prearrivalmentors@byui.edu
Phone: 208-496-1424

Pre-Arrival Mentor: Lindsey Bair

Pre-Arrival Mentoring | BYU-Idaho Student Support | Biddulph 247



Hometown: Ephrata, Washington



Major: BM Vocal Performance



Activities: Singing, painting, outdoor adventuring, reading and trying new things!



Mission: Michigan Lansing Mission

Favorite thing about BYU-Idaho:

I love the culture we have! The professors are wonderful and desire our success. The students are kind and respectful. Overall, the spirit abounds allowing an environment for learning and growth.

Message from your Mentor:

Come with an open heart and the Lord will transform you and your life into something grand beyond your comprehension. BYU-Idaho is the Lord's school. He wants your success even more than you do. Come to learn, and this will be an experience you will draw from for the rest of your life.

FALSE Sample 2nd Email – PAC PDF, send Welcome to Rexburg



Welcome back to BYU-Idaho, _____!

This is Lindsey from Student Success! I wanted to check in and see if you need assistance with any of your school preparations.

I have attached a PDF to the Returning Student Checklist. Check it out and let me know what questions you have!

Your registration date is determined by how many BYU-Idaho credits you have earned. To find your registration date please visit the [registration page](#). Do you remember how to register for classes?

Here is a [link](#) that talks about the many things Rexburg has to offer. Rexburg is a great place and there are a lot of opportunities to get involved! What are some of your hobbies?

Let me know where you are at with your preparations!

Follow us on [Instagram](#) and [Facebook](#) for updates.

Your friend,

Lindsey Bair

Pre-Arrival Mentor | First Year Experience

Brigham Young University-Idaho

(208) 496-1424

FALSE Sample 3rd Email – Personalize Registration, PAC Again-mention survey, 5x5



Welcome back to BYU-Idaho, _____!

This is Lindsey from Student Success! I haven't heard back from you, and I wanted to check in and see if you need assistance with any of your school preparations.

(I see that you registered; were you able to get all the classes you needed?) / (I see that you haven't yet registered for classes; can I help you with that?)

Have you started your Returning Student Checklist yet? What questions do you have about it?

I have attached a PDF of 5 Things I Love about BYU-Idaho and 5 things I wish I would have known for you to look at as well!

Let me know what your plans are so we can best assist you!

Follow us on [Instagram](#) and [Facebook](#) for updates.

Your friend,

Lindsey Bair

Pre-Arrival Mentor | First Year Experience

Brigham Young University-Idaho

(208) 496-1424

FALSE Sample Follow up Email – Personalize from past conversations and include new points, Next attachment (PAC, Welcome to Rexburg, 5x5)



Hello_

This is Lindsey from Student Success. I wanted to check in with you and see how your preparations are coming along for school.

Last time we spoke, you had some questions about__ Do you have any questions/Have you been able to get a hold of/Have you gotten any further with__?

Have you been able to get your textbooks?/Do you understand how to pay your tuition? (Or other points from College Knowledge)

Let me know what questions and concerns you have!

Your Friend,

Lindsey Bair

Pre-Arrival Mentor | First Year Experience

Brigham Young University-Idaho

(208) 496-1424

1st International Email – *Keep sending this email until they have paid their deposit.*



Hello,

My name is Lindsey and I am a Pre-Arrival Mentor at BYU-Idaho! Congratulations on accepting your offer! Please continue to communicate with International Services until you receive your I-20, and then I can help you prepare for coming to campus! If you have any questions I am here to help!

Your friend, (name)
Pre-Arrival Mentor | First Year Experience
Brigham Young University-Idaho
(208)496-1424

FRESHMAN FOCUS

Qualtrics Email:

FRESHMAN FOCUS AREAS



`\${date://CurrentDate/FL}`

Dear `\${e://Field/PreferredName}`,

My name is _____ and I am your Pre-Arrival Mentor specializing in the Freshman Focus Program. As your mentor I am here to assist you in all your school preparations, so please feel free to email or call me whenever you have questions.

I see that you have selected Freshman Focus with an emphasis in `\${e://Field/Current%20Emphasis%20Fancy}` as your major. To continue the process of signing up for the Freshman Focus Areas program, you must complete the following form:

[Click Here to Complete Form](#)

This program lasts only for your first two semesters at BYU-Idaho and provides you with specific classes to help find a major you love and continue towards graduation. With a few classes taken in a cohort, advisors to guide you, and extracurriculars geared towards your interests, this program is perfect for students like you who are looking to find their passion! To help you prepare to come to BYU-Idaho please access the [Pre-Arrival Checklist](#). I highly encourage that you use this tool. It will walk you through housing, [registration](#), financial aid, and much more. I will be following up with you to see where you are at with this!

If you have any questions about the Freshman Focus Areas program, please email us at freshmanfocus@byui.edu.

Your Name

Freshman Focus Mentor | First Year Experience
Brigham Young University – Idaho
(208) 496-1424

www.byui.edu/freshman-focus

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How to Send Qualtrics Email:

1. Download the new names of students who have added FF recently.
2. Pull up Qualtrics
3. Click on the three lines in the top left corner
4. Click Create Contact List and name is it FFA_Month_Day_Year
5. Then import the new students there
6. Confirm that it has their name, email, and focus area
7. Click Add Contacts
8. Go back to the home
9. Click the current survey
10. Click distributions
11. Then emails
12. Click Compose Email
13. In message, click FF Team, then form invite
14. Select the group you just added in the “To:” section
15. Send email

Spring/Fall Starting:

FRESHMAN FOCUS AREAS



`\${date://CurrentDate/FL}`

Dear `\${e://Field/PreferredName}`,

My name is _____ and I am your Pre-Arrival Mentor specializing in the Freshman Focus Program. As your mentor I am here to assist you in all your school preparations, so please feel free to email or call me whenever you have questions.

I see that you have selected Freshman Focus with an emphasis in `\${e://Field/Current%20Emphasis%20Fancy}` as your major.

For this Focus area, we recommend the following classes for your first semester:

`\${e://Field/Classes}`

This program lasts only for your first two semesters at BYU-Idaho and provides you with specific classes to help find a major you love and continue towards graduation. With the recommended classes, advisors to guide you, and extracurriculars geared towards your interests, this program is perfect for students like you who are looking to find their passion!

To help you prepare to come to BYU-Idaho please access the [Pre-Arrival Checklist](#). I highly encourage that you use this tool. It will walk you through housing, [registration](#), financial aid, and much more. I will be following up with you to see where you are at with this!

If you have any questions about the Freshman Focus Areas program, please email us at freshmanfocus@byui.edu.

Your Name

Freshman Focus Mentor | First Year Experience

Brigham Young University – Idaho

(208) 496-1424

www.byui.edu/freshman-focus

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Email in response to Interest Form:

FRESHMAN FOCUS AREAS



Hi _____!

I'm _____, a Freshman Focus mentor. We received a notification that you have filled out the interest form for the Freshman Focus program. I would love to share more about our program with you and answer any questions you may have. Is there a time that we could set up a quick call to do that for you?

Your Name

Freshman Focus Mentor | First Year Experience

Brigham Young University-Idaho

(208) 496-1424

Freshman Focus Holds Email:



FRESHMAN FOCUS AREAS

Hi _____!

This is _____, with the Freshman Focus Program in the BYU-Idaho Pre-Arrival Mentoring Department.

Currently, you have declared Freshman Focus as your major. I am emailing to see if you have decided on a new major you would like to declare. Until you change your major a hold has been placed on your account that will prevent you from registering for your classes. To remove the hold, you will need to meet with an Academic Advisor or a Career Exploration Counselor.

Please respond to this email or give me a call at 208-496-1424, so I can help you in this process.

Your Name

Freshman Focus Mentor | First Year Experience
Brigham Young University – Idaho
(208) 496-1424



Phone Calls

Etiquette

Placing Calls

Admitted Calls

PHONE CALL ETIQUETTE

When Placing a Call:

1. State who you are and where you are calling from.

Example: Hi, my name is Elise, and I'm calling with BYU-Idaho Pre-Arrival Mentoring.

2. Ask if the student is available to talk.

Example: Is Cassandra Available?

Note: It is less polite to ask if someone is "there."

3. Talk about the Pre-Arrival Checklist and the Priority Points.

4. Ask what questions they have

5. Mentor your students, discuss any other talking points that are needed at that time.

***Always look up the student's time zone so you don't call in the middle of the night. Try to keep calls between 9am and 8pm.**



When Receiving a Call:

1. When answering the call make sure the phone icon on your headset is glowing green.

2. The greeting to use on the phone is *"BYU-Idaho Pre-Arrival mentoring, Elise speaking."*

3. Politely ask with whom you are speaking. (Do not say that you are *"looking them up in the system."*)

While on the phone your undivided attention should be to the student with whom you are speaking. You should **not** be working on other projects, eating, drinking, or doing anything else that might distract you from understanding and answering the students' questions. Avoid slang and any other informal types of speech. Do **not** use derogatory or offensive words such as "stupid," "dumb," or "retarded." Do **not** fake accents, nor impersonate the accent of the student.

Be positive about other departments. If a student is frustrated about the hold period for another department, kindly explain to them that the department is currently experiencing a high volume of calls and that you would like to try to help them answer their questions. Do not participate in negative conversations about other departments.

PLACING A PHONE CALL

Before making phone calls, make sure that the **headset light** is **green** and that the **speakerphone** and **mute lights** are **off**.

Placing a U.S. Phone Call

1. Click "New Call"
2. Dial the Off Campus code (81)
3. Dial the student's phone number



Placing an International Call

1. To make a call, dial
8 + 011 + Country Code + Phone Number
2. Wait 30 seconds
3. 2 beeps
4. Phone Screen will ask for an authorization code

Authorization Code: 6659321



Placing someone on Hold

1. While on a call, the "Hold" button will appear.
2. To put someone on hold, click HOLD.
3. To resume the call, click RESUME which will appear after you click hold.



Transferring Phone Calls

1. Click "Transfer."
2. Enter the department's extension you are trying to reach.
3. After explaining the situation to the other department, click "Transfer" a second time.
4. *Within office transfers* dial 789 then Mentors extension



Pre-Arrival Mentor Call Script

Hi, my name is _____ from BYU-Idaho Pre- Arrival Mentoring. I am a Pre-Arrival Mentor calling for _____. Is he/ she available?

- No → Set up appointment for another time.

- Yes →
 1. Explain what a Pre-Arrival Mentor is:
 - We call all new students to help them in their preparation to start at BYU-Idaho.
 - We are here to help you connect to university resources and to answer questions you might have.
 - Make a Personal Connection
 2. Pre-Arrival Checklist:
 - Explain what the Pre-Arrival Checklist is and why it is important to complete before the semester begins.
 - Talk about the incentive (10 gift cards for \$100 to the Bookstore or the Crossroads)- does not apply to online students.
 3. Student Knowledge:
 - Go through priority points such as the, Pre-Arrival Checklist, Housing, and Registration.
 - Other points can be talked about in follow up calls/ texts as needed.
 4. Ask if the student has any questions:
 - If possible, refer them to the Pre-Arrival Checklist to answer their questions.
 5. Follow Up
 - You will continue to reach out to your students on bi-weekly or monthly basis.

No Answer/ Voicemail

Hi, this is _____ with BYU-Idaho Pre-Arrival Mentoring, calling for _____. I am your Pre-Arrival Mentor and I just want to see how your preparation for this upcoming Semester is going. Please give me a call back as soon as you are available. My phone number is 208-496-1424 or you can respond to the email I sent you from prearrivalmentors@byui.edu. I also sent you a text which you can reply to. I look forward to hearing from you soon! Thanks, Bye.

Pre-Arrival Mentor Call Script (False Student)

**Read comments in log before calling to determine how much you will need to help a student.

Hi, my name is _____ from BYU-Idaho Student Success. Is _____ available?

- No → Set up appointment for another time.

- Yes →

1. Explain that we are aware of that the student has been here before. Explain mentor purpose
2. Ask them if we can do anything to help them
 - a) Don't force any help onto them
 - i. Still go over the priority points and personalize things for them as much as possible
 - ii. Do they need a refresher on (financial aid, registration, canvas)
 - b) Let them know we are just an option to help them start again
 - c) Mention the Pre-Arrival Checklist
3. Follow Up
 - You will continue to reach out to your students on bi-weekly or monthly basis.

No Answer/ Voicemail

Hi, this is _____ with BYU-Idaho Student Success, calling for _____. I know you have previously attended BYU-Idaho, but I just want to see if there was anything, I could do to help you. Please give me a call back as soon as you are available. My phone number is 208-496-1424 or you can respond to the email I sent you from prearrivalmentors@byui.edu. I look forward to hearing from you soon. Thanks, Bye.

