

2016 COLLEGE MATCH

CALLER GUIDELINES

These Guidelines provide the basic information you need to pass our Caller Quiz.

You are required to download or print these Guidelines and keep them with you when making calls.

YOUR JOB AS A CALLER

- To answer general questions applicants may have about QuestBridge, preparing for college, or college life
- Encourage applicants to fill out their College Match application

Don't worry if you don't know the answer to specific application questions! They can always email questions@questbridge.org.

LAST DAY TO MAKE CALLS

Sunday, September 25, 2016

NATIONAL COLLEGE MATCH DEADLINE

Tuesday, September 27, 2016

WHO WILL YOU BE CALLING?

Rising high school seniors who have either:

- a) Applied to the College Prep Scholars Program but have not started the College Match application
- b) Started the College Match application but have not submitted it

We will notify you whether you are speaking with applicants in Group A or Group B.

Other members of the household may answer the phone. It is fine to talk to them about QuestBridge, but make sure to ask to speak to the high school applicant as well.

About 50% of your calls may go to voicemail. You may hang up before leaving a message, wait at least one day, and try calling back once. Otherwise, feel free to use our voicemail script!

WHO WILL YOU BE CALLING?

Remember: The applicants you call will, at minimum, be familiar with the QuestBridge name. However, they may not know a lot about our program.

These applicants may or may not be qualified to be a QuestBridge Finalist! Be prepared to potentially talk about qualifications. We will cover this in more detail on later slides.

Please note: Students will generally not be expecting a call from you.



THE NATIONAL COLLEGE MATCH

MAJOR PROGRAM CHANGES

Financial Eligibility: Students from a typical family of four making \$65,000 or under per year (with minimal assets) should be qualified. This number was increased from \$60,000 in the past.

One Application: 2016 College Prep Scholars' applications from their junior year have been *automatically* converted into their College Match application. They just need to log in at apply.questbridge.org/apply. They should be sure to update relevant information, such as coursework, grades, test scores, essays, and finances.

Ranking: Applicants may now rank up to 12 college partners.

Newest Partners (38 total):

Claremont McKenna College

Duke University

Colby College

Macalester College

Note: Trinity College is no longer a partner.

National College Match

Application Timeline 2016-2017

ALL APPLICANTS

- **Summer 2016**
- **September**
- **October**

2016 National College Match application opens

Application Deadline: September 27

College Rankings Deadline: October 13

College Match Finalists Selected: October 20

FINALISTS ONLY

- **November**
- **December**
- **Spring 2017**

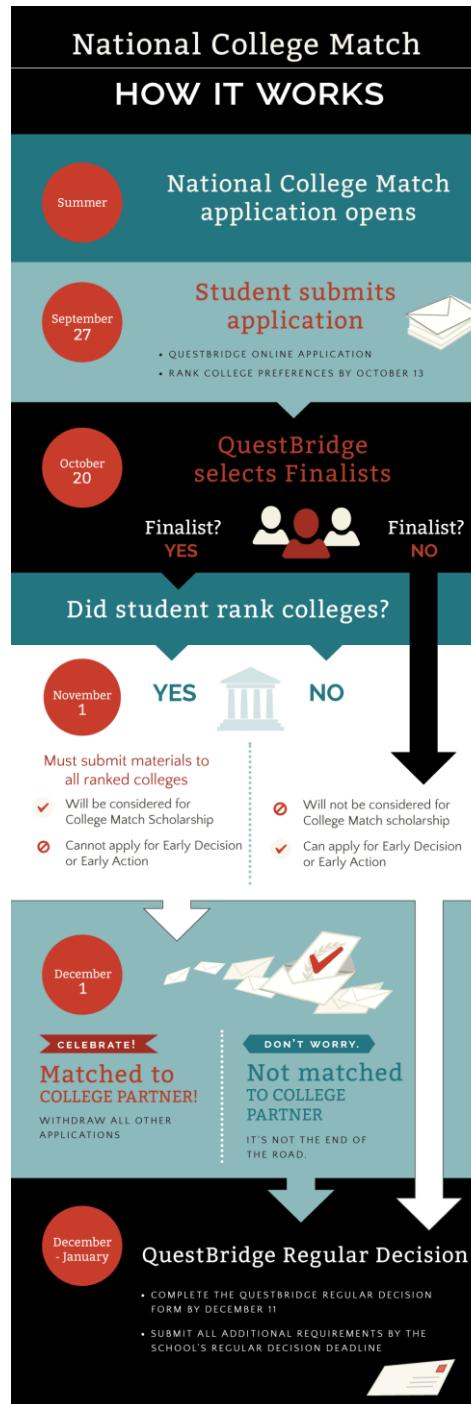
Supplemental Materials Due to Colleges: November 1
QuestBridge Regular Decision Opens: November 7

