

Chatbot Communication #1 sent June 11, 2020

SVSU has been awarded funds for the CARES Act to provide grants to students affected by the disruption of campus operations due to COVID-19.

We determined you may be eligible to receive a federally funded CARES Act Emergency Financial Aid grant. Visit bit.ly/CARESAct-SVSU for the application.

Visit bit.ly/CARESAct-Info for more information about the CARES Act Emergency Financial Aid Grants at SVSU.

Chatbot Communication #2 sent June 18, 2020

We believe you're eligible to receive funds from the CARES Act emergency grant to cover expenses caused by the disruption of campus operations due to COVID-19.

SVSU received this federally funded grant to provide emergency financial aid to our students 🎓 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? (reply Y/N)

Y Yes

Great! 🙌 Visit bit.ly/CARESAct-SVSU for the online form to apply for the CARES Act grant.

N No

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

Chatbot Communication #3 sent June 25, 2020

Hey **First Name**! Some students have been experiencing difficulties accessing the CARES Act form (bit.ly/CARESAct-SVSU).

This is a Microsoft Form which requires you to be logged-in with your SVSU credentials to access it. If it doesn't work on your phone, try it on a computer!

You still have time to apply, but I recommend you do it ASAP! Let me know if you have any other questions