Freshman Focus Call Scripts

Fall Starting

Hello, this is _____. I am a Freshman Focus Mentor at BYU. I was hoping to talk to _____ about the upcoming Fall 2023 semester. Is _____ available?

- No → Set up appointment for another time.
- Yes →

How are you...

We see that you have been assigned to the Fall/Spring (or Fall/Winter) track and declared Freshman Focus. What do you know about the FF Program?

- The FFA Program is an exploratory major/program. The Freshman Focus Area program is a two-semester program for new freshman that helps you explore possible majors and careers. The goal of the program is to help you choose a major. The program lasts for two semesters. As part of the program, you will choose a focus area and take classes in your chosen area, take classes together in a cohort (a group of students taking the same classes), and consult with career exploration advisors.

We sent an email to you on _____ containing information about the Freshman Focus Program, would you be able to pull up that email?

- No → Invite them to check the email when they can and fill out the form or set a time when you could call again to walk them through the form.
- Yes → walk them through the Qualtrics email and form.

Ask them if they have any more questions.

Spring/Winter Starting

Hello, this is _____. I am a Freshman Focus Mentor at BYU. I was hoping to talk to _____ about the upcoming Spring 2023 semester. Is _____ available?

- No → Set up appointment for another time.
- Yes →

How are you...

We see that you have been assigned to the Spring/Fall track and declared Freshman Focus. What do you know about the FF Program?

- The FFA Program is an exploratory major/program. The Freshman Focus Area program is a two-semester program for new freshman that helps you explore possible majors and careers. The goal of the program is to help you choose a major. The program lasts for two semesters. As part of the program, you will choose a focus area and take classes in your chosen area, take classes together in a cohort (a group of students taking the same classes), and consult with career exploration advisors

Explain that the program starts in the Fall but they can do the second semester list of classes first and then participate in the program when they come in the fall (look on the FFA page on byui.edu)

If they want to do that, have them fill out the Qualtrics form that was sent to their email.

If not: explain that it is not possible to be in the cohorts

To be in the FFA Program they need to fill out the Qualtrics form!

No Answer/ Voicemail

Hello, this is _____. I am a Freshman Focus Mentor at BYU. I was hoping to talk to _____ about the upcoming FALL 2023 semester. There was an email sent to you on _____, that has a link to a form that needs to be filled out with some information about your first semester in the freshman focus program. Please complete this form as soon as possible. Congratulations on your acceptance at BYU! If you have any questions, feel free to email us at freshmanfocus@byui.edu or call us at (208) 496-1424.

Holds Script/Voicemail

Hello, _____, this is _____ with BYU-Idaho Pre-Arrival Mentoring and I work with the Freshman Focus Program. Currently, you have declared Freshman Focus as your major. I am calling to see if you have decided on a new major you would like to declare. Until you change your major a hold has been placed on your account that will prevent you from registering for your classes. To remove the hold, you will need to meet with an Academic Advisor or a Career Exploration Counselor. Give me a call back at 208-496-1424, so I can help you in this process.

ADMITTED PHONE CALLS

How To:

1. Look the student up in SRR to see if they have already accepted or declined.
 1. If they have not accepted or declined, *call them*
 2. If they have accepted or declined, put the information in SharePoint, and *don't call them.*

Intro

1. "Hello, this is _____ calling from BYU-Idaho Pre-Arrival Mentoring. Is (STUDENT NAME) available?"

(Make sure to find a specific reason as to why they haven't accepted or declined to check off the common responses in SharePoint.)

Offer Acceptance

2. "We see that you've received your track assignment but have not yet accepted your offer. May I help you with that or is there a reason that you haven't accepted yet?"

UNSURE OF ATTENDANCE

(Be prepared to address concern and bear testimony)

"You aren't an official student until you accept your offer. After you accept your offer, you will receive an I-Number, a BYU-I email, and a student account. A Pre-Arrival Mentor will then contact you to begin the Pre-Arrival Checklist." (further explain the PAC and other Pre-Arrival Mentoring info.)

NOT GOING TO BYU-IDAHO

"I'm sure you are going to have a wonderful experience with **(your new school/your job/other plans)**. In that case, we will need you to decline your offer from BYU-Idaho through the response page. **(Go to #3)**

GOING TO BYU-IDAHO

"In order to accept your offer, you will need to go to a specific response page..." **(Go to #3)** & then mention Pre-Arrival info (PAC, registration, etc.)

WANTS TO DEFER FOR A MISSION

"In order to defer for a mission, you will need to first accept your offer to guarantee admittance after the mission, and then contact the Admissions department.

Accepting your offer will ensure your spot for when you return from your mission." **(Go to #3)**

Assistance

3. If you have a minute right now, may I help you with it (accepting/declining)? "Let me direct you to the BYU Response Page link. The link is located on the Track Assignment Letter sent to **(EMAIL ADDRESS)** or you can go to www.byui.edu/response ***the www is very important to mention*** and sign in with your CES account to accept **(or decline)** the offer."

Voicemail

"Hello, this is _____ calling from BYU-Idaho Pre-Arrival Mentoring for (STUDENT NAME). We see that you have received your track assignment but have not yet accepted your offer to attend school. Please give us a call so we can help you through the process of accepting or declining your offer. My phone number is 208-496-1424. Thank you and have a great day!"



Texting

SignalVine

Sending a New Message

Etiquette

Autoresponder

SIGNALVINE

Follow this [link](#) for training!

Logging In:

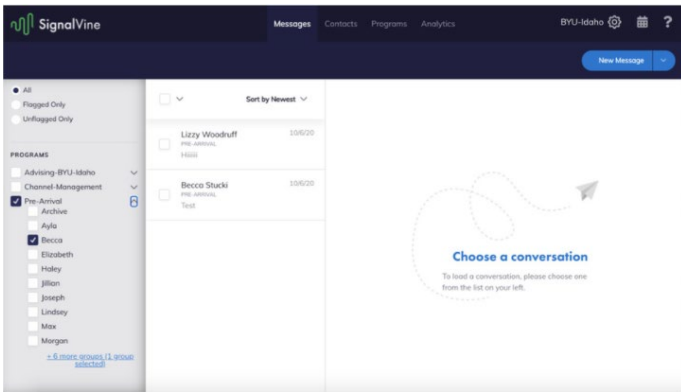
Once you have been authorized to use SignalVine, go to the link:

This is the link you will use every time you login

text.byui.edu/login

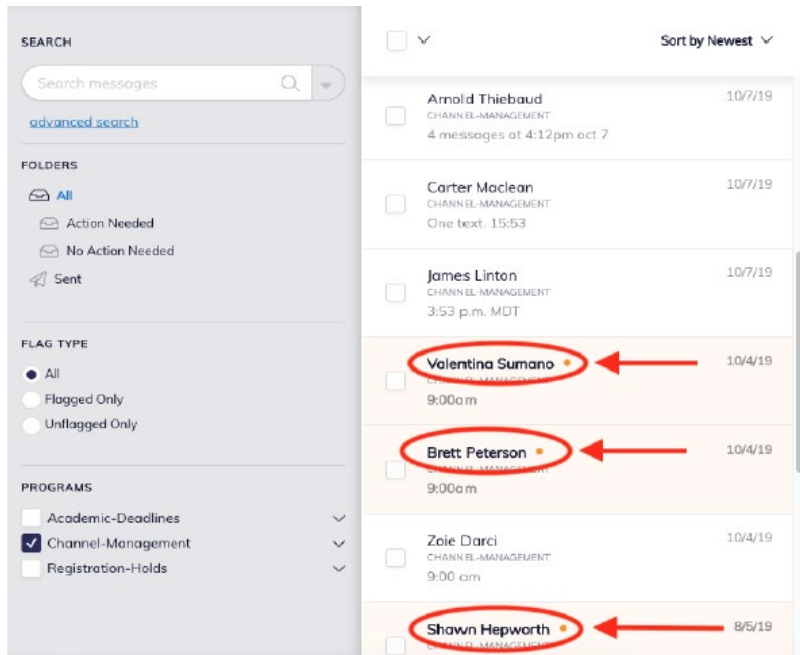
Bookmark this!

Not the link that you get redirected to



Select only the box under Pre-Arrival with your Name. All texts from your students will be filtered here automatically.

Different Symbols:



The orange dot means the text has **not been read** yet.

The blue speech bubble with the exclamation point means **action needed**. Once you have answered the text, click on the speech bubble to mark as **no action needed**.



Adding Contacts:

If a student is not in SignalVine, let the Program Assistant in charge know. Mentors should never add contacts.

Updating Contacts:

Just like in SharePoint, you can update phone numbers in SignalVine. Go into the student's contact and change the number. **Make sure you scroll to the bottom and push save.**

Groups:

Make sure your students are in the group for their semester and the group for your name. Add them to your group the first time you text them. (This also makes it so your autoresponse will be sent to them.) Your group will be your **first and last name**.

[Contacts](#) > Contact Details

Keziah Roderer

First Name* Last Name*

Phone Number* Phone Status Timezone

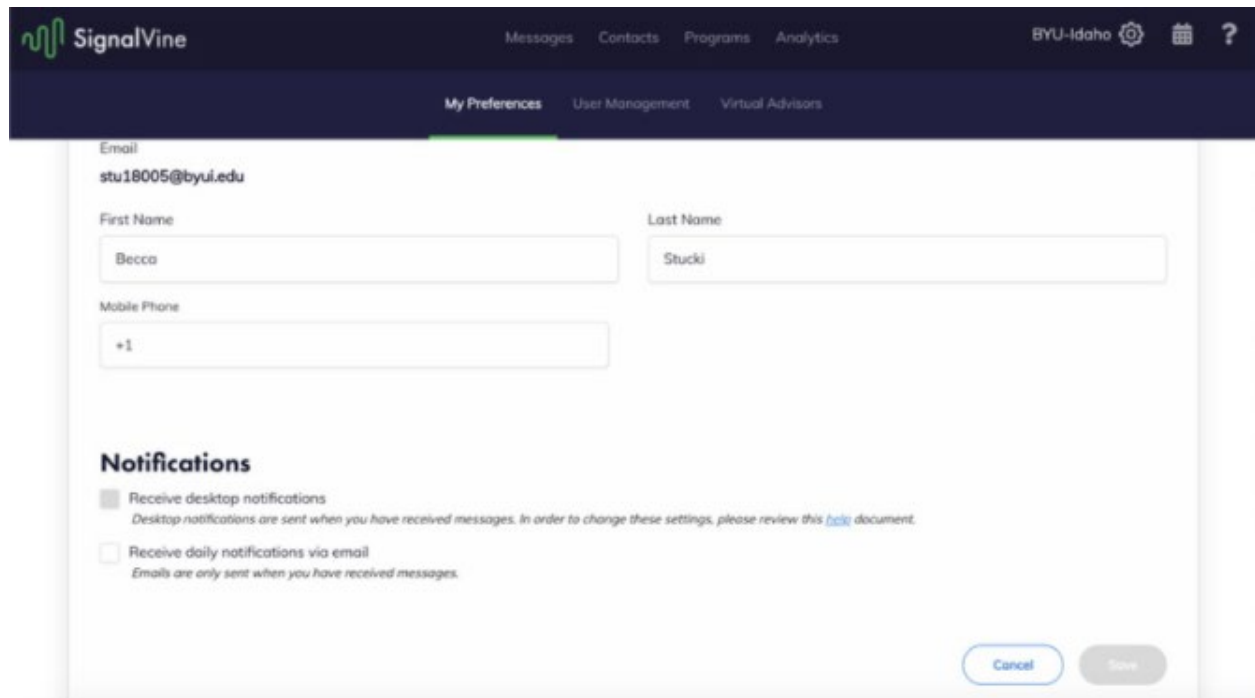
Groups * [Add all groups](#)

Groups

- Becca [\(Add to List\)](#)
- Becca Stucki

RegDay

Notifications:



The screenshot shows the SignalVine user interface. At the top, there is a dark blue header with the SignalVine logo on the left and navigation links for Messages, Contacts, Programs, and Analytics in the center. On the right of the header, it says "BYU-Idaho" followed by icons for settings, a calendar, and a help question mark. Below the header is a sub-header with "My Preferences" highlighted in green, along with "User Management" and "Virtual Advisors". The main content area is white and contains a form for user information. The "Email" field is filled with "stu18005@byui.edu". There are two input fields for "First Name" (containing "Becca") and "Last Name" (containing "Stucki"). Below these is a "Mobile Phone" field with "+1" entered. A section titled "Notifications" contains two checkboxes: "Receive desktop notifications" (checked) and "Receive daily notifications via email" (unchecked). Each checkbox has a small explanatory text below it. At the bottom right of the form are "Cancel" and "Save" buttons.

