

Chatbot message sent to potentially eligible students on 10/15/2020:

Hello **First Name** ! SVSU has been awarded funds for the CARES Act emergency grant to cover expenses caused by the disruption of campus operations due to COVID-19.

This federally funded grant provides emergency financial aid to our students and we believe you may be eligible. You can apply even if you were awarded a grant for the Winter 2020 semester. 📄 Visit bit.ly/CARESAct-Info to learn more.

You'll need to complete a quick application to ensure you're eligible. It takes less than 5 minutes to complete 😊 Are you interested in applying?

- [1]: Yes
- [2]: I already applied
- [3]: No

1 Yes

Great! 👍 Visit bit.ly/3nTdWfr for the online form to apply for the CARES Act grant. You'll have to log in with your SVSU credentials to access the form.

2 I already applied

Great, glad to hear you're on top of things 👍 Have a great weekend friend!

3 No

Okay, no worries! If you change your mind, you can always visit bit.ly/3nTdWf to apply. We definitely encourage you to check it out!

Follow up message sent 10/30 to students who replied Yes to the first message:

Friendly reminder, you may be eligible to receive funds from the CARES Act grant, even if you applied for the grant in Winter 2020 semester.

This federally funded grant provides emergency financial aid to students 📖 Visit bit.ly/3nTdWfr to apply online - use your SVSU credentials to log-in (safari browser not recommended).