Northern Kentucky University & Academic Partnerships
Student Communication Plan
Graduate Programs
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# Communication Plan Chart

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<th>Steps</th>
<th>Communication Touchpoint</th>
<th>Type</th>
<th>Purpose</th>
<th>Delivery Via</th>
<th>Sender</th>
<th>Department</th>
<th>Timing/Trigger</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Prospective student inquires</td>
<td>Up to 7 calls over 8 days and 3 emails (not including ATC’s)</td>
<td>Time Based</td>
<td>Pre-qualify and encourage application</td>
<td>Phone Call Email #3</td>
<td>AP</td>
<td>Enrollment Services</td>
<td>Inquiry form submitted</td>
</tr>
<tr>
<td>• University Recruitment Interview</td>
<td>University Recruitment Interview</td>
<td>Trigger Based</td>
<td>Explain value of degree and university, encourage application, reinforce admissions requirements</td>
<td>Email #4 Email #5 Email #6 Email #7 Email #8 Email #9 Phone Call</td>
<td>AP</td>
<td>Enrollment Services</td>
<td>First contact made</td>
</tr>
<tr>
<td>• Application Instructions and Next Steps</td>
<td>Application Instructions and Next Steps</td>
<td>Trigger Based</td>
<td>Provide application steps, outline required documents</td>
<td>Email #4 Email #5 Email #6 Email #7 Email #8 Email #9</td>
<td>AP</td>
<td>Enrollment Services</td>
<td></td>
</tr>
<tr>
<td>• Application Walk Through</td>
<td>Application Walk Through</td>
<td>Trigger Based</td>
<td>Support application submission by walking student through application</td>
<td>Phone Call</td>
<td>AP</td>
<td>Enrollment Services</td>
<td></td>
</tr>
<tr>
<td>• Transcript Walk Through Application</td>
<td>Transcript Walk Through Application Deadline Reminder</td>
<td>Trigger Based</td>
<td>Provide steps for ordering transcripts Encourage application submission</td>
<td>Email #10 Phone Call</td>
<td>AP</td>
<td>Enrollment Services</td>
<td>One week before application deadline</td>
</tr>
<tr>
<td>• Enrollment Services follows up on application deadline</td>
<td></td>
<td>Trigger Based</td>
<td></td>
<td>SMS Email #14</td>
<td>AP</td>
<td>Enrollment Services</td>
<td></td>
</tr>
</tbody>
</table>

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<table>
<thead>
<tr>
<th>Steps</th>
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</tr>
</thead>
<tbody>
<tr>
<td>• Enrollment Services follows up with unresponsive prospective students</td>
<td>Are You Still Interested</td>
<td>Time Based</td>
<td>Understand if prospective student is still interested in program</td>
<td>Email #3</td>
<td>AP</td>
<td>Enrollment Services</td>
<td>Once per month until contact is made</td>
</tr>
<tr>
<td></td>
<td>Trying to Reach You</td>
<td>Time Based</td>
<td>Connect with unresponsive prospective student</td>
<td>Email #2</td>
<td>AP</td>
<td>Enrollment Services</td>
<td>Once per month until contact is made</td>
</tr>
<tr>
<td></td>
<td>Incorrect Phone Number</td>
<td>Time Based</td>
<td>Receive and update record with correct phone number</td>
<td>Email #30</td>
<td>AP</td>
<td>Enrollment Services</td>
<td>Until information is received or file closed</td>
</tr>
<tr>
<td></td>
<td>File Closed</td>
<td>Time Based</td>
<td>Engage prospective student inactive for 21 days</td>
<td>Email #31</td>
<td>AP</td>
<td>Enrollment Services</td>
<td>Once per month until contact is made</td>
</tr>
<tr>
<td>• EDU MAT Program: Program follows up with prospective students on prerequisites</td>
<td>Pre-Requisite Courses Transcript Review</td>
<td>Trigger</td>
<td>Review to determine program eligibility</td>
<td>Email</td>
<td>NKU</td>
<td>MAT program</td>
<td>Upon submission of transcripts</td>
</tr>
</tbody>
</table>

**Note:**
- **EDU MAT applicants** are strongly recommended to schedule a pre-advising appointment with the Program Director to ensure pre-requisite courses for content-area certification have been taken prior to admission. This review can take 3-5 business days. If pre-requisites not met, MAT program will contact student regarding eligibility to move forward with application process, and will advise them to update application for future term while completing undergraduate pre-requisites if needed.
<table>
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</tr>
</thead>
<tbody>
<tr>
<td>• Student submits application</td>
<td>Application Submitted Email</td>
<td>Trigger Based</td>
<td>Acknowledge receipt of application</td>
<td>Email</td>
<td>NKU</td>
<td>Admissions</td>
<td>Sent 24 hours after application submitted</td>
</tr>
<tr>
<td>• Application goes to Admissions for processing</td>
<td>Post Application – Direct App</td>
<td>Trigger Based</td>
<td>Connect applicant with Enrollment Specialist if they apply without submitting a lead inquiry form</td>
<td>Email</td>
<td>AP</td>
<td>Enrollment Services</td>
<td>Student applies</td>
</tr>
<tr>
<td>• SAP auto generates email instructing applicant to send all documentation to Graduate Education</td>
<td>Application Processed Next Steps</td>
<td>Trigger Based</td>
<td>Notify applicant that application has been processed and confirm checklist of missing documents</td>
<td>Email</td>
<td>NKU</td>
<td>Admissions</td>
<td>Application processed typically within next business day of submission</td>
</tr>
<tr>
<td>• Graduate Education receives all other documents and sends them to Admissions for processing</td>
<td>Applying for Financial Aid</td>
<td>Time Based</td>
<td>Provide applicant with information on how to apply for financial aid and steps in process</td>
<td>Phone Call</td>
<td>AP</td>
<td>Enrollment Services</td>
<td>Application submitted</td>
</tr>
<tr>
<td>• Enrollment Services reinforces financial aid and steps and process</td>
<td>Application Next Steps</td>
<td>Trigger Based</td>
<td>Notify students of next steps: pay app fee, submit required documents, pay tuition, register, and financial aid process if applicable</td>
<td>Email</td>
<td>AP</td>
<td>Enrollment Services</td>
<td>Application submitted</td>
</tr>
<tr>
<td>Steps</td>
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</tr>
<tr>
<td>• Enrollment Services follows up with applicant on status of required documents</td>
<td>Missing Documents Reminder</td>
<td>Time Based</td>
<td>Encourage applicant to submit missing documents (checklist items such as transcripts)</td>
<td>Phone Call</td>
<td>AP</td>
<td>Enrollment Services</td>
<td>2 days after application submitted and then every 7 days up until complete or application expires</td>
</tr>
</tbody>
</table>

Note:
- **Checklist updated in SAP** based on documents received from student
- **Data feed extract** will populate missing checklist items in AP CRM for AP teams to follow-up on
- **Teacher Education program** reviews transcripts to verify pre-requisite courses (for MAT only) and teaching certification for eligibility for all other education programs
- **MSN program** verifies employment verification, RN license data for eligibility, and reviews transcripts for statistics course pre-requisite and eligibility for MSN admission if student is RN with non-BSN bachelor’s degree
- **DNP program** faculty reviews employment verification, RN license data for eligibility, writing sample, resume, and reviews transcripts for statistics course pre-requisite
- **Program department** receives auto email regarding file complete to prompt admissions review and decision making
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</thead>
<tbody>
<tr>
<td>Admission</td>
<td>• Student accepted into program if they meet university and program requirements</td>
<td>Official Acceptance Letter</td>
<td>Trigger Based</td>
<td>Notify student of program acceptance, welcome to program, and provide schedule of course offerings, user ID, contact for questions, and registration link</td>
<td>Email #17 Email #18 Email #19</td>
<td>NKU Admissions</td>
<td>Program acceptance Acceptance Letter sent via email within 24 hours of decision</td>
</tr>
<tr>
<td></td>
<td>• Student denied admission if they do not meet university or program requirements</td>
<td>Denial Notification</td>
<td>Trigger Based</td>
<td>Notify student of institutional denial</td>
<td>Email #20</td>
<td>NKU Admissions</td>
<td>Admission denial Denial Letter sent via email within 24 hours of decision</td>
</tr>
</tbody>
</table>

Note:
- **Once file is complete**, program staff or program director compiles file for review by program.
- **MAT program**: Once file is complete, it takes 5 days to review and invite to interview; interview dates sent to candidates by MAT program; once interviewed decision made in 1-2 days.
- **Nursing programs**: Reviews evaluation of stats equivalency and possible need to enroll in UG statistics course; communicated in admission letter as provisional admission.
- **Program** sends admission decision to graduate admissions
  - Acceptance includes portal instructions and carousel info
  - Admissions sends carousel to the student’s personal email displaying all courses necessary for the student to be eligible to graduate.
### NKU Graduate Student Communication Plan