- Set up **desktop notifications for SignalVine**
- Go to **settings** and click on **My Preferences**
- **Check the box** to receive desktop notifications. (You don't need email notifications).

TEXTING TEMPLATES

1st TEXT TEMPLATE:

Hello NAME! This is YOUR NAME, your Pre-Arrival Mentor! Every new student is assigned a Pre-Arrival Mentor who can assist you with the Pre-Arrival Checklist (web.byui.edu/prearrivalchecklist) and answer any questions you might have. I want to help you prepare for your first semester at BYU-Idaho, so reply to this text, give me a call at (208) 496-1424, or check for an email from prearrivalmentors@byui.edu

2nd TEXT TEMPLATE:

Hello again STUDENT NAME! My name is YOUR NAME, and I am your Pre-Arrival Mentor at BYU-Idaho. I was just texting you again to see if you had any questions about the upcoming semester. Have you been able to work on the Pre-Arrival Checklist? Text me back when you get a chance!

3rd TEXT TEMPLATE:

Hello STUDENT NAME! This is your mentor, YOUR NAME, and I just wanted to check in to see if you need any help getting registered and/or going over the Pre-Arrival Checklist. Please respond to this text, so I know best how to help you. Have a great week!

4th TEXT TEMPLATE:

Hello STUDENT NAME! This is YOUR NAME from BYU-Idaho Pre-Arrival Mentors! I'm just checking in to see how your preparations are going. Have you been able to register for classes and find housing yet? Have you made any progress on your Pre-Arrival Checklist? I would love to know and help in any way possible. Reply to this text, give me a call at (208) 496-1424, or check for an email from prearrivalmentors@byui.edu

FALSE STUDENT TEXTING TEMPLATES

FALSE STUDENT 1st TEXT TEMPLATE:

Hi NAME! My name is YOUR NAME from BYU-Idaho Student Success, and I'm going to be your Pre-Arrival Mentor at BYU-Idaho this Fall! I know that you have previously attended BYU-Idaho, but I was just texting to see if you had any questions about the upcoming semester? I hope you're having a great day and look forward to hearing from you soon!

FALSE STUDENT 2nd TEXT TEMPLATE:

Hi NAME! This is YOUR NAME from BYU-Idaho Student Success. I'm just reaching out to check on your preparations to attend school again! Do you have any questions about the upcoming semester? Let me know if you need any help or have any questions! I'd love to help you out!

FALSE STUDENT 3rd TEXT TEMPLATE:

Hi NAME! It's YOUR NAME from BYU-Idaho Student Success! I just wanted to check in on your preparations for the upcoming semester here at BYU! Do you have any questions or need any refreshers? I'd love to help however I can! I hope to hear from you soon!

FALSE STUDENT 4th TEXT TEMPLATE:

Hey STUDENT NAME This is just YOUR NAME from BYU-Idaho Student Success. I just wanted to check in on you and see if you're still planning on attending! I'd love to help you out however I can! Let me know how I can help; I hope you're having a great day!

FRESHMAN FOCUS TEXTS

QUALTRICS TEXT (For when the student hasn't completed the Qualtrics form. If they have, refer to the regular templates)

1st Text

Hello, this is _____. I am a Freshman Focus Mentor at BYU. I am reaching out to you about the FALL 2023 semester. There was an email sent to you on _____, that has a link to a form that needs to be filled out and some information about your first semester in the freshman focus program. Please complete this form as soon as possible. Congratulations on your acceptance at BYU! If you have any questions, feel free to email us at freshmanfocus@byui.edu, respond to this text, or call us at (208) 496-1424.

2nd Text

Hello again _____! My name is _____, and I am your Pre-Arrival Mentor at BYU-Idaho. I was just texting you again to see if you have been able to take care of the form for the Freshman Focus Program. Also, have you been able to work on the Pre-Arrival Checklist? If you have any questions about the upcoming semester or about anything else, let me know! Text me back when you get a chance!

3rd Text

Hello _____! This is your mentor, _____, and I noticed that you haven't completed the Freshman Focus Form sent to you on _____. I also wanted to check in to see if you need any help getting registered and/or going over the Pre-Arrival Checklist. Please respond to this text, so I know best how to help you. Have a great week!

4th Text

Hello _____! This is your mentor, _____! I'm just checking in again to see how your preparations are going. Have you filled out the Freshman Focus form? Have you been able to register for classes and find housing yet? Have you made any progress on your Pre-Arrival Checklist? I would love to know and help in any way possible. Reply to this text, give me a call at (208) 496-1424, or check for an email from freshmanfocus@byui.edu

Text in response to interest form:

Hi _____! I'm _____, a Freshman Focus mentor. We received a notification that you have filled out the interest form for the Freshman Focus program. I would love to share more about our program with you and answer any questions you may have. Is there a time that we could set up a quick call to do that for you?

Holds Text:

Hi _____! My name is _____! I am a Freshman Focus Mentor at BYU-Idaho. Currently, you have declared Freshman Focus as your major. I am texting to see if you have decided on a new major you would like to declare. Until you change your major a hold has been placed on your account that will prevent you from registering for your classes. To remove the hold, you will need to meet with an Academic Advisor or a Career Exploration Counselor. Please just text back here or give me a call at 208-496-1424, if you need any help!

SENDING A NEW MESSAGE

There are a few options for finding a student.

- First, click on contacts on the top.
 - You can look the person up by their name.
 - You can look them up by their phone number.
 - You can look them up by their I-Number.

The screenshot displays the SignalVine web application interface. At the top, there is a navigation bar with 'Messages', 'Contacts', 'Programs', and 'Analytics'. The user is logged in as 'BYU-Idaho'. A 'New Message' button is visible in the top right. The main content area shows the contact details for 'Becca Stucki' with the phone number '(208) 317-8373'. Below this, there are sections for 'Status' (Opted In), 'Details' (Customer ID, Signalvine ID, First Name: Becca, Last Name: Stucki, Phone Number: +1(208) 317-8373, Timezone: US/Mountain), and 'Groups'. A list of group members is shown at the bottom, including Avery Caraway, Devanee Smith, Morani Adolpho, Sara Turner, Charlotte McKendrick, McKay Thompson, Daniel Santana, Ashley McGary, Amy James, Ren Nyre, Dallin Smith, Ashleigh Eubanks, Calvin Simkins, Ben Blake, Bella Bare, Jolyn Semadeni, Emma Jones, and Shelbie Hummer. On the right side, a 'Message History' panel shows a conversation with Becca Stucki. The messages are: 'Yeah I am!', 'Awesome! Have you started or heard about the new student checklist?', 'I've never heard of that', and 'It is just a checklist that helps you get all set up for your first semester! Here is the link so you can check it out: https://web.byui.edu/prearrivalchecklist/'. The final message from Becca is 'Oh cool! I'll check that out!'.

Make sure the student is in your group and then send your message!

You can send texts **now** or set it to send at a **future date**.

- You can also send a **group text** to all students in your group by searching for your name and selecting your group through the blue New Message Button.

TEXTING ETIQUETTE

General Guidelines:

- Consider who the reader is and why they should care about this subject
- Ask readers to take an action and/or be aware of something
- Be polite and respectful
- Include dates, times, and places when relevant
- Use concise language
- Avoid sarcasm to prevent misinterpretation
- Be considerate of time limitations when setting/requesting deadlines
- You can send pictures, but no PDFs.
- You can send links.

Formatting Considerations:

- Limit texts to one screen in length
 - Don't make readers scroll unless necessary
 - If the message won't fit, text is probably not the right medium
- Use bullets and/or numbers for lists and ideas
- Avoid potentially unfamiliar acronyms/abbreviations and clichés
- Avoid emoticons, colors, or other confusing symbols
- Use correct spelling, grammar, and mechanics
- Avoid typing in all caps or all lowercase letters
- Do not use a signature.

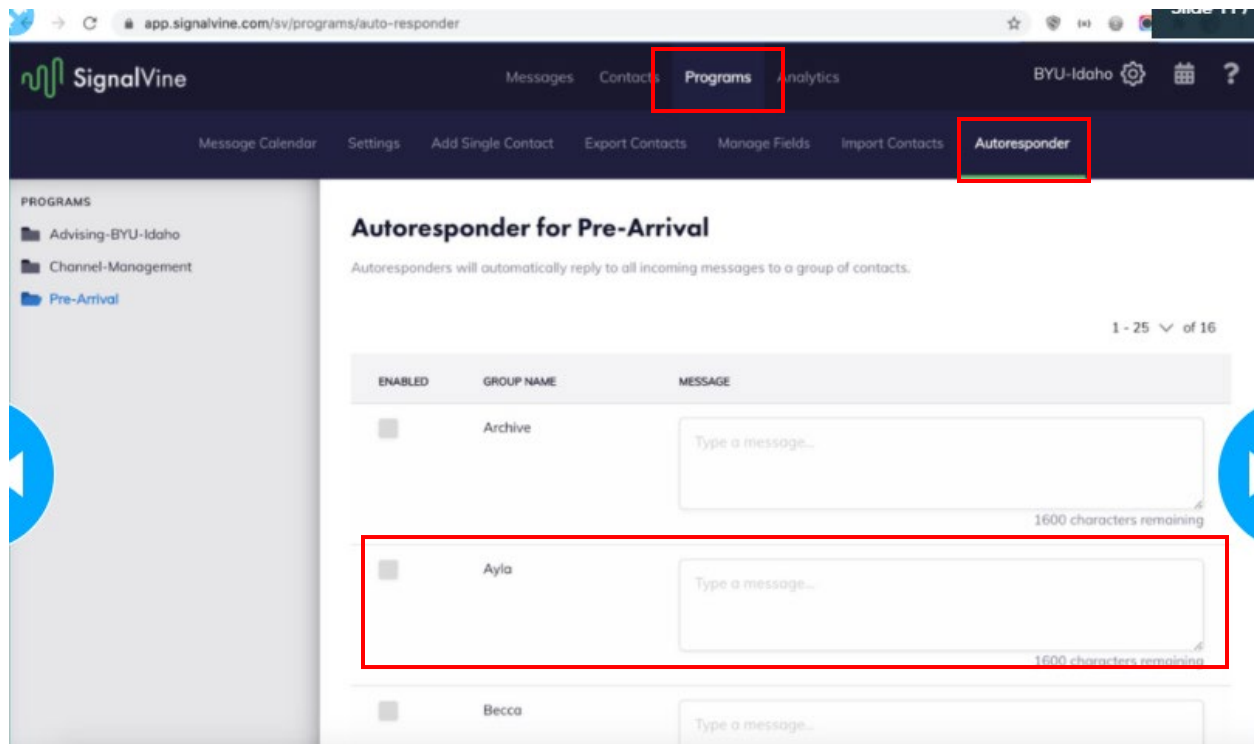
AUTORESPONDER

Weekday:

Hello, this is NAME! I am currently out of the office. We are open M-TH 9-6:45 and F 9-5 MDT. If you need immediate help, please call the Pre-Arrival Mentoring office at (208) 496-1424 and another Mentor can assist you. If not, I will be back in the office DAY @ TIME and will respond to your text as soon as possible!

Make sure to press save at the bottom of the screen!

Be very prompt in answering texts. Try and respond within one business day. This is why it is important to have the autoresponder on at the end of your shift.





SharePoint

Filtering
Overview

SHAREPOINT

We use SharePoint to track student's status and data. This will help you keep track of your students and the work you have to do. It is important that we keep these records up to date and accurate. The following information should help you know how to filter, fill out, and mark information in SharePoint.

Filtering

To filter click on the filter button in the top right corner. Checkmark the boxes you are filtering for.

The screenshot shows a SharePoint list view for 'Winter 2020 Campus'. The table has columns: Pre-Arrival Mentor, Contact Status, Interaction Status, First Name, Last Name, Alternate Email, School Email, Parent/Relation Em..., and Mobile Phone. The 'Filters' sidebar on the right includes sections for Contact Status (with checkboxes for Empty, Other/Report, First Call, Attempted, First Email), Interaction Status (with checkboxes for Empty, Already A Student, Deferring, Follow Up, Not Attending BYU), Last Date Attempted anytime, Oldest (set to 2020), and 1st Call anytime. A red box highlights the filter icon in the top right corner of the list view.

You can also filter individual columns by clicking on the drop-down arrow

This screenshot shows the same SharePoint list view, but with a red box highlighting the column headers and their respective drop-down arrows: Pre-Arrival Mentor, Contact Status, Interaction Status, First Name, Last Name, Alternate Email, School Email, Parent/Relation Em..., Mobile Phone, City, and State.

