

Second Plebe Summer Phone Call

A one-page guide for a calm, useful conversation. Pick five questions, listen longer than feels natural, and let your plebe set the pace.

THE GAME PLAN One room. One note-taker. Five questions. Keep logistics brief. Leave the final minute for reassurance. A short or distracted call is not a verdict on how the summer is going.

OPEN WARMLY

"It is so good to hear your voice. We love you. Tell us what this week has really been like."

YOUR FIVE QUESTIONS

- 1

How are you sleeping, eating, and feeling physically?
A calm baseline check. Follow up only where needed.
- 2

Who made you laugh or helped you this week?
People often unlock better stories than schedules.
- 3

What are you proud of - and what is getting easier?
Makes room for progress they may not volunteer.
- 4

What has been the hardest part lately?
Validate first. Do not rush to solve it.
- 5

What do you want us to know that we have not asked?
Then go quiet and let them fill the space.

QUICK LOGISTICS

- ☐ What do you actually need mailed?
- ☐ Are letters arriving?
- ☐ Anything we should handle at home?
- ☐ Any next-call or family timing to confirm?

USE ONE CALLBACK

Reference a roommate, sport, funny meal, or goal from a letter or the first call. One specific callback says, *we are listening*. This is not a quiz.

IF THE CALL IS HARD

"I hear you. That sounds hard. You do not have to solve the whole summer today. Just get through the next thing in front of you."

Stay calm. Do not argue with feelings or give a speech. If there is a genuine health or safety concern, capture the facts and help them use the proper official support.

AVOID

- ☐ Comparing them with another plebe
- ☐ Turning rumors into questions
- ☐ Filling every silence
- ☐ Fixing every uncomfortable moment
- ☐ Taking a short call personally
- ☐ Posting private details without permission

FOLLOW-UPS

☐ Send / do:

By:

☐ Remember:

Next call:

END WITH CONNECTION *"We love you. We are proud of how you are handling something hard. We will be right here for the next call."*