



# HOW TO HOST A FAFSA QUESTIONS-AND-ANSWERS PHONE BANK

**You can partner with local postsecondary financial aid officers and a local TV or radio station to host a phone bank for people to call and get real-time answers to their FAFSA questions.**

By partnering with a TV or radio station, they can broadcast live that your phone bank is taking place and encourage callers to dial in!



**STEP 2** Create surveys for the FAFSA experts to use when answering calls so they can capture caller zip codes and the general nature of their call.



**STEP 3** Advertise the event at schools and to the general public, a sample flyer is provided.



**STEP 4** Accept calls as they come in, answer questions, and complete the caller survey. You may be surprised in the interest. ImpactTulsa's 2017 phone bank had over 200 callers in two hours and all 18 phone lines were in constant use.



**STEP 1** Coordinate schedules of local postsecondary financial aid officers to attend the phone bank on your desired date. You should schedule at least 10 individuals.



*I didn't know what I could learn but I'm glad I picked up the phone to figure out whose income to report since I'm divorced. ”*

*-Tulsa area parent caller of a high school senior*