Then by clicking on "Filter by"

This screenshot shows the 'Filter by' dropdown menu open for the 'Interaction Status' column. The menu options are: Ascending (highlighted with a red box), Descending, Filter by, Group by Contact Status, and Column settings. The table data below shows the first few rows of the list.

Pre-Arrival Mentor	Contact Status	Interaction Status	First Name	Last Name	Alternate Email	School Email	Parent/Relation Em...	Mobile Phone	City	State
			Reiden	Johnson	reidenjohnson@gmail.cc	joh19081@byui.edu		434-466-8893	Madison	VA
Other/Report			Jacob	Eberhard	jacob.eberhard01@gmail	ebe19005@byui.edu		480-466-9544	Queen Creek	AZ
			Zoe	Wright	zoe.lu.wright@gmail.com	wri19019@byui.edu		912-247-8790	Rincon	GA
			Ethan Ivan	Gilchrist	ethan@gilly3.com	gih19015@byui.edu		206-823-8508	Bothell	WA
			Joseph Finau	O'Reilly	imsiosefa1@gmail.com	ore19003@byui.edu		2533154479	Bonney Lake	WA

A box will pop up on the right, use this to check mark what you are filtering for.

Student Support Pre-Arrival Mentors

Winter 2020 Campus

Pre-Arrival Mentor	Contact Status	Interaction Status	First Name	Last Name	Alternate Email	School Email	Parent/Relation Em...	Mobile Phone	City	State
			Ethan Ivan	Gibbert	ethan@gly3.com	gl19015@byu.edu		206-823-8508	Bothell	WA
			Joseph Finau	O'Reilly	josephf1@gmail.com	ore19003@byu.edu		2533154479	Bonney Lake	WA
			Chaise	Flamm	chaiseffamm@gmail.co	fa19005@byu.edu		208-881-7879	Saint Anthony	ID
Other/Report	Deferring		Alexander	Murick	amurick2009@gmail.com	mu19002@byu.edu		618-641-7167	Fairview Heights	IL
			Michelle Katelyn	Felding	mfelding222@gmail.com	fa19003@byu.edu		208-899-7042	Middleton	ID
First Call	Already A Student		Trent Erik	Zinker	trentzinker@hotmail.com	zr19001@byu.edu		720-636-4463	Lone Tree	CO
			Stephanie Maria	Strayer	psrstrayer2009@gmail.c	bra19023@byu.edu		480-482-5449	Mesa	AZ
Other/Report	Already A Student		Annie Maria	Wimmer	annie.wimmer@yahoo.co	wim19001@byu.edu		801-369-6404	SOUTH JORDAN	UT

Filter by 'Contact Status'

- (Empty)
- Attempted
- First Call
- First Email
- Other/Report
- Social Media
- Third Call

Apply Clear all

Then Click "Apply"

Student Support Pre-Arrival Mentors

Winter 2020 Campus

Pre-Arrival Mentor	Contact Status	Interaction Status	First Name	Last Name	Alternate Email	School Email	Parent/Relation Em...	Mobile Phone	City	State
			Ethan Ivan	Gibbert	ethan@gly3.com	gl19015@byu.edu		206-823-8508	Bothell	WA
			Joseph Finau	O'Reilly	josephf1@gmail.com	ore19003@byu.edu		2533154479	Bonney Lake	WA
			Chaise	Flamm	chaiseffamm@gmail.co	fa19005@byu.edu		208-881-7879	Saint Anthony	ID
Other/Report	Deferring		Alexander	Murick	amurick2009@gmail.com	mu19002@byu.edu		618-641-7167	Fairview Heights	IL
			Michelle Katelyn	Felding	mfelding222@gmail.com	fa19003@byu.edu		208-899-7042	Middleton	ID
First Call	Already A Student		Trent Erik	Zinker	trentzinker@hotmail.com	zr19001@byu.edu		720-636-4463	Lone Tree	CO

Filter by 'Contact Status' (1)

- (Empty)
- Attempted
- First Call
- First Email
- Other/Report
- Social Media
- Third Call

Apply Clear all

Filtering for Phone Calls, Texts, & Emails for Students that *Haven't* Been Contacted in New SharePoint

First Filter "Contact Status" for "Attempted" click Apply.

Student Support Pre-Arrival Mentors

+ New Quick edit Export to Excel PowerApps Flow ...

Fall 2019 Campus II

Student Ambassador	Contact Status	Interaction Status	First Name	Last Name	Alternate Email	School Email	Relation Email	Phone
Murphy, Kate	First Call	No Additional Assistance	Zachary Charles	Nelson	Zachary.Nel@hotmail.co	nel19027@byui.edu	hmaynelson@yahoo.com	951-392-5851
Murphy, Kate	Attempted		Tyler James	Messier	tyler.messier@outlook.cc	mes19007@byui.edu		208-916-6364
Murphy, Kate	First Email	Deferring	Tyler Alan	Livingston	1tmoney2001@gmail.co	liv19008@byui.edu		360-356-4278
Larsen, Miguel	First Call	No Additional Assistance	Jackson Karl	Hom	jacksonhom@gmail.com	hom19004@byui.edu	den@hom.family.com	208-971-6907
Larsen, Miguel	Third Email	No Additional Assistance	Cassidy	Forsgren	cassidyforsgren@yahoo.	for19007@byui.edu		817-550-3187

Filter by 'Contact Status'

- Attempted
- First Call
- First Email
- Other/Report
- Second Call
- Second Email
- Social Media
- Third Call
- Third Email

Apply Clear all

- Scroll over to where you see 1st Email, 1st Text, 1st Phone Call, etc.
- Filter for 'empty' in the 1st Email column, if none move on to the 1st Text column that are empty, if none move on to the 1st Phone Calls column that are empty.
- Finish 1st Calls then move to 2nd Emails etc.
- Place phone calls and emails in two weeks intervals. Check all the dates that are previous to two weeks before the current date.
 - Ex: Current date is 8/30. Two weeks *previous* would be 8/16. I check all dates before 8/16. (8/15, 8/14, 8/10, 7/26/, 7/20, etc.)
- If you have specific questions you can ask your lead.

Mentor Outreach

Email Checklist

Department Letter ✓ Welcome To Rexburg ✓ 5x5

Emails

1st Email 1/6/2022 2nd Email 2/23/2022 3rd Email Enter value here

Texts

1st Text 1/10/2022 12:00 AM 2nd Text Enter value here 3rd Text Enter value here

Phone Calls

1st Call 1/11/2022 12:00 AM 2nd Call Enter value here 3rd Call Enter value here

Email Comments

Rachel Fenn-01/06/2022
1st email sent, attached department letter
[See more](#)

Texting Box

Rachel Fenn-1/10/2022
1st text sent

Phone Comments

Rachel Fenn-1/11/2022
1st phone call.VM

Priority Points

NSC ✓ Housing ✓ Registration/Grad Planner ✓ Financial Aid Student Express/I-Card/Textbooks/Parking

College Knowledge

Transcripts Student Support/Get Connected/Tours Holds I-Belong

Student Interaction

Initial Contact 2nd Email Current Status Follow Up Last Date Attempted 3/7/2022 Last Date Contacted 3/7/2022 Contact Again 3/21/2022 12:00 AM

Wrong Number Email Sent Deleted From NSO Student Complaint Description Direct Transfer 1 Select an option field\$4 Select an option

Import Date/Time Enter value here



The red box shows the comment box where all phone, text, and email conversations are recorded.

- When making a call, text, or email, enter your name and date (bolded). State underneath what you talked about in the call and what actions you took to help them.
- Everything that is mentioned in the comments box should be check off in the “College Knowledge”.



The blue box shows the space where you can mark which document has been sent to the student. Send the Department Letter in the 1st email, Welcome to Rexburg in the 2nd email and 5x5 in the 3rd email. The first two are found on our website.



The green box shows the College Knowledge. They are separated into two lists.

- The Priority Points all need to be talked about before marking the student as one who needs No Additional Assistance in the Interaction Status. Try and talk about as many Other Points as you can.
- When a subject is discussed with a student, check the box next to the point.
 - Update all buttons correctly every time you fill out a SharePoint File.
- If the student has complaints or suggests an improvement, mark the “Student Complaint/Feedback” on the right of the College Knowledge box. Use the drop-down menu to choose the topic and write down information in the box.

Update Status

Student Interaction

Initial Contact
2nd Email

Last Date Contacted
3/7/2022

Deleted From NSO

Current Status
Follow Up

Contact Again
3/21/2022 12:00 AM

Student Complaint Description

Last Date Attempted
3/7/2022

Wrong Number Email Sent

Direct Transfer 1

Select an option

The **Contact Again** space is to set a SharePoint reminder. Set this date two weeks from the last time you reached out to the student. You can use this to filter.

The **Initial Contact** is a drop-down menu of different categories of when students responded to us. If they answered our 1st call, this would be marked as 1st call. *If the 4th or 5th or so on email/call/text was the first time we made contact, it is marked as 3rd email/call/text.*

Last Date Attempted will always need to be updated every time you send an email/text to the student, place a call, or receive a call/email/text from the student.

The **Current Status** is a drop-down menu of how the student needs more attention.

- **Urgent follow Up:** needs to be contacted again in 2-3 days.
- **Follow Up:** needs to be contacted again in 2 weeks.
- **No Additional Assistance:** needs to be followed up with in a month.

*Other options include: Wrong Phone Number, Wrong Email, Already a Student, Deferring, Do Not Contact, Not Attending BYU, Moved Start Date, Online

Last Date Contacted will need to be updated every time you contact the student or with the person in charge of getting things ready for them if they are still serving a mission.

The **Update Status** section is updated every time we reach out to the student or receive a call, email, or text from the student.



When the 1st email is placed, click the 1st email button to time stamp it. Then record your name and date in the comment box with an explanation of what you mentioned in the email.

The next day, the 1st text will be made, and you will time stamp that by clicking the 1st text button. Record your name and date in the comment box with an explanation of what you mentioned in the text.

The next day, the 1st phone call will be placed, and you will time stamp that by clicking the 1st phone call button. Record your name and date in the comment box with an explanation of what happened in the call, whether it was a voicemail or not.

2 weeks later, you will repeat this with the 2nd emails/calls/texts if the student hasn't already responded to the 1st call/email/text.

1st Email 1/6/2022	2nd Email 2/23/2022	3rd Email Enter value here
-----------------------	------------------------	-------------------------------

1st Text 1/10/2022 12:00 AM	2nd Text Enter value here	3rd Text Enter value here
--------------------------------	------------------------------	------------------------------

1st Call 1/11/2022 12:00 AM	2nd Call Enter value here	3rd Call Enter value here
--------------------------------	------------------------------	------------------------------



Tracking Log

Overview

Marking

GOOGLE DOC TRACKING

Stats Tab

Daily and weekly statistics are recorded in the “Stats” tab in order to keep accurate records, and for the lead student to be able best help the Mentors set and attain goals.

	A	B	C	D	E	F	G	H	I	J	K	L	M	N
1	Date	Campus Contacted	False Contacted	RM Contacted	International Contacted	CE Contacted	Calls Received	Calls Placed	Emails Received	Emails Placed	Texts Received	Texts Placed	Zoom/In-Person	Notes
2														
3	9/12/22	0	0	0	0	0	0	0	0	0	4	3	0	Training/ no names imported yet
4	9/13/22	1	0	0	0	0	0	0	1	30	0	0	0	Training
5	9/14/22	4	0	0	0	0	1	0	4	15	1	19	0	Training
6	9/15/22	7	0	0	0	0	0	0	10	9	0	0	0	Training, training meeting, long/hard emails
7	9/16/22	7	0	0	0	0	0	14	3	22	4	9	0	
9	Total	19	0	0	0	0	1	14	18	76	9	31	0	
11	9/19/22	4	0	0	0	0	0	3	13	12	3	20	0	
12	9/20/22	6	10	0	0	0	1	11	0	26	8	8	0	Devo
13	9/21/22	6	1	2	0	0	0	2	8	42	3	22	0	First day on adderall
14	9/22/22	7	1	2	0	0	1	17	7	7	2	26	0	Training
15	9/23/22	1	0	3	0	0	0	28	3	4	5	5	0	
17	Total	24	12	7	0	0	2	61	31	91	21	81	0	
19	9/26/22	2	3	1	0	0	0	0	6	51	4	6	0	
20	9/27/22	4	4	0	0	0	1	2	3	31	13	45	0	
21	9/28/22	2	6	0	0	0	2	21	3	10	18	42	0	
22	9/29/22	1	1	0	0	0	1	12	7	10	14	16	0	Training meeting, off day
23	9/30/22	1	3	1	0	0	0	14	4	33	10	11	0	
25	Total	10	17	2	0	0	4	49	23	135	59	120	0	
27	10/3/22	9	2	0	0	0	1	0	14	22	12	37	0	
28	10/4/22	2	1	0	0	0	2	3	6	9	14	17	0	Devo, everyone was pretty distracted/ing
29	10/5/22	3	1	0	0	0	0	0	5	11	8	10	0	Ran out of things to do
30	10/6/22	1	0	0	0	0	0	0	8	13	2	4	0	Training meeting, ran out of things to do
31	10/7/22	2	1	1	0	0	1	16	4	31	2	9	0	
33	Total	17	5	1	0	0	4	19	37	86	38	77	0	

Received

1. *Calls Received*- The Mentor who initially answers the phone counts this as their call received regardless of whether or not they transfer the call to the student’s assigned Mentor.
2. *Emails Received*- This section reflects every email that a Mentor receives from students or their parents/guardians.
3. *Texts Received*- This section reflects every text that a Mentor receives from students or their parents/guardians.