<table>
<thead>
<tr>
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</tr>
</thead>
<tbody>
<tr>
<td>• Student receives welcome and orientation information</td>
<td>Welcome Letter &amp; Orientation Information</td>
<td>Time Based</td>
<td>Provide student with welcome letter from graduate education with orientation information</td>
<td>Email</td>
<td>NKU</td>
<td>Graduate Education</td>
<td>1-2 days after admission</td>
</tr>
<tr>
<td>• Follow-up with student on acceptance</td>
<td>Student Readiness &amp; Next Steps</td>
<td>Trigger Based</td>
<td>Ensure newly admitted student received schedule of course offerings, login credentials and instructions, and clarify/completed any remaining steps in the process</td>
<td>Phone Call</td>
<td>AP</td>
<td>Enrollment Services</td>
<td>AP CRM status changes to “Accepted”</td>
</tr>
<tr>
<td>• Follow-up with student on financial aid process steps</td>
<td>Applying for Financial Aid, Complete Financial Aid Award, Letter/Request Deferment</td>
<td>Trigger Based</td>
<td>Ensure newly admitted student received schedule of course offerings, login credentials and instructions, and clarify/completed any remaining steps in the process</td>
<td>Email #13</td>
<td>AP</td>
<td>Enrollment Services</td>
<td>On student being admitted</td>
</tr>
</tbody>
</table>

### Advising

<table>
<thead>
<tr>
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</tr>
</thead>
<tbody>
<tr>
<td>• All programs: Advisor/Program Director receive report with admits and does advising</td>
<td>Advising Next Steps Email</td>
<td>Trigger Based</td>
<td>Next steps once accepted</td>
<td>Email #21, Email #22, Email #23, Email #24</td>
<td>AP</td>
<td>Enrollment Services</td>
<td>CRM status changes to “Accepted”</td>
</tr>
</tbody>
</table>
## NKU Graduate Student Communication Plan

<table>
<thead>
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</thead>
<tbody>
<tr>
<td>Registration</td>
<td>• Follow-up with student to encourage registration</td>
<td>Registration Open – New Students &amp; Continuing Students</td>
<td>Time Based</td>
<td>Notify students when registration is available</td>
<td>Email</td>
<td>NKU</td>
<td>Graduate Education</td>
</tr>
<tr>
<td></td>
<td>Registration Walk Through</td>
<td>Trigger Based</td>
<td>Support registration process by walking student through enrolling in classes</td>
<td>Phone Call</td>
<td>AP</td>
<td>Enrollment Services</td>
<td>First call after student has received acceptance</td>
</tr>
<tr>
<td></td>
<td>Registration Deadline</td>
<td>Time Based</td>
<td>Registration deadline approaching, encourage student to register</td>
<td>Email #16 Email #28</td>
<td>AP</td>
<td>Enrollment Services</td>
<td>2 weeks prior to deadline, 1 week and then 3 days prior</td>
</tr>
<tr>
<td></td>
<td>• Contact student to keep them engaged</td>
<td>Course Start</td>
<td>Time Based</td>
<td>Ensure student is aware that course started</td>
<td>Phone Call SMS</td>
<td>AP</td>
<td>Enrollment Services</td>
</tr>
<tr>
<td></td>
<td>• Connect student with Student Coordinator</td>
<td>Student Coordinator Handoff</td>
<td>Time Based</td>
<td>Introduce student to Student Coordinator</td>
<td>Phone Call</td>
<td>AP</td>
<td>Enrollment Services</td>
</tr>
<tr>
<td>Note:</td>
<td>• <strong>Student added to Online Orientation</strong> canvas module after registration</td>
<td></td>
<td></td>
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</tr>
</tbody>
</table>

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</tr>
</thead>
<tbody>
<tr>
<td>Payment</td>
<td>Non Pay Status</td>
<td>Time Based</td>
<td>Encourage student to pay tuition</td>
<td>Email</td>
<td>NKU</td>
<td>Student Account Services</td>
<td>Monthly account statement sent; Financial Warning email sent 10-14 days prior to payment deadline; Tuition due date reminder sent daily 1 week prior to beginning of sub session</td>
</tr>
<tr>
<td>------------------------------------------------------------------------</td>
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</tr>
<tr>
<td>Follow-up with student to encourage payment of tuition</td>
<td>Payment Reminder</td>
<td>Time Based</td>
<td>Ensure student is aware that the payment deadline is approaching</td>
<td>Phone Call</td>
<td>SMS</td>
<td>AP</td>
<td>Enrollment Services &amp; Retention Services</td>
</tr>
<tr>
<td>Payment Deadline</td>
<td>Time Based</td>
<td></td>
<td>Ensure student is aware that the payment deadline is approaching</td>
<td>Email #29</td>
<td>AP</td>
<td>Enrollment Services</td>
<td>One week before payment deadline</td>
</tr>
</tbody>
</table>

Note:
- **Tuition charges** post 4-5 weeks prior to semester start once student registers
### NKU Graduate Student Communication Plan

- **NKU emails student** with account due notification monthly and then 10-14 days prior to payment due date; daily within week prior to due date
- **2nd part of term start** (e.g. Fall 2) will have payment due immediately in full

<table>
<thead>
<tr>
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<th>Sender</th>
<th>Department</th>
<th>Timing/Trigger</th>
</tr>
</thead>
<tbody>
<tr>
<td>Financial Aid</td>
<td>Student informed of graduate financial aid information</td>
<td>Time Based</td>
<td>Graduate financial aid piece from grad education</td>
<td>Email</td>
<td>NKU</td>
<td>Graduate Education</td>
<td>1 week after admission</td>
</tr>
<tr>
<td></td>
<td>Student reminded to complete FAFSA, entrance counseling, and sign master promissory note</td>
<td>Trigger Based</td>
<td>Inform student about financial aid steps and process</td>
<td>Email #13</td>
<td>AP</td>
<td>Enrollment Services</td>
<td>Upon inquiry and on an ongoing basis</td>
</tr>
</tbody>
</table>

**Note:**
- **Student informed of financial aid process** and steps at beginning of application phase through AP Enrollment Services
- **Financial Aid disburse** at beginning of semester for both terms
- **2nd part of term** enrollment starts can receive Financial Aid if eligible
- **All handling of parts** of term manual process
- **Students** may be selected for verification - determined by Department of Education, not NKU

<table>
<thead>
<tr>
<th>Reten</th>
<th>Step</th>
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<th>Timing/Trigger</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reten</td>
<td>Student registered</td>
<td>On-boarding/Welcome</td>
<td>Trigger Based</td>
<td>Inform student of online learning best</td>
<td>Email #35, Email #36</td>
<td>AP</td>
<td>Retention Services</td>
<td>Within 1-2 business days</td>
</tr>
<tr>
<td>Step</td>
<td>Communication Touchpoint</td>
<td>Type</td>
<td>Purpose</td>
<td>Delivery Via</td>
<td>Sender</td>
<td>Department</td>
<td>Timing/Trigger</td>
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<td>-------------------------------------------------------------------------</td>
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<td>-----------------------</td>
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<td></td>
</tr>
<tr>
<td></td>
<td>Student starts first course</td>
<td>Course Start Reminder</td>
<td>Trigger Based</td>
<td>practices and how the Student Coordinator will support them</td>
<td>Email #37 Email #40 Email #41 Email #42 SMS</td>
<td>AP</td>
<td>Retention Services</td>
<td>of first course registration</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Remind student of course start date</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>•</td>
<td>Student has not logged into online classroom</td>
<td>Course Login Reminder</td>
<td>Time Based</td>
<td>Remind student to log into course</td>
<td>Phone Call</td>
<td>AP</td>
<td>Retention Services</td>
<td>Student has not logged into class for 5 consecutive days</td>
</tr>
<tr>
<td></td>
<td></td>
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<td></td>
<td></td>
<td>Once per month</td>
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</tr>
<tr>
<td>•</td>
<td>Check in with student on an ongoing basis</td>
<td>Checking In</td>
<td>Time Based</td>
<td>Check in with student regarding online experience and provide support as needed and as appropriate</td>
<td>Phone Call Email #38 Email #39 Email #40 Email #41 Email #42 Email #43</td>
<td>AP</td>
<td>Retention Services</td>
<td>Frequency adjusted based on assessed risk and student’s preferences</td>
</tr>
<tr>
<td>•</td>
<td>Follow-up with students with an invalid phone number</td>
<td>Incorrect Phone Number</td>
<td>Time Based</td>
<td>Receive and update record with correct phone number</td>
<td>Email #43</td>
<td>AP</td>
<td>Retention Services</td>
<td>Until information is received or file closed</td>
</tr>
<tr>
<td>•</td>
<td>Follow-up with student previously tagged as Do</td>
<td>DNC List</td>
<td>Trigger Based</td>
<td>Follow-up on students that previously requested DNC but are</td>
<td>Email #44</td>
<td>AP</td>
<td>Retention Services</td>
<td>Until information is received or file closed</td>
</tr>
<tr>
<td>Step</td>
<td>Communication Touchpoint</td>
<td>Type</td>
<td>Purpose</td>
<td>Delivery Via</td>
<td>Sender</td>
<td>Department</td>
<td>Timing/Trigger</td>
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<td>now reaching out for support via phone</td>
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<th>Communication Touchpoint</th>
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<td>Student has applied for graduation</td>
<td>Graduation Notification</td>
<td>Time Based</td>
<td>Student submits graduation application</td>
<td>Email</td>
<td>NKU</td>
<td>Advisor/Graduate Program Director</td>
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<td>Student self-discloses that they are finishing the program</td>
<td>Graduation Follow-up</td>
<td>Time Based</td>
<td>Congratulate student on program completion</td>
<td>Email #45</td>
<td>AP</td>
<td>Retention Services</td>
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</tbody>
</table>
#1 – AP Enrollment – Post Application – Direct App

**Title:** Northern Kentucky University – Next steps  
**Subject:** Northern Kentucky University – Application Next Steps

Dear **%FIRSTNAME%%,**

Just following up to discuss your application.

