

## **STUDENT CALL BACK GUIDE**

Once a student has left the school setting, there should be an intentional plan to call the student and keep the conversation going about a return to school. In the reconnection phase, the relationship with the student is crucial. Having proper contact information for the student is also key. During the exit interview, one of the goals should be to record the student's cell phone number or preferred contact information. Ask whether the student prefers calls or texts.

### **FIRST CONTACT**

- Plan to make the first communication about three to four weeks before the new semester begins or within two months if you are not on a system without semesters.
- When the first contact is made, focus on nurturing a relationship. This is essential. Inquire about the student as a person first, prior to discussing school.
- During the call, address the student's reasons for leaving as collected in the exit interview. Ask about any supports that have been put in place and to what extent they have been helpful. Try to build on strengths and successes.
- If an exit interview was never completed, complete one at this time.
- It should be noted that the first contact is often met with some resistance. Try again, be persistent.

### **BUILDING RELATIONSHIP**

- Keep the communication going as much as possible – even if it is a one-way conversation in the beginning. Leave messages, send texts, repeat! Record each attempt. Ask the student how and when they would like to be contacted again.
- When speaking with students, discuss their challenges in returning and record any barriers or difficulties they are facing. Find out about successes!
- Whenever possible, assist the student in finding resources to remove the barriers to a successful return. Build on the successes.
- Invite the student to return to school in every conversation, discussing what that could look like if they are open to it. Invite them for a 'coffee conversation' as the first step if they're open to it. Build the relationship.
- Record conversation outcomes in the contact record section of the exit interview template.

### **KEEP THE CONVERSATION GOING**

- Make a plan to contact the student again at an agreed upon date and time. Send a calendar invite if you have an email address for the student.