G	H	I	J	K	L
Calls Received	Calls Placed	Emails Received	Emails Placed	Texts Received	Texts Placed
0	0	0	0	4	3
0	0	1	30	0	0
1	0	4	15	1	19
0	0	10	9	0	0
0	14	3	22	4	9

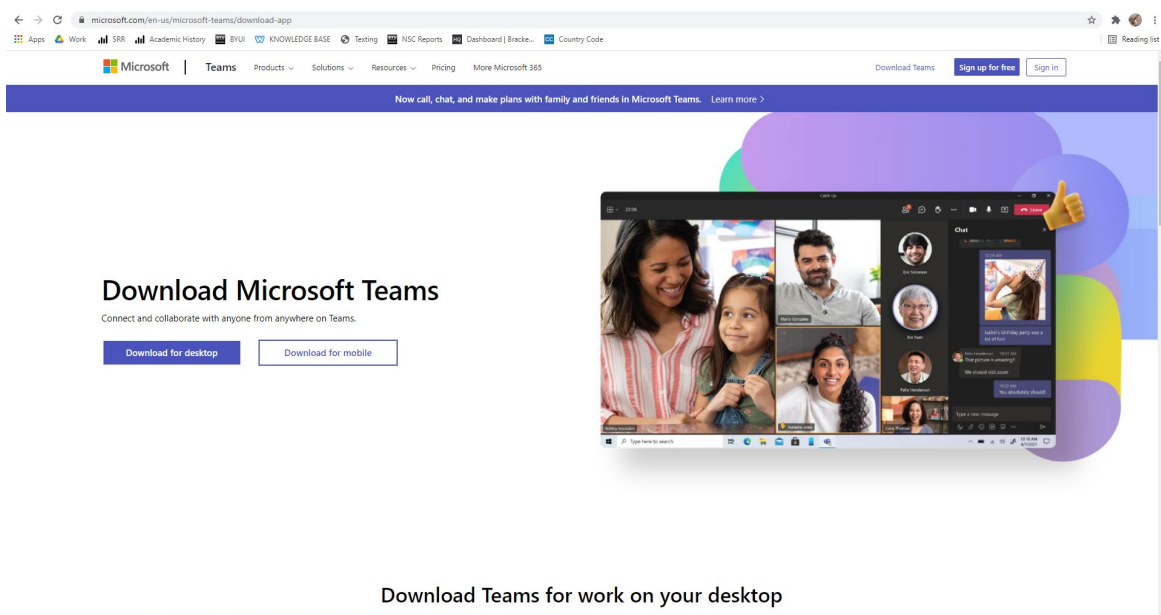


Microsoft Teams

MICROSOFT TEAMS

Microsoft Teams is the program we use to communicate as an office. You will have to have it downloaded on your computer and optionally on your phone.

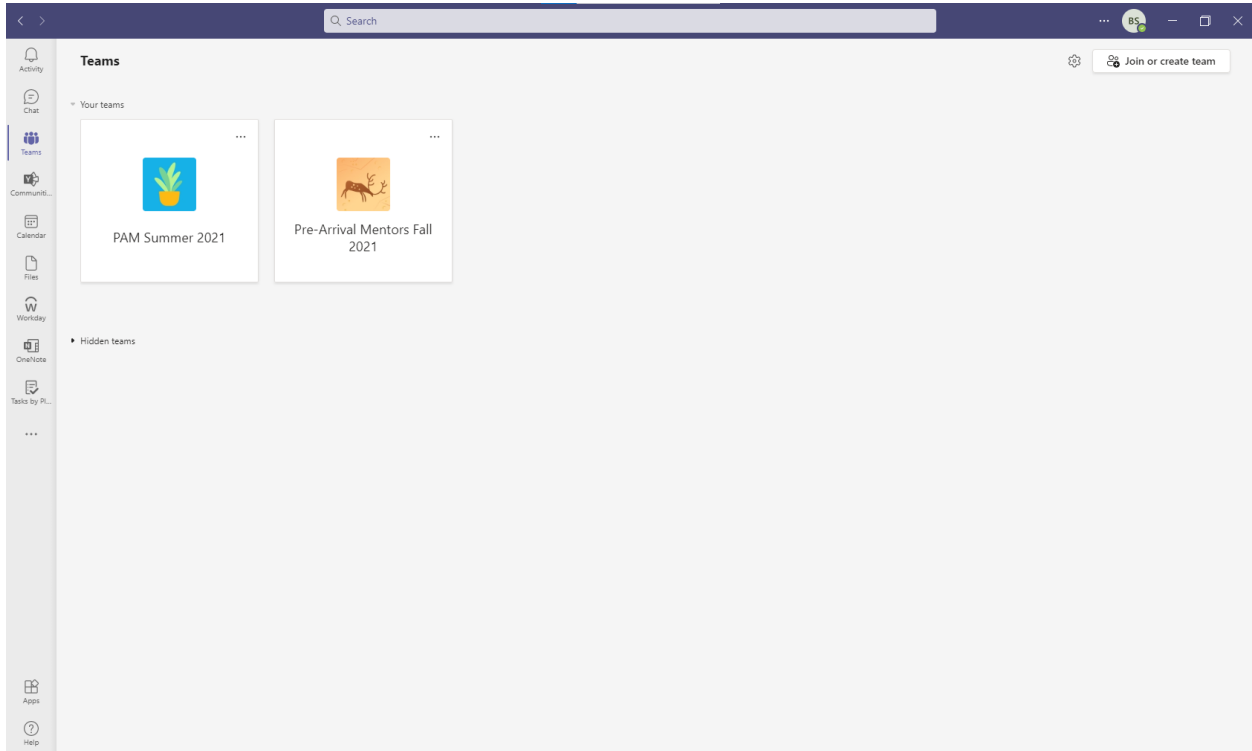
Download Microsoft Teams from your browser onto your computer at work.



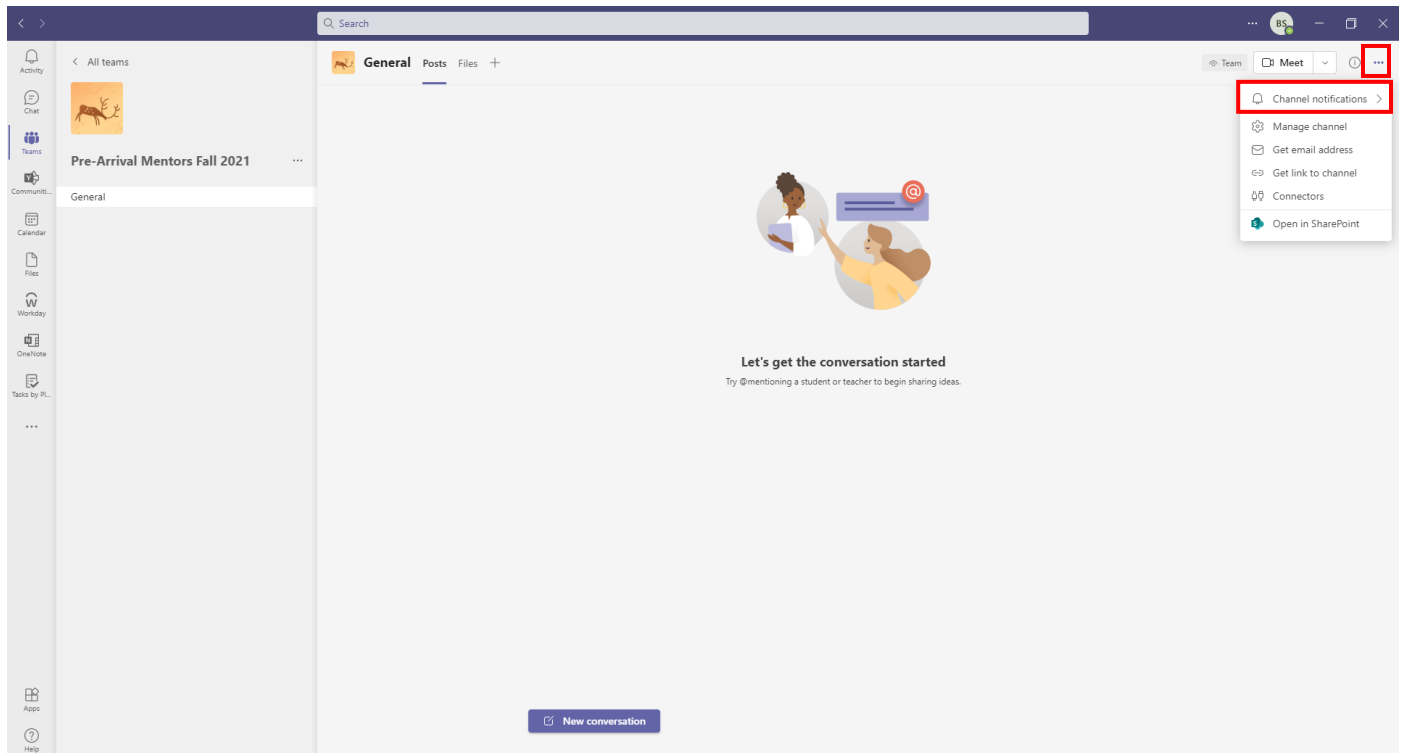
It must be open **at all times** during your shift.

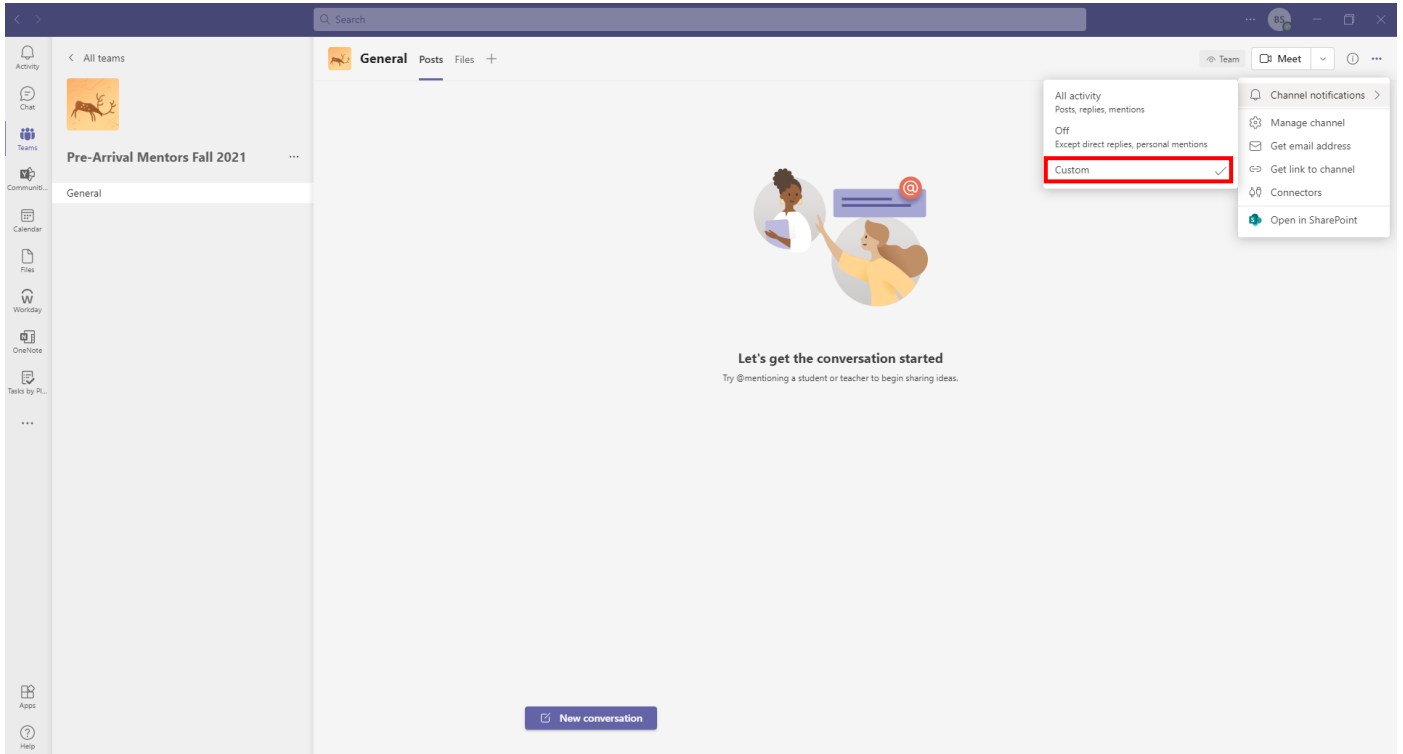
Leads and Program Assistants will send messages in the chat to you. There will be announcements posted in the main feed.