Please call me at the below number to discuss next steps.

Sincerely,

**%ENROLLMENTSPECIALIST NAME%%**  
Enrollment Specialist  
800-985-7215, ext. **%EXT%%**  
Northern Kentucky University  
onlinedegrees.nku.edu
Title: Northern Kentucky University – Trying to Reach You
Subject: Northern Kentucky University – Trying to Reach You

Dear %%FIRSTNAME%%,

I spoke with you earlier about our online program at Northern Kentucky University. However, I have not been able to reach you recently. I understand if perhaps you are no longer interested, or if this isn’t the right time for you to return to school.

If you do want to pursue your education, either now or in the future, please call me at the number below. I look forward to helping you reach your academic goals.

Regards,

%%ENROLLMENTSPECIALIST NAME%%
Enrollment Specialist
800-985-7215 ext. %%EXT%%
Northern Kentucky University
onlinedegrees.nku.edu
#3 – AP Enrollment – Are You Still Interested

**Title:** Northern Kentucky University – Are you still interested?
**Subject:** Northern Kentucky University – Are you still interested?

Dear %%FIRSTNAME%%,

I am sorry we have not found the right time to touch base regarding your interest in one of our online programs. Are you still interested in moving forward at this time?

Please take a moment to reply to this email with a yes or no.

If you are interested in the program, please know that I am here to help and would like to set up a time when it is best time for us to talk.

Regards,

%%ENROLLMENTSPECIALIST NAME%%
Enrollment Specialist
800-985-7215 ext. %%EXT%%
Northern Kentucky University
onlinedegrees.nku.edu
Title: Northern Kentucky University – Application Instructions & Next Steps

Subject: Northern Kentucky University – Application Instructions & Next Steps

Dear %FIRSTNAME%,

I look forward to assisting you with the application process. While the steps below will help you, know that I am here to assist you along the way, should you have any questions. Follow these step-by-step instructions to complete your application.

After submitting your application, the evaluation process could take 1-2 weeks once all documents have been received. It is highly recommended to begin the application as soon as possible to be considered for acceptance for your desired start date.

- Click here to access application
- Create an account or Log in if you already have an account.
- To create an account, fill in your first name, last name, email address and password.
- Once your account has been created, create an application by selecting Application Type: Graduate Application.
- Follow the rest of the instructions to complete the application.
- Click on the yellow “Save and Continue” button towards the bottom of the page.
- Select your degree/application type – Master’s Degree
- Select Enrollment Term/Academic Area or Admissions Term/Semester - choose your term here.
- Select only interested in accelerated online program – Yes
- Select academic area of interest
- Select when you plan to enroll - choose part of term here (7 weeks 1 or 7 weeks 2)
- Enter in College/University (Post-secondary School) information
- Complete the following fields: Current employment information, Emergency Contact, Related NKU Alumni
- Confirm and Submit your completed application.
- Pay your $40 application fee.

After you have submitted the online application, please review any additional requirements needed to complete the application here. Once all requirements are submitted to the address below, an admissions decision will be made.

If you are an NKU alumni or active/veteran military member your application fee will be waived. Simply submit the online application without payment of the application fee. The fee will be waived when your credentials are verified. No further action is required on your end.

NKU Office of Graduate Education
302 Lucas Administrative Center
Highland Heights, KY 41099

Or email documentation to graduate@nku.edu.
*We also accept transcripts electronically through the following services: XP, SCRIPSAFE, National Student Clearinghouse and Parchment Exchange.

To check the status of your application or missing documents, please click here.

Once you have submitted the application, please call me at the number below so that I can assist you with the next steps of the admissions process.

I look forward to helping you achieve your academic goals.

Sincerely,

%^ENROLLMENTSPECIALIST NAME%^  
Enrollment Specialist  
800-985-7215, ext. %^EXT%^  
Northern Kentucky University  
onlinedegrees.nku.edu
Title: Northern Kentucky University – Application Instructions & Next Steps

Subject: Northern Kentucky University – Application Instructions & Next Steps

Dear %FIRSTNAME%,

Below are the application instructions to apply for the program. Please follow the steps closely to ensure accurate completion of your paperwork.

After submitting your application, the evaluation process could take 1-2 weeks once all documents have been received. It is highly recommended to begin the application as soon as possible to be considered for acceptance for your desired start date.

- Click [here](#) to access application
- Create an account or Log in if you already have an account.
- To create an account, fill in your first name, last name, email address and password.
- Once your account has been created, create an application by selecting Application Type: Graduate Application.
- Follow the rest of the instructions to complete the application.
- Click on the yellow “Save and Continue” button towards the bottom of the page.
- Select your degree/application type – Master’s Degree
- Select Enrollment Term/Academic Area or Admissions Term/Semester - choose your term here.
- Select only interested in accelerated online program – Yes
- Select academic area of interest – Business Administration (MBA) Online Accelerated
- Select when you plan to enroll - choose part of term here (5 weeks 1, 5 weeks 2, or 5 weeks 3)
- Enter in College/University (Post-secondary School) information
- Complete the following fields: Current employment information, Emergency Contact, Related NKU Alumni
- Confirm and Submit your completed application.
- Pay your $40 application fee.

After you have submitted the online application, please review any additional requirements* needed to complete the application [here](#). Once all requirements are submitted to the address below, an admissions decision will be made.

If you are an NKU alumni or active/veteran military member your application fee will be waived. Simply submit the online application without payment of the application fee. The fee will be waived when your credentials are verified. No further action is required on your end.

**NKU Office of Graduate Education**
**302 Lucas Administrative Center**
**Highland Heights, KY 41099**

Or email documentation to [graduate@nku.edu](mailto:graduate@nku.edu).
*We also accept transcripts electronically through the following services: XP, SCRIPSAFE, National Student Clearinghouse and Parchment Exchange.

To check the status of your application or missing documents, please click [here].

I look forward to assisting you with your educational goals!

Best regards,

%%ENROLLMENTSPECIALIST NAME%%
Enrollment Specialist
800-985-7215, ext. %%EXT%%
Northern Kentucky University
onlinedegrees.nku.edu
#6 – AP Enrollment – Application Instructions & Next Steps (Healthcare Master’s Degree)

Title: Northern Kentucky University – Application Instructions & Next Steps
Subject: Northern Kentucky University – Application Instructions & Next Steps

Dear %FIRSTNAME%,

I’m glad we had the opportunity to connect today! Below are the application instructions to apply for the program. Please follow the steps closely to ensure accurate completion of your paperwork.

After submitting your application, the evaluation process could take 1-2 weeks once all documents have been received. It is highly recommended to begin the application as soon as possible to be considered for acceptance for your desired start date.

- Click here to access the online application.
- Create an account or Log in if you already have an account.
- To create an account, fill in your first name, last name, email address and password.
- Once your account has been created, create an application by selecting Application Type: Graduate Application.
- Follow the rest of the instructions to complete the application.
- Click on the yellow "Save and Continue" button towards the bottom of the page.
- Select your degree/application type – Master’s Degree
- Select Enrollment Term/Academic Area or Admissions Term/Semester - choose your term here.
- Select only interested in accelerated online program – Yes
- Select academic area of interest
- Select when you plan to enroll - choose part of term here (7 weeks 1 or 7 weeks 2)
- Enter in College/University (Post-secondary School) information
- Enter in RN License Information
- Complete the following fields: Current employment information, Emergency Contact, Related NKU Alumni
- Confirm and Submit your completed application.
- Pay your $40 application fee.

After you have submitted the online application, please review any additional requirements* needed to complete the application here. Once all requirements are submitted to the address below, an admissions decision will be made.

If you are an NKU alumni or active/veteran military member your application fee will be waived. Simply submit the online application without payment of the application fee. The fee will be waived when your credentials are verified. No further action is required on your end.

NKU Office of Graduate Education
302 Lucas Administrative Center
Highland Heights, KY 41099
Or email documentation to graduate@nku.edu.

* We also accept transcripts electronically through the following services: XP, SCRIPSAFE, National Student Clearinghouse and Parchment Exchange.

To check the status of your application or missing documents, please click here.

I look forward to assisting you with your educational goals!

Best regards,

%%ENROLLMENTSPECIALIST NAME%%
Enrollment Specialist
800-985-7215, ext. %%EXT%%
Northern Kentucky University
onlinedegrees.nku.edu
#7 – AP Enrollment – Application Instructions & Next Steps (EDS)

**Title:** Northern Kentucky University – Application Instructions & Next Steps  
**Subject:** Northern Kentucky University – Application Instructions & Next Steps

Dear %FIRSTNAME%,

I look forward to assisting you with the application process. While the steps below will help you, know that I am here to assist you along the way, should you have any questions. Follow these step-by-step instructions to complete your application.

After submitting your application, the evaluation process could take 1-2 weeks once all documents have been received. It is highly recommended to begin the application as soon as possible to be considered for acceptance for your desired start date.

