

Make Registration Easier 1.1: Completed Reformatted CRM Emails for Translation

Welcome Letter AFTER: [FOR FIRST TIME/NEW STUDENTS]

Subject header: Welcome to Canada College + Action required (next steps)

Congratulations {!EnrollmenttrRx__Enrollment_Opportunity__c.Preferred_First_Name__c}!

You have been admitted to {!EnrollmenttrRx__Enrollment_Opportunity__c.College_Formula__c}.

Keep the following personal information **secure and do not share it** with others:

- **Your Student ID #:** {!EnrollmenttrRx__Enrollment_Opportunity__c.GID__c}
- **Your User Name:**
{!EnrollmenttrRx__Enrollment_Opportunity__c.Stu_AD_User_Name__c}

ACTION STEP:

- Set-up a password to login to your personal, mySMCCCD Student Portal by going to [mySMCCCD account activation service page](#).
 - For assistance, go to mySMCCCD Student Portal [Tutorial](#).
 - If you're unable to access this portal, go to the [support page](#).

FOR YOUR INFORMATION:

Once you have your mySMCCCD Student Portal set-up, you'll be able to:

- Login to your Student Success Link,
- Connect with your Success Team,
- Discover your next steps to enrollment, and
- Explore the tools needed during your time at the college.

NEXT STEPS:

- Check your personal email frequently for Canada College messages.
- Look for notifications from your Success Team members who can answer your questions and guide you through the process.

For more information, visit the [Return to Campus Website](#). If you have questions, [contact Admissions & Records](#).

Go Colts!

Maria Lara-Blanco

Registrar

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SN Welcome Message (AFTER)

Subject Header: Connect with your Student Success Team!

Hi, Name of student.

Thank you for choosing Cañada College! We are happy to have you here.

My name is %%SNFirstName%% and I work in our Welcome Center. I am your Success Navigator at Cañada College.

I'm here to help you complete the necessary steps or answer your questions to get you registered for your classes at Cañada College.

YOUR NEXT STEPS:

- Complete "My Tasks" in your Student Success Link by:
 - Clicking here: [mySMCCD Student Portal](#) and
 - Referring to these instructions. [link to instruction page with screenshots]
- ****Start your Tasks as soon as possible, so you can register for classes.****
- When you complete each item, you will get a follow up email to guide you through the next step.

If you have any questions in the meantime, please email or call me. I'm happy to help!

Warm regards,

%%SNFirstName%% %%SNLastName%%

%%SNPhone%% [ALSO INCLUDE MAIN WELCOME CENTER NUMBER]

%%SNEmail%%

Physical office address

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Residency Email **AFTER:**

Subject Heading: Confirm Residency & Tuition Exemption

Hi Student Name,

Welcome to Cañada College!

My name is %%RSFirstName%% and I am your Residency Specialist here at the College.

RESIDENCY STATUS:

Based on your answers to the questions on your admissions application, you have been classified as an “out-of-state” student. However, “out-of-state” students pay SIGNIFICANTLY HIGHER fees than “in-state” students.

To help you confirm your residency status, you must:

1. Complete the [Residency Reclassification Questionnaire](#), then
2. Send me the required documentation as listed on the form.
3. If you need help completing the form, please contact me.

I’m happy to help you complete the form, so please contact me with questions.

NONRESIDENT TUITION EXEMPTION:

You may also qualify for a nonresident tuition waiver under:

- [AB540 Nonresident TuitionExemption](#)
- [Fee Waiver for Six or Fewer Units](#)

Check out both forms and let me know if you have any questions along the way.

I look forward to working with you!

Go Colts!

Best,

%%RSFirstName%% %%RSLastName%%

%%RSPhone%%

%%RSEmail%%

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AFTER: Financial Aid Email 1- Distance (2 days after application)

SUBJECT HEADER: Need Financial Aid?

Hello from Financial Aid, Student First Name!

Do you need help paying for college or other educational expenses? The Financial Aid team is here to help you!

START NOW by clicking the link below!