Your lead will add you to the group for the semester. You will access it through your BYU email address.

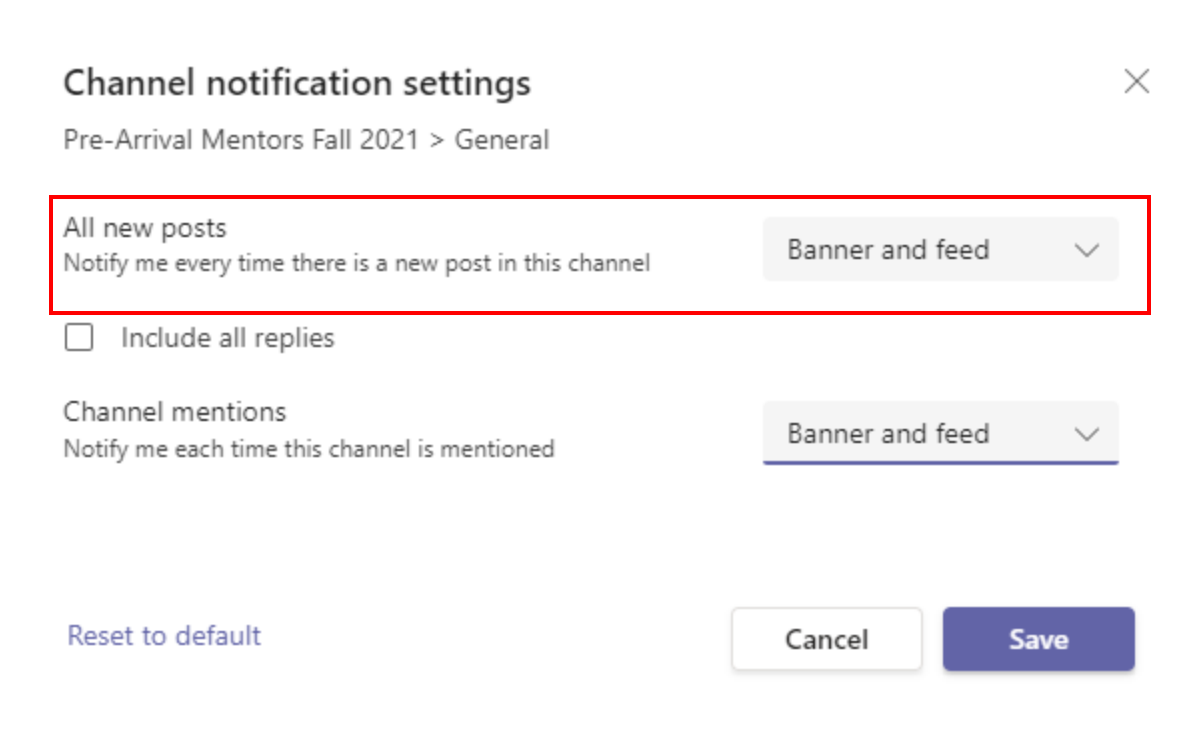


You will need to have notifications turned on. Follow these steps to do so:





Make All New Posts and Channel Notifications: **BANNER AND FEED**



Important documents will be placed in the files section on teams!

The screenshot displays the Microsoft Teams interface for a team named 'Pre-Arrival Mentors Fall 2021'. The 'Files' tab is selected and highlighted with a red box. The interface shows a list of documents in the 'General' channel. The documents are organized in a table with columns for Name, Modified, and Modified By.

Name	Modified	Modified By
International	Monday at 10:11 AM	Stucki, Becca
Academic Advising.pdf	Monday at 10:10 AM	Stucki, Becca
BYUI-Points-Of-Interest-Map.pdf	Monday at 10:10 AM	Stucki, Becca
Campus Contact .pdf	Monday at 10:14 AM	Stucki, Becca
Campus Student Checklist JPEG.jpg	Monday at 10:12 AM	Stucki, Becca
Campus Student Checklist PDF.pdf	Monday at 10:10 AM	Stucki, Becca
Contact Map (1).jpeg	Monday at 10:10 AM	Stucki, Becca
Email Subject Lines.pdf	Monday at 10:10 AM	Stucki, Becca
Full Time Directory.docx	Monday at 10:11 AM	Stucki, Becca
Housing Essentials.docx	Monday at 10:11 AM	Stucki, Becca
how_to_emotionally_prepare_for_byu-i (1).p...	Monday at 10:13 AM	Stucki, Becca
New Student Checklist Troubleshooting.docx	Monday at 10:19 AM	Stucki, Becca
PAM Work at Home Links.docx	Monday at 10:16 AM	Stucki, Becca
Texting Autoresponse.docx	Monday at 10:11 AM	Stucki, Becca
VDA COVID Tour Route.PNG	Monday at 10:11 AM	Stucki, Becca
Welcome to Rexburg.pdf	August 10	Stucki, Becca



Zoom, Skype, Google Hangouts, & WhatsApp

ZOOM

1. Sign in with your BYUI Zoom account.

The screenshot shows the Zoom user interface. At the top, there are navigation links: SOLUTIONS, PLANS & PRICING, and CONTACT SALES. The 'SCHEDULE A MEETING' button is highlighted with a red box. To the right, there are links for 'JOIN A MEETING' and 'HOST A MEETING'. Below the navigation, the user's profile is displayed, including a profile picture of Becca Stucki, her name, and account number 474805. A dropdown menu is open, showing options: 'With Video Off', 'With Video On', and 'Screen Share Only'.

2. Click “Schedule a Meeting”

3. Name your meeting and set a date and time.

The screenshot shows the Zoom meeting scheduling form. The 'Meeting ID' section has two options: 'Generate Automatically' (selected) and 'Personal Meeting ID 372 223 9546'. The 'Security' section has three options: 'Passcode' (checked), 'Waiting Room', and 'Require authentication to join'. A passcode field is visible next to the 'Passcode' option.

4. Make sure you generate the Meeting ID automatically
5. Set a passcode
6. Save the meeting

Copy Meeting Invitation



Meeting Invitation

Becca Stucki is inviting you to a scheduled Zoom meeting.

Topic: My Meeting

Time: Jan 5, 2021 10:00 AM Mountain Time (US and Canada)

Join Zoom Meeting

<https://byui.zoom.us/j/99122177681?pwd=MHZLZGRoN01KSmw3OFFZWIBQU0JKdz09>

Meeting ID: 991 2217 7681

Passcode: 123456

One tap mobile

+16699006833,,99122177681# US (San Jose)

+13462487799,,99122177681# US (Houston)

Dial by your location

+1 669 900 6833 US (San Jose)

+1 346 248 7799 US (Houston)

+1 253 215 8782 US (Tacoma)

+1 312 626 6799 US (Chicago)

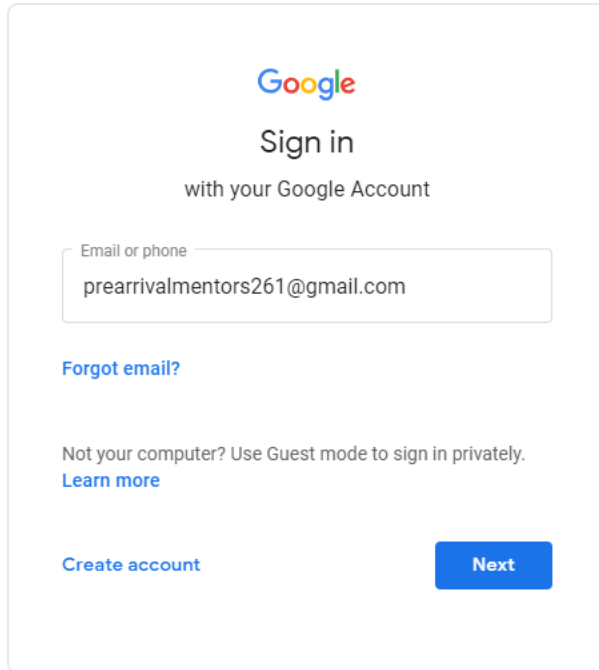
+1 646 558 8656 US (New York)

Copy Meeting Invitation

Cancel

7. Copy the meeting invitation and send it to your student.
8. Turn your camera on and make sure the computer symbol on your headset is glowing, or you will not be able to hear or speak to the student.

GOOGLE HANGOUTS

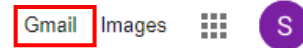


1. Sign into the Pre-Arrival Mentor Gmail account.

Gmail: prearrivalmentors261@gmail.com

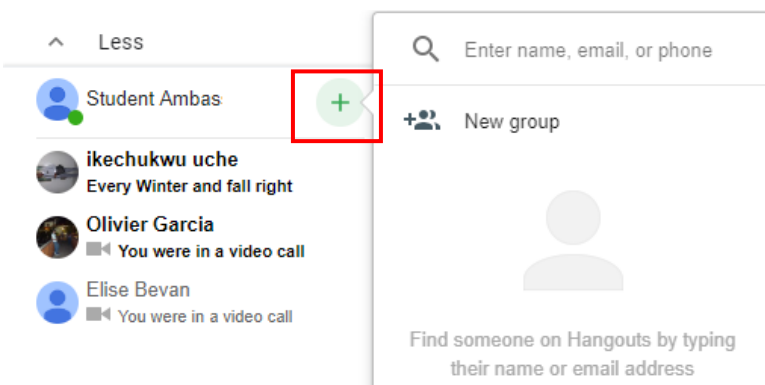
Password: Stusup#2019

2. Click on Gmail in the top right corner

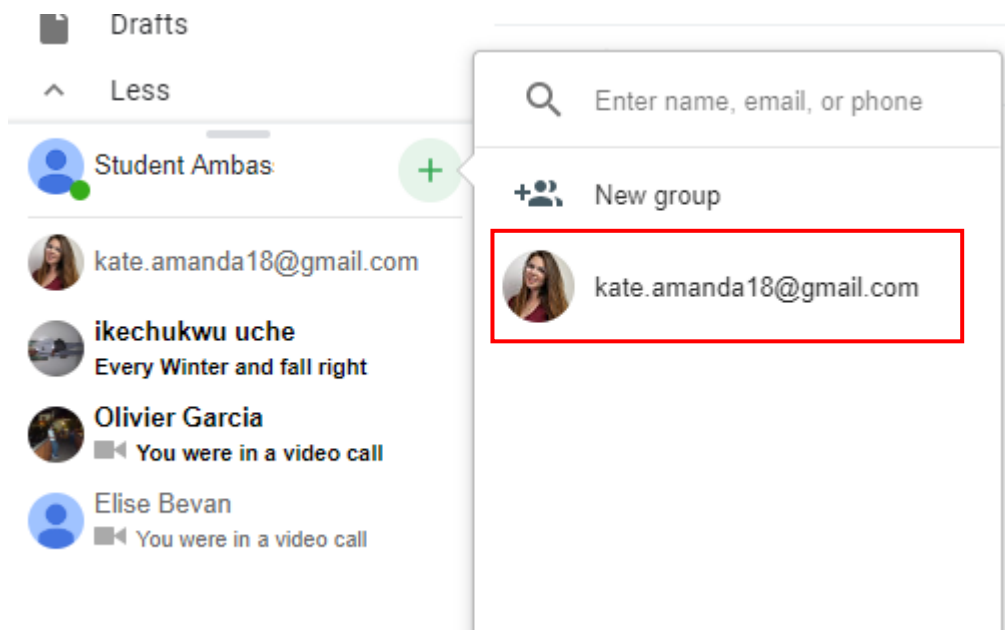


English (United States) ▾ Help Privacy Terms

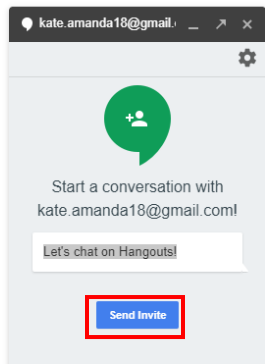
3. Click on the plus icon, then type in students name or Gmail.