College Matches Announced: December 1

QuestBridge Regular Decision Closes: December 11

Admissions Decisions Released by Colleges for Regular Decision Applicants

FLOWCHART



QUALIFICATIONS

We review applications holistically; **we do not have cut-offs**. Students must be both academically high achieving and financially low-income.

- Grades: Primarily A's in the most challenging courses available
- Class rank: Top 5-10%
- SAT (CR+M): >1240
- ACT: >28
- We also look at writing skills and recommendations
- Income: <\$65,000 a year for a family of four



Learn more at:

<https://www.questbridge.org/high-school-students/national-college-match/who-should-apply>

QUESTCASTS

QuestBridge is offering a series of webinars called QuestCasts to help applicants prepare their National College Match application.

Please review our QuestCast page to see what sessions are coming up and **encourage applicants to visit this page:**

<https://www.questbridge.org/questcasts>





PREPARING TO BE A CALLER

CALLING LOGISTICS

- Do not call applicants **after 9:00 p.m.** in their time zone.
- We suggest you call applicants on either **weekday evenings** (e.g. before dinner around 5:00 p.m.) or **weekends during the day** in their time zone
- To ensure your safety, do not give out any personal information you wouldn't give to a stranger, such as:
 - Email address
 - Home address
 - Phone number
 - High school name
- **Block your phone number.** On your keypad:
 - Dial *67
 - Dial the applicant's area code and **mobile** number
 - Press "Call"
 - Alternatively, you may use free services such as Google Voice for a surrogate phone number. In this case, you don't need to block your phone number and you may share it with applicants, as it is not your personal phone number
- We suggest you use the **Mobile** number provided on the Portal

TALKING POINTS

Unsure how to start the conversation? Here is a sample script:

*“Hello, my name is [MY NAME] and I’m a **volunteer** calling on behalf of QuestBridge; I’m currently a [MY YEAR] at [MY COLLEGE]. I applied to the National College Match as a high school senior received admission to [MY COLLEGE] through QuestBridge.”*

Group A

“I wanted to see if you were thinking about starting a College Match application. Do you have any questions about the application, being in college, or QuestBridge in general? [Draw on your experience with the National College Match and, if possible, how the College Prep Scholars Program impacted your path to college.]”

[Refer to Slide 3]

Group B

“I wanted to see how you’re doing on your College Match application. Do you have any questions about the application process, being in college, or QuestBridge in general? [Draw on your experience with the National College Match.]”

- Remind them of the deadline on **September 27**.
- Do not answer any questions where you are not certain of the answer. In those cases, please direct them to email questions@questbridge.org.

CALL-BACK POLICY

Did you know?

Your calls do make an impact.

Applicants are much more likely to fill out the College Match application if they speak to an Ambassador!

We want to give you the chance to talk to applicants.

Voicemails are also impactful,
but not as much as *speaking directly* to applicants.

- If no one picks up when you call an applicant, we encourage you to hang up before leaving a voicemail.
- You may leave this applicant as “Pending” in your queue. Wait at least one day, and try reaching the student either:
 - At a different time of day
 - On the second phone number provided in the Portal (if available)
- If no one picks up the phone on your second try, please use our next slide for guidance on leaving a voicemail

LEAVING VOICEMAILS

Did you know?