- **Find out which Financial Aid options are best for you**
 - [The FAFSA \(Free Application for Federal Student Aid\) OR](#)
 - [California Dream Act \(CADAA\)](#)
- Apply for Scholarships. Deadlines vary for each scholarship.
- Check out other ways to pay for school, such as signing up for a Payment Plan.

NEED HELP?

- Make an appointment with a financial aid technician **by completing this form [link]**.
- Contact the financial aid office:
 - 650-306-3307 or
 - canadafinancialaid@smccd.edu
- Come in person to the Financial Aid Office in Building 9 on the first floor

Check your Student Success Link tab for your enrollment steps by going to your [mySMCCCD Student Portal](#).

We look forward to helping you pay for college and reaching your educational goals!

Best,

%%[Output(Lookup("ApplicantWithTeamAndAppointments","FAFirstName","StudentContactId",StudentContactId))]]%%
%%[Output(Lookup("ApplicantWithTeamAndAppointments","FALastName","StudentContactId",StudentContactId))]]%%

Cañada College Financial Aid Department

%%[Output(Lookup("ApplicantWithTeamAndAppointments","FAPhone","StudentContactId",StudentContactId))]]%%

%%[Output(Lookup("ApplicantWithTeamAndAppointments","FAEmail","StudentContactId",StudentContactId))]]%%

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AFTER: Financial Aid Email 2 (7 days after first email)

SUBJECT HEADER: Need Financial Aid?

Hello again, student name!

We noticed you haven't submitted a financial aid application. How can we help you?

Below is the information we sent a week ago. Please let us know how to help you.

Do you need help paying for college or other educational expenses? The Financial Aid team is here to help you!

START NOW by clicking the link below.

- Find out which Financial Aid options are best for you [link].
 - [The FAFSA \(Free Application for Federal Student Aid\) OR](#)
 - [California Dream Act \(CADAA\)](#)
- Apply for Scholarships. Deadlines vary for each scholarship.
- Check out other ways to pay for school, such as signing up for a Payment Plan.

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Check your Student Success Link tab for your enrollment steps by going to your [mySMCCD Student Portal](#).

We look forward to helping you pay for college and reaching your educational goals!

Warmly,

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%%[Output(Lookup("ApplicantWithTeamAndAppointments","FAPhone","StudentContactId",StudentContactId))]]%
%
%%[Output(Lookup("ApplicantWithTeamAndAppointments","FAEmail","StudentContactId",StudentContactId))]]%%

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BEGIN REGISTRATION DATE EMAILS

AFTER [with Danielle's reformatting & text revision]: Registration Email 1 - Registration Date Available (2 weeks prior)

Hi

%%[Output(Lookup("ApplicantWithTeamAndAppointments","PreferredFirstName","StudentContactId",StudentContactId))]]%%,

Congratulations! You've been issued a registration date of

%%[Output(Format(Lookup("ApplicantWithTeamAndAppointments","AppointmentRegistrationDate","StudentContactId",StudentContactId),"ddddd, MMMM d, yyyy"))]]%%.

ACTIONS TO TAKE:

1. Please **log in to DegreeWorks** to review your **Student Educational Plan**, which will help you identify which classes to register for.
2. **Browse for open classes using WebSchedule**. Both DegreeWorks and WebSchedule are available on your [mySMCCD Student Portal](#).

For questions, please feel free to reach me at

%%[Output(Lookup("ApplicantWithTeamAndAppointments","SNPhone","StudentContactId",StudentContactId))]]%% or

%%[Output(Lookup("ApplicantWithTeamAndAppointments","SNEmail","StudentContactId",StudentContactId))]]%%

Best,

%%[Output(Lookup("ApplicantWithTeamAndAppointments","SNFirstName","StudentContactId",StudentContactId))]]%%

%%[Output(Lookup("ApplicantWithTeamAndAppointments","SNLastName","StudentContactId",StudentContactId))]]%%

%%[Output(Lookup("ApplicantWithTeamAndAppointments","SNPhone","StudentContactId",StudentContactId))]]%%

%%[Output(Lookup("ApplicantWithTeamAndAppointments","SNEmail","StudentContactId",StudentContactId))]]%%