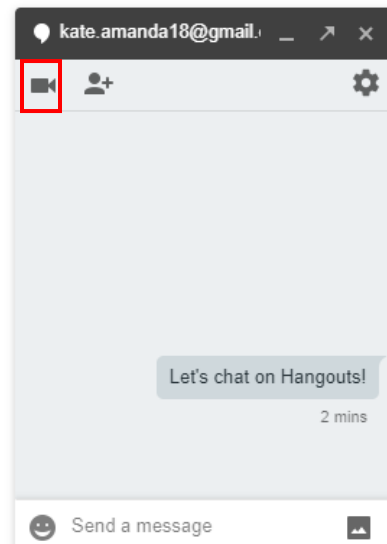
4. The student will appear, click on them.



5. A chat box will then appear on the bottom right hand side. Send them an invite, they will need to accept it before you can video call.

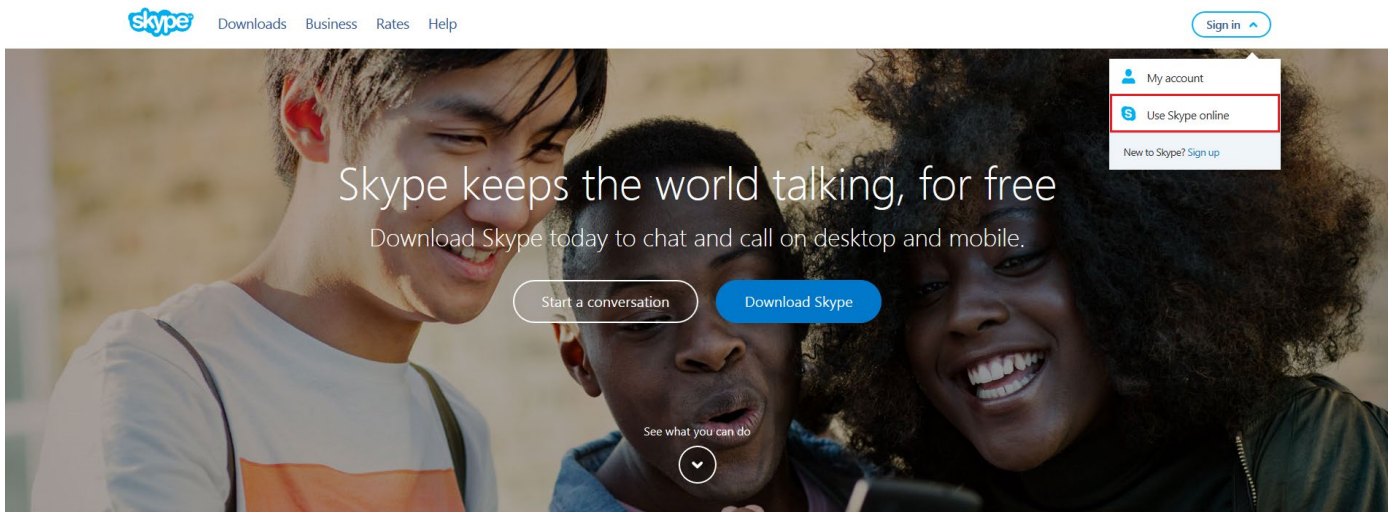


6. The chat box will show up with a camera icon in the left corner. Click on the icon and it will begin the video call.



SKYPE

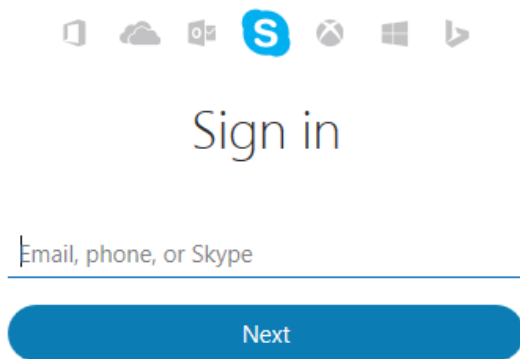
1. Go to <https://www.skype.com/en/> and click “Sign In” and “Use Skype Online.”



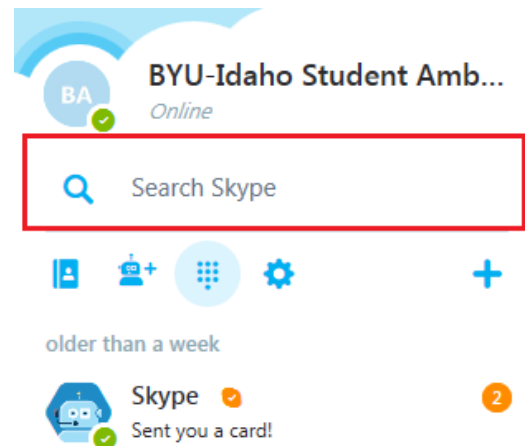
2. Sign in

Login: prearrivalmentors261@gmail.com

Password: Pam#2019



3. Then type the students name and click SKYPE.



4. Make sure the computer symbol on your headset is glowing, or you will not be able to hear or speak to the student.

WHATSAPP

If a student needs to use WhatsApp to communicate with you, let your lead know. They will give you access to the account.

You will download the app onto your computer.

Tell the student the number to text is 208-496-1424. This number is **ONLY** for texting on WhatsApp, **NOT** SignalVine.



Stewardships

STEWARDSHIPS

Talking Points

The Student Lead holds individual stewardship meetings as needed. Topics discussed in stewardships may include:

1. Questions or concerns within the office
2. Situations affecting the Mentor's ability to work
3. New office ideas
4. Office conduct
5. Goals
6. A way to communicate on a one-on-one basis

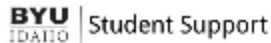
Mentors and Program Assistants are not obligated to share personal information with the Student Lead. If corrections need to be made, the Lead should be tactful in their approach and constructive in their criticism. Most often 5-10 minutes is an appropriate amount of time for the meeting. However, this time may vary as needed. Stewardships should be professional and constructive.



Reflection Forms

REFLECTION FORMS

Reflection forms will need to be filled out on a weekly basis. There will be a link on the SharePoint homepage that can be accessed to fill out reflection forms. The link will also be emailed to your personal BYU-I email. Please be sure to share your Tender Mercies and Memorable Moments. These are shared with Brother Watson and other full-times. Everyone is required to fill one out weekly!



Name

What was 1 thing you accomplished as a Pre-Arrival Mentor this week in your work?

What was 1 challenge you faced this last week? Were you able to overcome it?

What are your goals for next week?

Mentoring moments with students (Please include name and I-number if possible)

Recognizing the Hand of the Lord: What miracles, tender mercies, or rewarding experiences did you see this week? (Please include specifics if possible. Can be personal experiences)

What would you like further training on? Or what further training do you feel the office needs?

Anything else you would like to share (dating interests, concerns, frustrations, etc.)?





Expectations

Office Policies

Checkpoint System

EMPLOYEE EXPECTATIONS

Dear Pre- Arrival Mentors,

Thank you for all your hard work and positive attitudes! We truly accomplish great things together!
Here are policies that may seem small but are an important part in creating a professional atmosphere here in the office.

1. Snacks

- Afternoon Shift: it is alright to bring a ready to eat *light snack* to the office.
- Morning shift: when bringing lunch to work please be respectful of others. Your lunch should be able to be eaten at your desk and not be distracting.
- Also, we will not be assigning one person 'snack duty', and we will not collect money from anyone for office snacks. If you know you will get the munchies, please bring in your own treat, and do not ask others to supply it for you.

2. Cell Phones

- The students we work with deserve our full attention and professionalism. Therefore, cellphones **are not** to be used during work hours.
- If you have *an emergency or special circumstance*, please coordinate with your Lead.
- If you need to call or text someone you may use your cell phones during your 5 min breaks.

3. Dress

- Business Casual.
- **Women** should wear skirt, dress, or slacks or nice khakis with a nice blouse or button up shirt.
- **Men** should wear slacks, or nice khakis with a button up shirt or polo. A tie is optional. If you choose to wear a polo, it should not have big logos/brand names (e.g. Nike, Under Armor, etc.)
- Bright colored pants, t-shirts, jeans/colored jeans, and other casual clothing are not allowed.
- On Thursday, jeans/neutral colored pants are to be worn with your grey polo.
- Employees are expected to abide by the BYU-Idaho *Dress & Grooming Standards*. Employees who are inappropriately dressed or unshaven will be asked to go home to take care of the issue before returning to work.
- Men must be clean shaven.

Employees are expected to abide by the BYU-Idaho *Dress & Grooming Standards*. Employees who are inappropriately dressed or unshaven will be asked to go home to take care of the issue before returning to work. If you are not appropriately dressed, or have not shaved, you will be asked to go home and change or shave before you come back to work. It is okay to wear jeans and a t-shirt on days where you will be assisting with events that may damage your professional dress clothes.

4. Music

- Music in the office is a Spotify account controlled by the student lead.
- Music should not be played from any other computer.
- Headphones are not to be used.

5. Computer Policy

- You should not be checking personal Facebook, Pinterest, Instagram or other social media networks during work.
- You should not use your computers for personal use such as homework, job searching, buying a car, buying insurance, or other personal needs during work hours.
- You should not be surfing the web during work hours.
- If you have special circumstances, please ask your lead first.

If you have any questions, please talk to the student lead.

Thank you for all you do!

Student Lead

Checkpoint System

Each semester, all employees will be evaluated by the Leads to determine eligibility for employment for the following semester. This will be tracked and evaluated by a standard list of expectations and policies which will be communicated to each mentor through three checkpoints. Checkpoints consist of one that will take place at the beginning of the semester, one in the middle of the semester, and one at the end of the semester that will determine the employment of the mentor.

Evaluation Standards

- Cell phone policy
- Appropriate computer use
- On-time to work
- Unapproved absences
- Excessive breaks during shift
- Upholds dress standard
- Quality Assurance scores
- Stats (ability to use time wisely)

Employees will receive 2 verbal warnings before a written warning is issued.

EX:

Name		Cell Phone	Not On Time	Computer Abuse	Unapproved Absence	Excessive Breaks	Dress Standard	QA Score	Stats
Makenna Christensen	V1								
	V2								
	W1								
	W2								

1. 1st check - Meet with leads set up a plan for improvement
2. 2nd check - Meet with leads to revise improvement plan
3. 3rd check - Meet with Director to discuss improvement
4. 4th check - Meet with Brother Watson to discuss future employment

EMPLOYEE WRITTEN WARNING

Employee Name: _____

This shall serve as a written warning for the above employee.