About **50%** of Calling Campaign calls go to voicemail.

Be prepared! Once you've tried our Call-Back Policy, we suggest you use our voicemail template:

*“Hello, my name is [MY NAME] and I’m a **volunteer** calling on behalf of QuestBridge; I’m currently a [MY YEAR] at [MY COLLEGE]. I applied to the National College Match as a high school senior received admission to [MY COLLEGE] through QuestBridge.”*

Group A

[Refer to Slide 3]

Group B

“I just wanted to encourage you to start your National College Match application.

The application deadline is September 27. I hope that you will apply, and best of luck!”

“Since you’ve started your application for the National College Match, I just wanted to encourage you to continue working hard on your application.

The application deadline is September 27. I hope that you will apply, and best of luck!”

USING THE PORTAL

Available Calls

In order to call an applicant, please select a name below and click Claim.

The applicant will then appear in My Calls and you will be able to see their phone number.

Name	Location
Makhani_cps16, Mursil	Palo Alto, CA
Paulsen, Holly_C	CO
Filer, Tara	ish, CA
Cho_CHANGE (K Grace_Middle_T)	
Sanstwo, Derek	

Call Student

Student	Filer, Tara
Location	Snohomish, CA
Round	2016 College Prep Scholars Program
Call Status	Not Claimed

Claim **Cancel**

My Calls

To make a call, select a name below and click Submit Result so we know the result. The Status will then appear as Completed.

Please ensure it is no later than 9:00 p.m. in the applicant's time zone when you are making the call.

Remember to dial *67 before the a

Name ▲
Ascencio_CPS16Callee, Ary
Cho, Yu-REE R.
Filer, Tara
Kleingarn, Julia_CPS16_R2

Call Student

Student	Cho, Yu-REE R.
Location	Palo Alto, CA
Round	2016 College Prep Scholars Program
Call Status	Claimed
Phone	+1 650-821-1116
Mobile	+1 650-821-1116
Submit Result	Submit Result

Unclaim **Cancel**

Call Student

Student	Cho, Yu-REE R.
Location	Palo Alto, CA
Round	2016 College Prep Scholars Program
Call Status	Claimed
Phone	+1 650-821-1116
Mobile	+1 650-821-1116
Submit Result	Submit Result

Unclaim **Cancel**

Status ▲
Pending
Pending
Completed
Completed

All callers will see the *same* applicant names here. Click and “Claim” them for your own queue

This is your personal queue.

Only you see these applicants, view their phone numbers, and “Submit” the call result

KEY TIPS

- Be courteous and respectful – you are representing QuestBridge!
- Some names may be difficult to pronounce. You can politely ask the applicant or family member how to pronounce their first name.
- If someone does not want to talk, politely thank them for their time, say goodbye, and hang up. We do not want to be “pushy” in these calls.
- It’s fine if you don’t know the answer to a question! Direct them to:
 - *Email their question to: questions@questbridge.org*
 - *Go to our help portal: <https://www.questbridge.org/AskQB>*



GOALS

Your goal as a Caller is to **speak to** at least 5 applicants. This does not include leaving voicemails.

We want to reward your hard work and will be giving out prizes throughout the Calling Campaign!

- The person who **speaks to the most applicants** between each of the following dates will receive a \$20 Amazon Gift Card:
 - August 1 to 15
 - August 16 to 31
 - September 1 to 15
 - September 16 to 25
- The two Callers **who speak to the most applicants** overall will each receive a \$100 Amazon Gift Card

THANK YOU FOR VOLUNTEERING FOR THE CALLING CAMPAIGN!

NEXT STEPS:

- Take the Caller Quiz and await an email with your Portal link
<https://apply.questbridge.org/register/cm16-caller-quiz>
- Review the link on Slide 9:
<https://www.questbridge.org/high-school-students/national-college-match/who-should-apply>
- Download or print these guidelines. You must have these with you at all times when making calls!

Calling Campaign questions? Email:
ambassadors@questbridge.org