- Click [here](#) to access application  
- Create an account or Log in if you already have an account.  
- To create an account, fill in your first name, last name, email address and password.  
- Once your account has been created, create an application by selecting Application Type: Graduate Application.  
- Follow the rest of the instructions to complete the application.  
- Click on the yellow “Save and Continue” button towards the bottom of the page.  
- Select your degree/application type – **Education Specialist Degree**  
- Select Enrollment Term/Academic Area or Admissions Term/Semester - choose your term here.  
- Select only interested in accelerated online program – **Yes**  
- Select academic area of interest  
- Select when you plan to enroll - choose part of term here (7 weeks 1 or 7 weeks 2)  
- Enter in College/University (Post-secondary School) information  
- Complete the following fields: Current employment information, Emergency Contact, Related NKU Alumni  
- Confirm and Submit your completed application.  
- Pay your $40 application fee.

After you have submitted the online application, please review any additional requirements* needed to complete the application [here](#). Once all requirements are submitted to the address below, an admissions decision will be made.

If you are an NKU alumni or active/veteran military member your application fee will be waived. Simply submit the online application without payment of the application fee. The fee will be waived when your credentials are verified. No further action is required on your end.

**NKU Office of Graduate Education**  
**302 Lucas Administrative Center**  
**Highland Heights, KY 41099**

Or email documentation to [graduate@nku.edu](mailto:graduate@nku.edu).
*We also accept transcripts electronically through the following services: XP, SCRIPSAFE, National Student Clearinghouse and Parchment Exchange.

To check the status of your application or missing documents, please click here.

Once you have submitted the application, please call me at the number below so that I can assist you with the next steps of the admissions process.

I look forward to helping you achieve your academic goals.

Sincerely,

%%ENROLLMENTSPECIALIST NAME%%
Enrollment Specialist
800-985-7215 ext. %%EXT%%
Northern Kentucky University
onlinedegrees.nku.edu
#8 – AP Enrollment – Application Instructions & Next Steps (DNP)

**Title:** Northern Kentucky University – Application Instructions & Next Steps  
**Subject:** Northern Kentucky University – Application Instructions & Next Steps

Dear %%%FIRSTNAME%%,

I’m glad we had the opportunity to connect today! Below are the application instructions to apply for the program. Please follow the steps closely to ensure accurate completion of your paperwork.

After submitting your application, the evaluation process could take 1-2 weeks once all documents have been received. It is **highly recommended** to begin the application as soon as possible to be considered for acceptance for your desired start date.

- Click [here](#) to access the online application.
- Create an account or Log in if you already have an account.
- To create an account, fill in your first name, last name, email address and password.
- Once your account has been created, create an application by selecting Application Type: Graduate Application.
- Follow the rest of the instructions to complete the application.
- Click on the yellow **“Save and Continue”** button towards the bottom of the page.
- Select your degree/application type – **Doctoral Degree**
- Select Enrollment Term/Academic Area or Admissions Term/Semester - choose your term here.
- Select only interested in accelerated online program – **Yes**
- Select academic area of interest
- Select when you plan to enroll - choose part of term here (7 weeks 1 or 7 weeks 2)
- Enter in College/University (Post-secondary School) information
- Enter in RN License Information
- Complete the following fields: Current employment information, Emergency Contact, Related NKU Alumni
- Confirm and **Submit** your completed application.
- Pay your $55 application fee.

After you have submitted the online application, please review any additional requirements* needed to complete the application [here](#). Once all requirements are submitted to the address below, an admissions decision will be made.

If you are an NKU alumni or active/veteran military member your application fee will be waived. Simply submit the online application without payment of the application fee. The fee will be waived when your credentials are verified. No further action is required on your end.

*NKU Office of Graduate Education  
302 Lucas Administrative Center  
Highland Heights, KY 41099

Or email documentation to [graduate@nku.edu](mailto:graduate@nku.edu).
*We also accept transcripts electronically through the following services: XP, SCRIPSAFE, National Student Clearinghouse and Parchment Exchange.

To check the status of your application or missing documents, please click here.

I look forward to assisting you with your educational goals!

Best regards,

%%ENROLLMENTSPECIALIST NAME%%
Enrollment Specialist
800-985-7215 ext. %%EXT%%
Northern Kentucky University
onlinedegrees.nku.edu
#9 – AP Enrollment – Application Instructions & Next Steps (Graduate Certificates)

**Title:** Northern Kentucky University – Application Instructions & Next Steps  
**Subject:** Northern Kentucky University – Application Instructions & Next Steps

Dear %FIRSTNAME%,

I’m glad we had the opportunity to connect today! Below are the application instructions to apply for the program. Please follow the steps closely to ensure accurate completion of your paperwork.

After submitting your application, the evaluation process could take 1-2 weeks once all documents have been received. It is **highly recommended** to begin the application as soon as possible to be considered for acceptance for your desired start date.

1. Click [here](#) to access the online application.
2. Create an account or Log in if you already have an account.
3. To create an account, fill in your first name, last name, email address and password.
4. Once your account has been created, create an application by selecting Application Type: Graduate Application.
5. Follow the rest of the instructions to complete the application.
6. Click on the yellow “Save and Continue” button towards the bottom of the page.
7. Select Degree type – Graduate Certificate
8. Select **Enrollment Term/Academic Area**
9. Select only interested in accelerated online program- Yes
10. Choose **Academic Area of Interest**.
11. When do you plan to enroll? Choose part of term (7 weeks 1 or 7 weeks 2)
12. Enter **College/University (Post-secondary School) Information**
13. Enter in RN License Information (only needed for Nursing Graduate Certificates)
14. Complete the following fields: Current employment information and emergency contact.
15. Confirm and complete application.
16. Pay your $40 graduate application fee.

After you have submitted the online application, please review any additional requirements* needed to complete the application [here](#). Once all requirements are submitted to the address below, an admissions decision will be made.

If you are an NKU alumni or active/veteran military member your application fee will be waived. Simply submit the online application without payment of the application fee. The fee will be waived when your credentials are verified. No further action is required on your end.
NKU Office of Graduate Education  
302 Lucas Administrative Center  
Highland Heights, KY 41099

Or email documentation to graduate@nku.edu.

*We also accept transcripts electronically through the following services: XP, SCRIPSAFE, National Student Clearinghouse and Parchment Exchange.

To check the status of your application or missing documents, please click here.

I look forward to assisting you with your educational goals!

Best regards,

%%ENROLLMENTSPECIALIST NAME%%
Enrollment Specialist  
800-985-7215 ext. %%EXT%%  
Northern Kentucky University  
onlinedegrees.nku.edu
#10 – AP Enrollment – Transcript Walk Through

**Title:** Northern Kentucky University – Transcript Walk-through  
**Subject:** Northern Kentucky University – How to Use Online Transcript Services

Dear %FIRSTNAME%,

One of the most important steps in completing your application is ordering all of your official transcripts and making sure that we receive them right away. Any delay could cause you to miss out on your desired start date, so order your transcripts today!

Online transcript service centers make it fast, easy and secure to submit your official transcripts from U.S. institutions digitally to colleges, universities and potential employers anywhere in the world. Simply follow these steps:

1. Begin with a list of all educational institutions for which you need official transcripts; this will include any institution that you have attended.
2. Search for those schools using the transcript ordering service provider links below:
   c. Credentials Solutions: [http://www.transcriptsplus.net/order](http://www.transcriptsplus.net/order)
   Please note: If your school is not listed with an electronic transcript service, you will need to contact that institution directly to order transcripts. Most schools offer online transcript ordering via their websites.
3. When you find your school(s) listed with a service provider, you will need to create an account.
4. Select Northern Kentucky University as the destination for your transcripts.
5. Place your order for delivery, either electronically or by mail. (A faxed transcript is not considered official.)
6. You will need to pay for your order using a major credit or debit card. You may also need to provide consent (e-signature) and an email account for verification of the order and tracking notifications.
7. Using your account, you will be able to log in to check the status of your completed order at any time.

Sincerely,

%ENROLLMENTSPECIALIST NAME%
Enrollment Specialist  
800-985-7215 ext. %EXT%
Northern Kentucky University  
onlinedegrees.nku.edu
#11 – AP Enrollment – Transcript Request Links

Title: Northern Kentucky University – Transcript request links
Subject: Northern Kentucky University – Transcript request links

Dear %FIRSTNAME%,

Please use one of the services below to request that your official transcripts to be sent to Northern Kentucky University:

- National Student Clearing House
- Parchment
- Credentials Solutions

Please have transcripts sent to the following address:

NKU Office of Graduate Education
302 Lucas Administrative Center
Highland Heights, KY 41099

Sincerely,

%ENROLLMENTSPECIALIST NAME%

Enrollment Specialist
800-985-7215 ext. %EXT%
Northern Kentucky University
onlinedegrees.nku.edu
Title: Northern Kentucky University – Missing Documents
Subject: Northern Kentucky University – Missing Document Alert

Dear %FIRSTNAME%,

Thank you for submitting your Northern Kentucky University application. As we approach the document deadline, it seems that we have not received all your required documents.

To ensure that you can be considered for your desired start date, it is important that you submit the required documents before the deadline and as soon as possible.

Transcripts should be sent to:
Northern Kentucky University
NKU Office of Graduate Education
302 Lucas Administrative Center
Highland Heights, KY 41099
or
Email documentation to graduate@nku.edu.