Statement of Violation(s):

Corrective actions needed to take place by employee:

Amount of time allowed for Improvement:

- I understand the above violations and have discussed them with my supervisor and agree to take steps to meet the corrective actions in a timely manner.
- Employee refused to sign this form and all attached documentation

Employee's Signature _____

Date _____

Supervisor's Signature _____

Date _____



Quality Assurance & Training

Phone Expectations

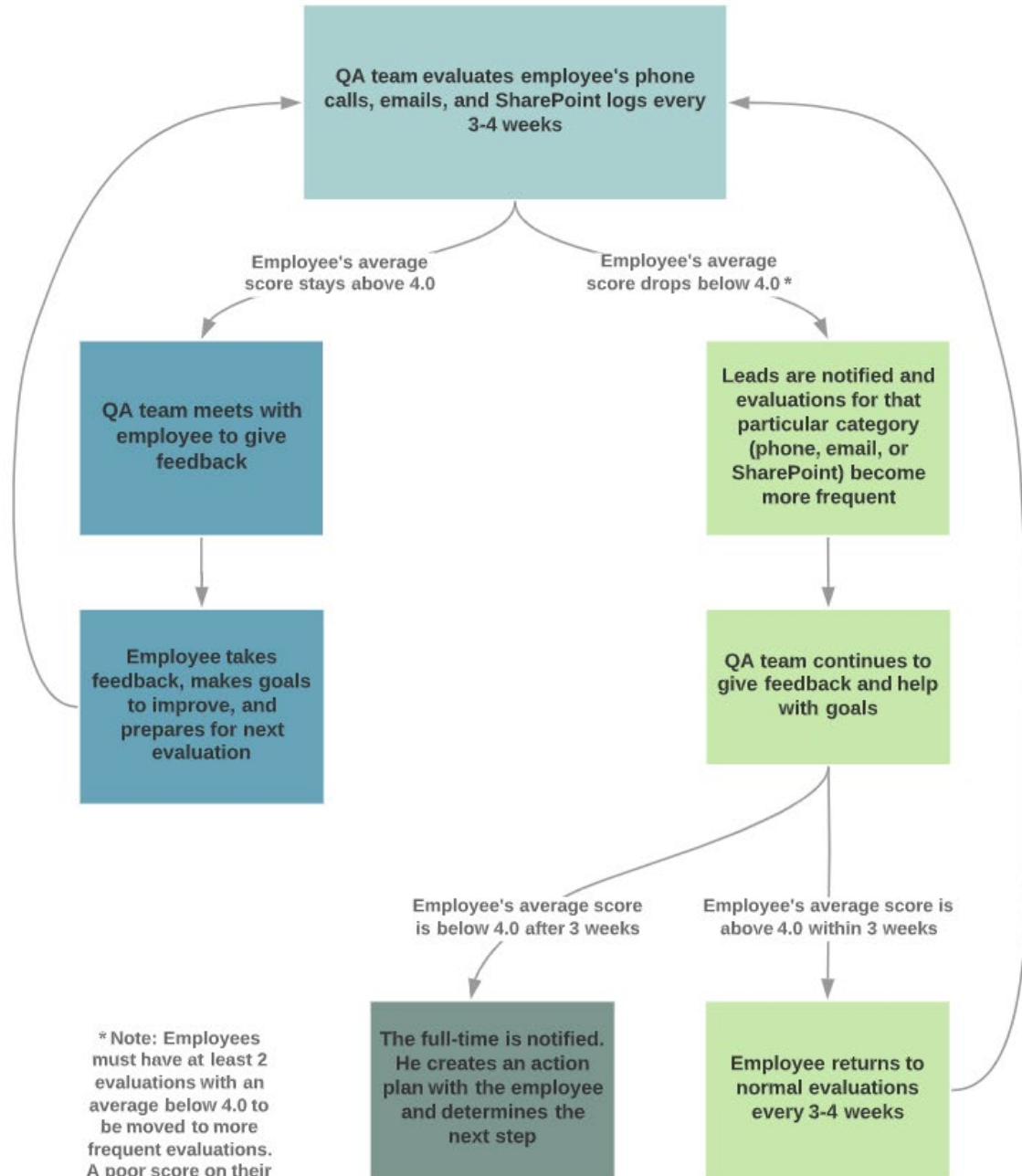
Email Expectations

Texting Expectations

Social Media Expectations

Training

Quality Assurance Process



* Note: Employees must have at least 2 evaluations with an average below 4.0 to be moved to more frequent evaluations. A poor score on their first evaluation will not result in more frequent evaluations.

QUALITY ASSURANCE EVALUATION TOPICS

PHONE CALLS

Greeting

- Introduces themselves by name and that they are with BYU-Idaho Pre-Arrival Mentoring. Asks "Is _____ available?" instead of "Is _____ there?"
 - If answering the phone, asks the student's name and finds them in SharePoint.
- Explains their purpose as a Pre-Arrival Mentor and/or their purpose for calling; part of this explanation includes the expectation that the mentor will be working with them until the beginning of the semester, answering questions and concerns, and helping them through school preparations.

Professionalism

- Is friendly, professional, and respectful. Refrains from using slang, offensive words, overly casual language, etc. Is positive about the university and other departments on campus.
- Gives undivided attention to the student. Has SharePoint open during the phone call.
- Speaks slowly, clearly, and shows enthusiasm (engaged tone that allows the student to feel welcomed; different for everyone, but it is not sounding "fake" or "bored").
- When necessary, informs the students they will be put on hold. When transferring, waits to talk to the other department (warm transfer). If after 5 minutes they are still on hold, employee explains the situation to the student and provides the department contact information if needed.

Call Content

- Is a mentor and a friend to the new students. Demonstrates a genuine interest in the student, acknowledges their concerns and interests, attempts to make personal connections, seeks to help them be excited and at ease, and wants to know about and help with their preparation.
- Always mentions the Pre-Arrival Checklist. Refers them to it to answer their questions and check with them on their progress.
- Discusses priority points from the College Knowledge based on students' needs. Should make an attempt to cover more than just priority points in the College Knowledge and bring up at least one priority point in every interaction with students.
- Does not give academic advice or suggest classes. This is an opportunity to share positive experiences while making sure the student knows the choice is theirs. Informs them of the Grad Plan and points them to resources (such as Grad Plan, Course Catalog, and Academic Advising).
- Provides the most information possible to help students: answering the students' questions, giving department contact information, giving step-by-step instructions, and directing to or directly sending websites, documents, links, etc.
- All information provided is accurate and correct.

Closing

- Asks them if they have any questions and tells them to reach out if they need any additional assistance.
- Informs the student that they will be following up with them in a certain amount of time or schedule an appointment (not applicable to admitted students). Should ask the student which form of communication they prefer.

- When possible, a voicemail should be left. Explains why they called, that they look forward to hearing back from them soon and leaves their full phone number and email address. Mention that a text was sent to them.
-

EMAILS

Greeting

- Includes the banner in every attempt to contact students.
- Addresses the student by name at the beginning of every email.
- Introduces themselves by name and that they are with BYU-Idaho Pre-Arrival Mentoring. Explains their purpose as a Pre-Arrival Mentor (N/A if not the first email); part of this explanation includes the expectation that the mentor will be working and following up with the student up until they start their first semester.

Professionalism

- Language is professional, respectful, and friendly (no slang, emojis/smiley faces, offensive words, overly casual language, etc). Is positive about the University and its departments.
- Sentences are clear, simple, and grammatically correct. Spelling is also correct. Emails are written in a professional format (see Email Etiquette in training binders).

Email Content

- Is a mentor and a friend to the new students. Demonstrates a genuine interest in the student, acknowledges their concerns and interests, attempts to make personal connections, seeks to help them be excited and at ease, and wants to know about and help with their preparation.
- 1st, 2nd, 3rd, and follow-up emails contain correct information, links, and attachments (1st-Department Letter; 2nd-Welcome to Rexburg; 3rd-10 Things I Love About BYU) and are properly personalized (major, NSC, registration)
- Provides the most information possible to help students: answering the students' questions, giving department contact information, giving step-by-step instructions, and directing to or directly sending websites, documents, links, etc.
- Discusses priority points from the College Knowledge based on students' needs. Should make an attempt to cover more than just priority points in the College Knowledge and bring up at least one priority point in every interaction with students.
- Does not give academic advising help or suggest classes. This is an opportunity to share positive experiences while making sure the student knows the choice is theirs. Points them to the Grad Plan (and Academic Advising if needed).
- All information provided is accurate and correct.

Closing

- Asks them if they have any questions and tells them to reach if they need any additional assistance-
 - Provides signature at the end of every email and attaches their bio in first emails.
-

SHAREPOINT

- Comments are clear, detailed, and easy to understand. Anyone else that reads it will be able to comprehend what happened in the phone call or email. Attachments should be listed by the email they were sent with. There is evidence of mentoring within the log's comments box. The mentor attempted to get to know them and helped them as much as possible. All interactions are recorded.
 - Each entry begins with the Mentor's name and the date in bold. Includes a description of the attempt (ex: "1st email"). Also, writes "Follow Up" next to their name/ date when following up.
 - All points talked about with students are marked off in College Knowledge. Direct Transfers are also recorded.
 - All points marked in the College Knowledge as well as any other topics or questions *are described in detail in the comments*.
 - All the "buttons" on the SharePoint log are filled and updated correctly, including "Sent Welcome to Rexburg" and "Sent Department Letter" boxes, which are checked off once the mentor has sent the first and second email with the attachments included.
 - Mentor is timely and efficient. Follow ups/ attempts are done on time and no students are forgotten.
 - Tracking log is filled out accurately every day.
-

TEXTING

- Addresses the student by name and introduces themselves by name and that they are with BYU-Idaho Pre-Arrival Mentoring (at the start of every new conversation/attempt)
 - Language is professional, respectful, and friendly (no slang, emojis/smiley faces, offensive words, overly casual language, etc.).
 - Sentences are clear and grammatically correct. Spelling is also correct.
 - Provides the most information possible to help students: answering the students' questions, giving department contact information, giving step-by-step instructions, and directing to or directly sending websites, documents, links, etc.
 - Discusses priority points from the College Knowledge based on students' needs. Should make an attempt to cover more than just priority points in the College Knowledge and bring up at least one priority point in every interaction with students.
 - All information provided is accurate and correct.
 - Asks them if they have any questions at the end of the conversation and tells them to reach out if they need any additional assistance.
 - Texting groups are correct according to the student's situation (unless groups were removed involuntarily by other departments).
 - Responds in a timely manner (within 1 business day). Auto response is on when out of the office and turned off at the beginning of shift.
-

ADMITTED

Call Content for Admitted Students

- Is sure to ask if there is a specific reason as to why they haven't accepted or declined.
- Explains that they can accept or decline through the link sent to them with their track assignment or by going to web.byui.edu/response.
- Depending on the student's response, employee helps them in one of the following ways:
 - If they are unsure, employee addresses the concern and bears testimony, but does not pressure them.
 - If the student is planning on attending, employee mentions the Pre-Arrival Checklist, that a Pre-Arrival Mentor will be reaching out to them, and any other information they feel is necessary (such as registration is open, grant deadline is approaching, etc.).
 - If **the** student is not planning on attending, employee is positive and encouraging and explains that they will need to decline.
 - If **the** student wants to defer for a mission, employee explains that they will need to accept and then defer.
- Provides the most information possible by answering students' questions, including department information, and maintaining accuracy (all contact info, step-by-step instructions, etc.).

Email Content for Admitted Students

- Is sure to ask if there is a specific reason as to why they haven't accepted or declined. Explains that they can accept or decline through the link sent to them with their track assignment or by going to web.byui.edu/response.
- Depending on the student's response, employee helps them in one of the following ways:
 - If they are unsure, employee addresses the concern and bears testimony, but does not pressure them.
 - If the student is planning on attending, employee mentions the Pre-Arrival Checklist, that a Pre-Arrival Mentor will be reaching out to them, and any other information they feel is necessary (such as registration is open, grant deadline is approaching, etc.).
 - If the student is not planning on attending, employee is positive and encouraging and explains that they will need to decline.
 - If the student wants to defer for a mission, employee explains that they will need to accept and then defer.
- Provides the most information possible by answering students' questions by including department information and by maintaining accuracy (ex: all contact info, step by step instructions, etc.).
- Sentences are clear, simple, and grammatically correct. Spelling is also correct. Emails are written in a professional format (see Email Etiquette in training binders).

SOCIAL MEDIA EXPECTATIONS

We use Instagram, Facebook, WhatsApp and SignalVine to connect with students as well. Here are the expectations for those interactions.

After the 3rd phone call / email attempt, a Program Assistant will find your student on Social Media and request to follow them. Once they accept the follow request, you will use the social media message template to message your student.

- Treat conversation like a phone call, respond quickly. If your student messages, please send the initial response within an hour. Every response thereafter should be within 1-2 minutes. Your focus should be on responding and conversating with the student until the conversation is over*Make sure Instagram app is pinned so you can receive notifications.
- Be professional. Do not “like or love” any messages and do not use emojis. Make sure spelling and grammar is correct *there is no spell check on Instagram.
- Keep messages brief. Anything that requires an extensive explanation should be sent through email or asked for a good time to call student on the phone.

Social Media Message Template:

CAMPUS: “[Hi/Hey] Student Name (preferred name)! This is (Insert Name), your Pre-Arrival Mentor for the _____ Semester. I’m here to help you feel prepared and answer your questions. I just wanted to check in to see if (insert question)?”

FALSE: “[Hi/Hey] Student Name (preferred name)! This is (Insert Name), from Student Success I see you are attending the _____ Semester. I know you have attended BYU-Idaho before and after taking a little break are starting back up again. So, I wanted to check in and see if (insert question)?”

Examples:

Hey Emma!

My name is Brielle, and I’m your Pre-Arrival Mentor for this upcoming fall 2019 semester at BYU-Idaho. I am so excited you will be joining us! I’m here to help you prepare for this upcoming semester. Have you been able to register for classes?

Hi Cameron! This is Haylee, your Pre-Arrival Mentor for this upcoming Fall! Are you still planning on attending? I just wanted to see if you were able to register properly, and if you have signed up for housing? Hope to hear back from you soon! Thanks Cameron!

TRAINING

There are mandatory training meetings every Thursday from 11:30-12:30. All employees are expected to attend. On Thursdays, we wear our gray polos and jeans instead of the usual business casual attire.

You can access the information from our trainings [here](#).