For electronic transcripts, send to: graduate@nku.edu

To check the status of your application or missing documents, please click here. I am available to answer your questions and support you through the admission process.

Sincerely,

%ENROLLMENTSPECIALIST NAME%
Enrollment Specialist
800-985-7215 ext. %EXT%
Northern Kentucky University
onlinedegrees.nku.edu
#13 – AP Enrollment – Financial Aid

Title: Northern Kentucky University – Financial Aid
Subject: Northern Kentucky University – Applying for Financial Aid

Dear %FIRSTNAME%,

Thank you for your interest in Northern Kentucky University! If you are looking to use financial aid to finance your education, please follow the steps below.

To apply for Financial Aid:

1. Complete the Free Application for Federal Student Aid (FAFSA) online. Please include the Northern Kentucky University school code: 009275
2. Complete the Northern Kentucky University admission process for your program.
3. Monitor your student email for further instructions from the Office of Financial Assistance.

If you have questions regarding financial aid, please contact the Office of Financial Assistance at ofa@nku.edu or at 859-572-5755.

Feel free to contact me with any questions—I look forward to assisting you with the enrollment process.

Sincerely,

%ENROLLMENTSPECIALIST NAME%
Enrollment Specialist
800-985-7215 ext. %EXT%
Northern Kentucky University
onlinedegrees.nku.edu
Title: Northern Kentucky University – Application Deadline Reminder
Subject: Northern Kentucky University – Application Deadline Reminder

Dear %FIRSTNAME%%,

Thank you for your interest in Northern Kentucky University. This is a reminder that your application deadline is approaching.

Please note:

You must apply by [INSERT DEADLINE INFORMATION HERE] in order to be considered for the next start date.

If you have any questions or concerns, please feel free to contact me.

%ENROLLMENTSSPECIALIST NAME%%
Enrollment Specialist
800-985-7215 ext. %EXT%
Northern Kentucky University
onlinedegrees.nku.edu
Title: Northern Kentucky University – Document Deadline Reminder
Subject: Northern Kentucky University – Document Deadline Reminder

Dear %FIRSTNAME%,

Thank you for submitting your application to Northern Kentucky University. This is a reminder that your document deadline is approaching. Please note:

You must submit your documents by [INSERT DEADLINE INFORMATION HERE]. Please submit your official documents to the following address:

NKU Office of Graduate Education
302 Lucas Administrative Center
Highland Heights, KY 41099
or
Email documentation to graduate@nku.edu

If you have any questions or concerns, please feel free to contact me.

%ENROLLMENTSPECIALIST NAME%
Enrollment Specialist
800-985-7215 ext. %EXT%
Northern Kentucky University
onlinedegrees.nku.edu
Dear %FIRSTNAME%,

The registration deadline for the upcoming start is quickly approaching.

It is imperative that you register and pay tuition by the deadlines in order to start your courses. If you are using financial aid, please check your MyNKU portal to confirm all steps have been completed. Please note tuition will be due the first day of the start of the term.

Contact me at the number below for any questions you may have. I am here to support you through the registration and payment process.

Sincerely,

%ENROLLMENTSPECIALIST NAME%
Enrollment Specialist
800-985-7215 ext. %EXT%
Northern Kentucky University
onlinedegrees.nku.edu
I am pleased to inform you that you have been fully admitted into the {INSERT NAME} program at Northern Kentucky University for the XXXX term. We welcome you to NKU and wish you success in your graduate work.

**MAED/EDS/Alternative Certification:** As a new student in the <<program name>> program, attached you will find a degree map for your program to assist you in course registration and academic planning. If you have program specific questions, please contact Dr. Steve Crites, graduate program director. Dr. Crites can be reached at 859-572-5621 or by email at critess1@nku.edu.

**MSHS:** As a new student in the MSHS program, enclosed you will find a degree map for your program to assist you in course registration and academic planning. If you have program specific questions, please contact the MSHS graduate program director, Dr. David Tataw at 859-572-5557 or by email at tatawd1@nku.edu.

**MHI:** As a new student in the MHI program, attached you will be provided a degree map for your program to assist you in course registration and academic planning. If you have program specific questions, please contact the MHI Graduate Program Director, Dr. Gary Ozanich at ozanichg1@nku.edu.

**MSN & Nursing Certificates:** As a new student in the MSN program, attached you will find a degree map for your program to assist you in course registration and academic planning if you have program specific questions, please contact Dr. Teresa Huber, graduate program director. Dr. Huber can be reached at 859-572-7662 or by email at hubert@nku.edu. Please visit your program’s new student landing page at [https://www.nku.edu/academics/chhs/advising/new-students.html](https://www.nku.edu/academics/chhs/advising/new-students.html) to find information about advising, course sequences, registration and the use of Canvas.

**MBA:** As a new student in the MBA program, you will receive additional information directly from the program. If you have program specific questions, please contact the MBA program coordinator, Kari Wright Perkins at wrightk11@nku.edu or graduate program director, Dr. Sandra Spataro at spataros1@nku.edu or at 859-572-7908.

**DNP:** As a new student in the DNP program, attached you will find a degree map for your program to assist you in course registration and academic planning. If you have program specific questions, please contact Dr. Lisa Long, graduate program director. Dr. Long can be reached at longl4@nku.edu. Please visit your program’s new student landing page at [https://www.nku.edu/academics/chhs/advising/new-post-master-s-dnp-students.html](https://www.nku.edu/academics/chhs/advising/new-post-master-s-dnp-students.html) to find information about advising, course sequences, registration and the use of Canvas.
**HCC Certificate:** As a new student in the program, you will be provided a degree map for your program to assist you in course registration and academic planning. If you have program specific questions, please contact Doug Ladd at ladd1@nku.edu.

**MSW:** If you have program specific questions, please contact your graduate program director, Dr. Amanda Brown, graduate program director. Dr. Brown can be reached at 859-572-1383 or by email at browna53@nku.edu, or you may contact the program coordinator, Heidi Waters, at watersh2@nku.edu or 859-572-7892.

In addition to reviewing the information in this letter, please create an NKU network password. Your NKU user ID is XXXXX. Visit http://password.nku.edu to create your network password. Your NKU user ID and newly created password will be your login for myNKU, our student portal (mynku.nku.edu) and your NKU e-mail account (webmail.nku.edu). MyNKU is used to register for courses; for assistance with registration, visit https://inside.nku.edu/Registrar/registration/registration-guide.html for a step-by-step guide. For assistance with registering for courses, contact the Office of the University Registrar at (859) 572-5556 or at registrar@nku.edu.

New students are encouraged to visit http://gradorientation.nku.edu before beginning classes to become familiar with policies and resources applicable to graduate students. Here you will also find information regarding online orientation and details regarding the optional on-campus orientation if you choose to attend.

Additionally, all students are responsible for adhering to policies in the graduate catalog, found at http://catalog.nku.edu. Program of study, course descriptions and other university-wide governing policies are contained in the graduate catalog. The version of the graduate catalog that is considered a student’s catalog of record is the one in effect during the semester in which you have been admitted.

Your initial admission is valid for one academic year. If you do not enroll during that time, you are required to reapply. Your catalog of record will then become the one in effect at the time of readmission.

Congratulations on your admission and best wishes for success. If we can be of any assistance to you during your graduate career, please do not hesitate to contact us. We can be reached at 859-572-6364 or by email at graduate@nku.edu.

Cordially,

Christian Gamm, Ph.D.

Director of Graduate Education
cc: Graduate Program Director

Student file
I am pleased to inform you that you have been fully admitted into the Master of Arts in Teaching (MAT) program at Northern Kentucky University for the XXX term. We welcome you to NKU and wish you success in your graduate work.

In addition to reviewing the information in this letter, please create an NKU network password. Your NKU user ID is . Visit http://password.nku.edu to create your network password. Your NKU user ID and newly created password will be your login for myNKU, our student portal (mynku.nku.edu) and your NKU e-mail account (webmail.nku.edu). MyNKU is used to register for courses; for assistance with registration, visit https://inside.nku.edu/registrar/registration/registration-guide.html for a step-by-step guide. For assistance with registering for courses, contact the Office of the University Registrar at (859) 572-5556 or at registrar@nku.edu.

At this time, if hired to teach in (area of certification), you are eligible for recommendation to the Kentucky Education Professional Standards Board for a Temporary Provisional certificate under the Option 6 program.

As a new student in the MAT program, you will be provided a degree map for your program to assist you in course registration and academic planning. If you have program specific questions, please contact Melissa Hess, Graduate Program Director at hessm5@nku.edu, or Lesley Webster, Specialist, Graduate Education, at websterl2@nku.edu or 859-572-1567.

New students are encouraged to visit http://gradorientation.nku.edu before beginning classes to become familiar with policies and resources applicable to graduate students. Here you will also find information regarding online orientation and details regarding the optional on-campus orientation if you choose to attend.

Additionally, all students are responsible for adhering to policies in the graduate catalog, found at http://catalog.nku.edu. Program of study, course descriptions and other university-wide governing policies are contained in the graduate catalog. The version of the graduate catalog that is considered a student’s catalog of record is the one in effect during the semester in which you have been admitted, even if the admission is provisional.

Your initial admission is valid for one academic year. If you do not enroll during that time, you are required to reapply. Your catalog of record will then become the one in effect at the time of readmission.

We congratulate you on your admission and look forward to seeing you at NKU. If we can be of any assistance to you during your graduate career, please do not hesitate to contact us. We can be reached at 859-572-6364 or via email at graduate@nku.edu.

Cordially,
Christian Gamm, Ph.D.
Director of Graduate Education

cc: Graduate Program Director
Student file
#19 – NKU – Provisional Admission – MAED, EDS, MSHS, MHI, MBA, MSN & Nursing Certificates, DNP, MSW, HCC Certificate, Alternative Certification in SPED

«TITLE» «FIRST_NAME» «LAST_NAME»:

I am pleased to inform you that you have been provisionally admitted into the (NAME of PROGRAM) program at Northern Kentucky University for the XXX term. We welcome you to NKU and wish you success in your graduate work.

In order to be fully admitted into the program, you must meet the following conditions and/or submit the following missing documents: XXXXX. Provisional admission is valid for one semester only, so it is imperative that all missing admission documents be submitted during your first semester of classes. After all admission documents have been received by the Office of Graduate Education, your graduate program director will reexamine your application and make a final admission decision. You will receive a second letter advising you of the university’s decision on your final admission. **MAED/EDS/Alternative Certification:** If you have program specific questions, please contact Dr. Steve Crites, graduate program director. Dr. Crites can be reached at 859-572-5621 or by email at critess1@nku.edu.

**MSHS:** If you have program specific questions, please contact MSHS graduate program director, Dr. David Tataw at 859-572-5557 or by email at tatawd1@nku.edu.

**MHI:** If you have program specific questions, please contact MHI graduate program director Dr. Gary Ozanich at ozanichg1@nku.edu.

**MBA:** If you have program specific questions, please contact MBA program coordinator, Kari Wright Perkins at wrightk11@nku.edu or graduate program director, Dr. Sandra Spataro at spataros1@nku.edu or at 859-572-7908.

**MSN & Nursing Certificates:** As a new student in the MSN program, attached you will find a degree map for your program to assist you in course registration and academic planning. If you have program specific questions, please contact Dr. Teresa Huber, graduate program director. Dr. Huber can be reached at 859-572-7662 or by email at hubert@nku.edu. Please visit your program’s new student landing page at [https://www.nku.edu/academics/chhs/advising/new-students.html](https://www.nku.edu/academics/chhs/advising/new-students.html) to find information about advising, course sequences, registration and the use of Canvas.

**DNP:** As a new student in the DNP program, attached you will find a degree map for your program to assist you in course registration and academic planning. If you have program specific questions, please contact Dr. Long. Please visit your program’s new student landing page at [https://www.nku.edu/academics/chhs/advising/new-post-master-s-dnp-students.html](https://www.nku.edu/academics/chhs/advising/new-post-master-s-dnp-students.html) to find information about advising, course sequences, registration and the use of Canvas.
**HCC Certificate:** As a new student in the program, you will be provided a degree map for your program to assist you in course registration and academic planning. If you have program specific questions, please contact Doug Ladd at ladd1@nku.edu.

**MSW:** If you have program specific questions, please contact your graduate program director, Dr. Amanda Brown, graduate program director. Dr. Brown can be reached at 859-572-1383 or by email at browna53@nku.edu, or you may contact the program coordinator, Heidi Waters, at watersh2@nku.edu or 859-572-7892.

In addition to reviewing the information in this letter, please create an NKU network password. Your NKU user ID is XXXX. Visit [http://password.nku.edu](http://password.nku.edu) to create your network password. Your NKU user ID and newly created password will be your login for myNKU, our student portal (mynku.nku.edu) and your NKU e-mail account (webmail.nku.edu). MyNKU is used to register for courses; for assistance with registration, visit [https://inside.nku.edu/Registrar/registration/registration-guide.html](https://inside.nku.edu/Registrar/registration/registration-guide.html) for a step-by-step guide. For assistance with registering for courses, contact the Office of the University Registrar at (859) 572-5556 or at registrar@nku.edu.

As a new student in the XXX program, attached you will find a degree map for your program to assist you in course registration and academic planning. If you have program specific questions, please contact Dr. XXX, graduate program director. XXXX can be reached at (phone number) or by email at (EMAIL Address).

New students are encouraged to visit [http://gradorientation.nku.edu](http://gradorientation.nku.edu) before beginning classes to become familiar with policies and resources applicable to graduate students. Here you will also find information regarding online orientation and details regarding the optional on-campus orientation if you choose to attend.

Additionally, all students are responsible for adhering to policies in the graduate catalog, found at [http://catalog.nku.edu](http://catalog.nku.edu). Program of study, course descriptions and other university-wide governing policies are contained in the graduate catalog. The version of the graduate catalog that is considered a student’s catalog of record is the one in effect during the semester in which you have been admitted, even if the admission is provisional.

Your initial admission is valid for one academic year. If you do not enroll during that time, you are required to reapply. Your catalog of record will then become the one in effect at the time of readmission.

We congratulate you on your admission and look forward to seeing you at NKU. If we can be of any assistance to you during your graduate career, please do not hesitate to contact us. We can be reached at 859-572-6364 or via email at graduate@nku.edu.

Cordially,
Christian Gamm, Ph.D.
Director of Graduate Education

cc: Graduate Program Director
Student file
Thank you for your application to the (PROGRAM NAME) program at Northern Kentucky University for the (TERM) term. Unfortunately, after review of your application we regret to inform you that we are unable to offer you admission.

**MAED/EDS/Alternative Certification:** If you have program specific questions, please contact Dr. Steve Crites, graduate program director. Dr. Crites can be reached at 859-572-5621 or by email at critess1@nku.edu.

**MAT:** If you have questions, please contact the program director, Dr. Brandelyn Tosolt. Dr. Tosolt can be reached at 859-572-1979 or by email at tosoltb1@nku.edu.

**MSHS:** If you have questions regarding this decision, please contact Dr. David Tataw, graduate program director, at 859-572-5557 or by email at tatawd1@nku.edu.

**MHI:** If you have questions regarding this decision, please contact Dr. Gary Ozanich. Dr. Ozanich can be reached at 859-572-1397 or by email at ozanichg1@nku.edu.

**MSN & Nursing Certificates:** If you have questions, please contact the program director, Dr. Teresa Huber. Dr. Huber can be reached at 859-572-7662 or by email at hubert@nku.edu.

**MBA:** If you have questions regarding this decision, please contact Dr. Sandra Spataro, graduate program director by email at spataros1@nku.edu or at 859-572-7908.

**DNP:** If you have questions about this decision, please contact Dr. Lisa Long, graduate program director. Dr. Long can be reached at longl4@nku.edu.

**MSW:** If you have questions regarding this decision, please contact Dr. Amanda Brown, graduate program director. Dr. Brown can be reached at 859-572-1383 or by email at browna53@nku.edu.

**HCC Certificate:** If you have questions regarding this decision, please contact Dr. Valerie Hardcastle, graduate program director. Dr. Hardcastle can be reached via e-mail at hcc@nku.edu.

Again, thank you for your interest in graduate programs at NKU. We wish you well in your future endeavors.
Cordially,

Christian Gamm, Ph.D.
Director of Graduate Education
cc: Graduate Program Director
Student file

#21 – AP Enrollment – Advising Next Steps - MAED, EDS, Alternative Certification in SPED

Dear %FIRSTNAME%,

As the next step in your education journey, it is time for you to schedule your advising appointment with your advisor, Dr. Steve Crites. Please email Dr. Crites at critess1@nku.edu if you have any questions with your degree plan. You can set an advising time with Dr. Crites if needed. During this advising session you will have the opportunity to ask any questions and understand what is expected regarding your degree plan.

Contact me at the number below for any questions you may have.

Sincerely,

%ENROLLMENTSPECIALIST NAME%
Enrollment Specialist
800-985-7215 ext. %EXT%
Northern Kentucky University
onlinedegrees.nku.edu
Dear %FIRSTNAME%,

As the next step in your education journey, it is time for you to schedule your advising appointment with your advisor Kari Wright Perkins. Please email Kari at wrightk11@nku.edu to set your advising time. During this advising session you will have the opportunity to ask any questions and understand what is expected regarding your degree plan.

Contact me at the number below for any questions you may have.

Sincerely,

%ENROLLMENTSPECIALIST NAME%
Enrollment Specialist
800-985-7215 ext. %EXT%
Northern Kentucky University
onlinedegrees.nku.edu
Dear %%FIRSTNAME%%,

As the next step in your education journey, it is time for you to schedule your advising appointment with your advisor Dyane Foltz. Please email Dyane at foltzd1@nku.edu to set your advising time. During this advising session you will have the opportunity to ask any questions and understand what is expected regarding your degree plan.

Contact me at the number below for any questions you may have.

Sincerely,

%%ENROLLMENTSPECIALIST NAME%%
Enrollment Specialist
800-985-7215 ext. %%EXT%%
Northern Kentucky University
onlinedegrees.nku.edu
Dear %FIRSTNAME%,

As the next step in your education journey, it is time for you to schedule your advising appointment with your assigned academic advisor. Advisors are assigned based on last name as follows:

- A-B: Cathleen Wolff, wolffc2@nku.edu
- C-I: Jennifer Boblitt-Johnson, boblittjoj1@nku.edu
- J-P: Staci Hunt, huntramses1@nku.edu
- Q-Z: Paige Long, longp2@nku.edu

Please contact your advisor if you have any questions regarding your degree plan. You can set an advising time if needed by visiting https://nkuchsadvising.as.me/schedule.php. During this advising session you will have the opportunity to ask any questions and understand what is expected regarding your degree plan.

Contact me at the number below for any questions you may have.

Sincerely,

%ENROLLMENTSPECIALIST NAME%
Enrollment Specialist
800-985-7215 ext. %EXT%
Northern Kentucky University
onlinedegrees.nku.edu
Dear %FIRSTNAME%,

As the next step in your education journey, it is time for you to schedule your advising appointment with your advisor, Heidi Waters. Please email Heidi at watersh2@nku.edu to set your advising time. During this advising session you will have the opportunity to ask any questions and understand what is expected regarding your degree plan.

Contact me at the number below for any questions you may have.

Sincerely,

%ENROLLMENTSPECIALIST NAME%
Enrollment Specialist
800-985-7215 ext. %EXT%
Northern Kentucky University
onlinedegrees.nku.edu
Dear %FIRSTNAME%,

As the next step in your education journey, it is time for you to schedule your advising appointment with your advisor, Doug Ladd. Please email Doug at ladd1@nku.edu to set your advising time. During this advising session you will have the opportunity to ask any questions and understand what is expected regarding your degree plan.

Contact me at the number below for any questions you may have.

Sincerely,

%ENROLLMENTSPECIALIST NAME%
Enrollment Specialist
800-985-7215 ext. %EXT%
Northern Kentucky University
onlinedegrees.nku.edu
#28 – AP Enrollment – Registration/Payment Instructions

**Title:** Northern Kentucky University – Registration/Payment Instructions  
**Subject:** Northern Kentucky University - Registration/Payment Instructions

Dear %FIRSTNAME%,

Congratulations on your admission to NKU! You’re just steps away from embarking on a rewarding educational journey. Now that you have been admitted, it is time to register for courses.

The **Registration Deadline** is [REG DATE] for your start date.

The **Tuition Deadline** is the first day of the sub session, [TUITION DATE].

Click [here](#) and follow the steps below to register for courses.

Click [here](#) for information on how to pay tuition.

Thank you,

%ENROLLMENTSPECIALIST NAME%
Enrollment Specialist  
800-985-7215 ext. %EXT%  
Northern Kentucky University  
onlinedegrees.nku.edu
Title: Northern Kentucky University – Registration Deadline
Subject: Northern Kentucky University – Registration Deadline

Dear %FIRSTNAME%,

Just reaching out to inform you that the registration deadline is today, [INSERT REGISTRATION DEADLINE], for the [INSERT START DATE] start date. Below are instructions on how to register for courses.

REGISTRATION STEPS

Thank you for choosing Northern Kentucky University to pursue your online degree! Now it’s time to register for your courses and complete the financial aid process. Below are the instructions to complete these processes.

Let’s get started:
https://inside.nku.edu/content/dam/registrar/docs/registration/NKU_CourseRegistration_Student.pdf

Financial Aid Information
• Step 1 – Apply for PIN: FSA ID
• Step 2 – Apply for FAFSA: https://fafsa.ed.gov/, and enter 009275 for Northern Kentucky University.

These steps can be done in one day, and will take about 2-7 business days to process.

Sincerely,

%ENROLLMENTSPECIALIST NAME%
Enrollment Specialist
800-985-7215 ext. %EXT%
Northern Kentucky University
onlinedegrees.nku.edu
#30 – AP Enrollment – Payment Deadline Reminder

**Title:** Northern Kentucky University – Payment Deadline Reminder  
**Subject:** Northern Kentucky University – Payment Deadline Reminder

Dear %FIRSTNAME%,

Welcome new NKU student! As a reminder, the tuition deadline for your upcoming start is quickly approaching.

It is imperative that you pay tuition by the deadline in order to start your courses. You will be dropped for non-payment of courses if your payment is not paid in full on the first day of the sub session. If you are using financial aid, please check your MyNKU portal to confirm all steps have been completed. All financial aid must be finalized in order to avoid being dropped for non-payment.

*Please note that if you are not prepared to pay the balance for any courses that begin in future 7 week terms, please withdraw from those courses.*

Contact me at the number below for any questions you may have. I am here to support you through the payment process.

%ENROLLMENTSPECIALIST NAME%  
Enrollment Specialist  
800-985-7215 ext. %EXT%  
Northern Kentucky University  
onlinedegrees.nku.edu
Title: Northern Kentucky University – Incorrect Phone # Dialer
Subject: Northern Kentucky University – Getting in Touch via Phone

Dear %FIRSTNAME%,

Thank you for your recent request for more information about Northern Kentucky University online programs. Unfortunately, we do not have a current phone number for you and we are unable to call you.

In order to answer your questions about the program, please reply to this email with a current phone number, and the best time to reach you. We look forward to helping you achieve your academic goals.

Sincerely,

%ENROLLMENTSPECIALIST NAME%
Enrollment Specialist
800-985-7215 ext. %EXT%
Northern Kentucky University
onlinedegrees.nku.edu
Dear %%FIRSTNAME%%,

In the past, I had the opportunity to speak with you about our online program at Northern Kentucky University. I have not been able to reach you recently, so I will not continue to try to contact you at this time. However, if you need assistance in the future, please do not hesitate to call me at the number below.

We look forward to helping you reach your academic goals.

Sincerely,

%%ENROLLMENTSPECIALIST NAME%%
Enrollment Specialist
800-985-7215 ext. %%EXT%%
Northern Kentucky University
onlinedegrees.nku.edu
#33 – AP Enrollment – DNC

**Title:** Northern Kentucky University – Re-Inquiry – DNC Lead Dialer  
**Subject:** Northern Kentucky University – Following Up on Your Interest

Dear %%FIRSTNAME%%,

We noticed that you have expressed interest in Northern Kentucky University recently. However, our records indicate that you had previously told one of our representatives that you no longer want to be contacted by our university.

If you are interested in continuing your education through Northern Kentucky University, please reply to this email or call. We look forward to assisting you with the achievement of your academic goals.

Sincerely,

%%ENROLLMENTSPECIALIST NAME%%  
Enrollment Specialist  
800-985-7215 ext. %% EXT%%  
Northern Kentucky University  
onlinedegrees.nku.edu
Title: Northern Kentucky University – Referral
Subject: Northern Kentucky University – Refer a Friend

Dear %FIRSTNAME%,

Congratulations on taking the first step towards achieving your educational goals at Northern Kentucky University.

Like many, you have recognized the life-changing effects of enhancing your education!

Who else would you recommend to receive more information about our exciting programs?

Please reply with their name and contact information below. I look forward to helping them achieve their educational and professional goals!

First Name
Mobile #
Email

First Name
Mobile #
Email

First Name
Mobile #
Email

Sincerely,

%ENROLLMENTSPECIALIST NAME%
Enrollment Specialist
800-985-7215 ext. %EXT%
Northern Kentucky University
onlinedegrees.nku.edu
#35 – AP Retention Blank Template

**Title:** Northern Kentucky University – BLANK TEMPLATE  
**Subject:** [INSERT SUBJECT LINE]

Dear %FIRSTNAME%,

Sincerely,

%STUDENT COORDINATOR NAME%  
Student Coordinator  
800-985-7215 ext. %EXT%  
Northern Kentucky University  
onlinedegrees.nku.edu
Dear %FIRSTNAME%,

Welcome to your Northern Kentucky University online program! We're excited to have you start your first online class on {Planned Enrollment Cycle}.

I am your Student Coordinator, <Owner> for your program. I will continue to work with you through the remainder of the program to ensure you’re having a great learning experience. I understand you have been working with an Enrollment Specialist, but I have the privilege of assisting you with whatever you need going forward.

You are probably busy balancing school with work, family and many obligations, so I'd like to share the three keys to being a successful online learner:

1. **Attendance and participation are critical**: Login to class early and often to become familiar with your online classroom and the pacing of required work to ensure you participate actively as required.
2. **Put deadlines into your calendar**: Be aware of your assignment, payment, and registration deadlines and be sure to submit them on time.
3. **Ask for help and guidance**: We know learning online is convenient, but since there's no set time to attend class, be sure to ask for support as you need it.

Here are a few helpful links:

- Student Resources
- Canvas – click here to access your online classroom.

If you have any questions, feel free to reach out to me. I'm here to support your success.

Warmest Regards,

%STUDENT COORDINATOR NAME%

Student Coordinator
800-985-7215 ext. %EXT%
Northern Kentucky University
onlinedegrees.nku.edu
Title: Northern Kentucky University – RETENTION – Left Voicemail
Subject: Northern Kentucky University – Following Up on Voicemail

Dear %FIRSTNAME%,

Welcome to the Northern Kentucky University family! I will be your Student Coordinator throughout your program and I look forward to working with you each step of the way.

It is my personal responsibility to make sure you have an excellent student experience throughout your program, from start to finish. I will call periodically to check in with you and help ensure that you are accomplishing your goals.

Additional members of your support system include your advisor, program director and your professors/instructors. Each of us will be able to assist in many different areas, but you can always come to me if you are unsure who to contact.

Please give me a call at your earliest convenience or reply to this email and let me know when would be the best time to speak with you.

Below you will find links that will be useful as you begin your program:

- Online Program Website [HYPERLINK]
- Canvas – click here to access your online classroom.

Sincerely,

%STUDENT COORDINATOR NAME%
Student Coordinator
800-985-7215 ext. %EXT%
Northern Kentucky University
onlinedegrees.nku.edu
Title: Northern Kentucky University – RETENTION – On-boarding/Welcome  
Subject: Northern Kentucky University – Welcome from Your Student Coordinator

Dear %FIRSTNAME%,

Congratulations again and welcome to your Northern Kentucky University online program! We're excited to have you start your first online class on {Planned Enrollment Cycle}.

I am your Student Coordinator for your program. I will continue to work with you through the remainder of the program to ensure you’re having a great learning experience. I understand you have been working with an Enrollment Specialist, but I have the privilege of assisting you with whatever you need going forward.

You are probably busy balancing school with work, family and many obligations, so I’d like to share the three keys to being a successful online learner:

1. **Attendance and participation are critical:** Login to class early and often to become familiar with your online classroom and the pacing of required work to ensure you participate actively as required.
2. **Put deadlines into your calendar:** Be aware of your assignment, payment, and registration deadlines and be sure to submit them on time.
3. **Ask for help and guidance:** We know learning online is convenient, but since there's no set time to attend class, be sure to ask for support as you need it.

Here are a few helpful links:

- [Student Resources](#)
- [Canvas](#) – click here to access your online classroom.

If you have any questions, feel free to reach out to me. I'm here to support your success.

Warm regards,

%%STUDENT COORDINATOR NAME%%
Student Coordinator
800-985-7215 ext. %EXT%%
Northern Kentucky University
onlinedegrees.nku.edu
#39 – AP Retention – Checking In

**Title:** Northern Kentucky University – RETENTION – Checking In  
**Subject:** Checking In

Hi %FIRSTNAME%,

I wanted to check in to see how things were going for you in your current course. How is your progress in the program going?

You are probably busy balancing school with work, family and many obligations, so I would like to share three tips to being a successful online learner:

1. **Attendance and participation is critical:** login to class early and often to become familiar with your online classroom and the pacing of work to ensure you actively participate as required.
2. **Put deadlines into your calendar:** be aware of your assignment, payment, and registration deadlines, and be sure to submit them on time.
3. **Communication is key:** ask for help and guidance when you need it—from your instructor, university resources, or student coordinator, like me!

Please do not hesitate to reach out to me if you have any questions or concerns.

Regards,

%STUDENT COORDINATOR NAME%
Student Coordinator  
800-985-7215 ext. %EXT%
Northern Kentucky University  
onlinedegrees.nku.edu
Title: Northern Kentucky University – RETENTION – Checking-in
Subject: Northern Kentucky University – Checking in With You!

Dear %FIRSTNAME%,

I just wanted to check in to see how things were going in your current course. I definitely hope that all is well!

As you look forward to wrapping up this current term, here is a list of critical dates that you may find helpful.

As always, if you have any questions or program/course feedback, please do not hesitate to reach out to me.

Good luck as you progress, and we look forward to talking with you soon!

Sincerely,

%STUDENT COORDINATOR NAME%
Student Coordinator
800-985-7215 ext. %EXT%
Northern Kentucky University
onlinedegrees.nku.edu
#41 – AP Retention - Contact Information

**Title:** Northern Kentucky University – RETENTION – Contact Info  
**Subject:** Northern Kentucky University – Contact Info

Dear %FIRSTNAME%,

It was a pleasure speaking with you today. Below you will find the contact information that we discussed.

(Department/Name) – (Contact Information)

Feel free to reach out to me if there is anything more I can assist you with.

Warm Regards,

%STUDENT COORDINATOR NAME%
Student Coordinator
800-985-7215 ext. %EXT%
Northern Kentucky University
onlinedegrees.nku.edu
#42 – AP Retention – Introduction (No First Contact or Change in Coordinator)

Title: Northern Kentucky University – RETENTION – Introduction  
Subject: Student Coordinator  

Hi %%FIRSTNAME%%,

My name is %%STUDENT COORDINATOR NAME%% and I will have the privilege of walking with you as your Student Coordinator for the remainder of your academic journey with us. My role is designed to make sure you have an excellent student experience as you progress toward graduation, and to do so I will reach out to you periodically to assist you in accomplishing your goals.

In order for me to best support your success, what are your preferred times that I would be able to get in contact with you in the future? If you have any questions about anything at all, please do not hesitate to reach out to me as well.

Regards,

%%STUDENT COORDINATOR NAME%%  
Student Coordinator  
800-985-7215 ext. %%EXT%%  
Northern Kentucky University  
onlinedegrees.nku.edu
Hi %FIRSTNAME%,

It was a pleasure speaking with you today. As we discussed over the phone, my name is %STUDENT COORDINATOR NAME% and I will have the privilege of walking with you as your Student Coordinator for the remainder of your academic journey with us. My role is designed to make sure you have an excellent student experience as you progress toward graduation, and to do so I will reach out to you periodically to assist you in accomplishing your goals.

If you have any questions about anything at all, please do not hesitate to reach out to me. I am excited to support your success!

Regards,

%STUDENT COORDINATOR NAME%
Student Coordinator
800-985-7215 ext. %EXT%
Northern Kentucky University
onlinedegrees.nku.edu
#44 – AP Retention - Invalid Phone Number

**Title:** Northern Kentucky University – RETENTION – Invalid Number  
**Subject:** Invalid Phone Number

Hi %FIRSTNAME%,

I hope all is well for you with your program at this time. As your **Student Coordinator,** I have the privilege of reaching out to my students from time to time over the phone—however, when I recently tried to call the number we have on file for you it appears the number is no longer valid. Would you be able to provide me with an updated phone number in order for me to reach you in the future?

My team is happy to tailor-make your student experience for whatever types of contact fit your needs. I am available to you should you have any questions or run into any obstacles, and I look forward to speaking with you soon!

Regards,

%STUDENT COORDINATOR NAME%

Student Coordinator  
800-985-7215 ext. %EXT%  
Northern Kentucky University  
[onlinedegrees.nku.edu](http://onlinedegrees.nku.edu)
Hi %FIRSTNAME%,

I see that you are on our “Do Not Call” list. To be respectful of this, we have been reaching out to you only via email or SMS. If you wish to receive courtesy reminders or outreach over the phone from a Student Coordinator (such as myself) at any point, please do not hesitate to let us know.

We are happy to tailor-make your student experience for whatever types of contact fit your needs. Simply send me an email with your request, and we will get your preferences adjusted!

Regards,

%STUDENT COORDINATOR NAME%
Student Coordinator
800-985-7215 ext. %EXT%
Northern Kentucky University
onlinedegrees.nku.edu
Title: Northern Kentucky University – RETENTION – Graduation  
Subject: Northern Kentucky University – Your Graduation

Dear %%FIRSTNAME%%,

Congratulations! I’m so excited to see that you are about to finish your final class and graduate! I want to encourage you to attend the graduation ceremony, but if not, I hope you are planning to celebrate. For commencement information, please visit https://inside.nku.edu/commencement.html.

You can be very proud of this major accomplishment. You have taken charge of your goals to complete this program and balanced your valuable time as well.

Now that you are completing the program, what feedback do you have that will potentially help our future students in having a successful learning experience? This will allow us to continuously improve and uphold the integrity of our online learning platform.

To share your feedback, simply reply to this email, or call me at the number below.

Thank you for providing feedback, and for allowing me to be a part of your journey. It was a pleasure to work with you and again, congratulations!

Sincerely yours,

%%STUDENT COORDINATOR NAME%%
Student Coordinator
800-985-7215 ext. %%EXT%%
Northern Kentucky University
onlinedegrees.nku.edu
#47 – SMS (Text Messages)

**Registration reminder 28 days prior to registration deadline:**

Get Registered Early! NKU deadline for the next course start is [MONTH/DAY]. For assistance, please call 800-985-7215. Text STOP to unsubscribe.

**Registration reminder 7 days prior to registration deadline:**

Get Registered Now! NKU registration deadline is [MONTH/DAY]. For assistance, please call 800-985-7215. Text STOP to unsubscribe.

**Registration reminder on day of registration deadline:**

Today, [MONTH/DAY/YEAR], is NKU registration deadline. Call 800-985-7215 now for assistance. Text STOP to unsubscribe.

**Course start reminder on day of course start:**

Class officially starts today, [MONTH/DAY]. Contact 800-985-7215 for help logging into your course. Text STOP to unsubscribe.

**New student payment deadline:**

NKU tuition deadline is [MONTH/DAY]. Please make your payment. If payment has been made, please disregard. Text STOP to unsubscribe.

**Continuing student payment deadline:**

NKU tuition deadline is [MONTH/DAY]. Please make your payment. If payment has been made, please disregard. Text STOP to unsubscribe.

**New student application deadline reminder:**

Thank you for your interest in Northern Kentucky University! The application deadline is [MONTH/DAY]. Need Help? Call Today! Text STOP to unsubscribe.

**New student document deadline reminder:**

Thank you for your interest in Northern Kentucky University! The document deadline is [MONTH/DAY]. Need Help? Call Today! Text STOP to unsubscribe.