

## Responding to Navigate Alerts/ Cases for First Year Students

- 1) After an alert is issued, it creates a case. Within 24 hours (excluding weekends), the first person to respond should be the assigned ACCO: Success Coach, HEOP Counselor, or AU Advantage Coordinator.
  - a. First outreach: email communication to start the conversation. The student has 24 hours to respond to the initial outreach.
    - i. If the student responds, add comments as necessary and if applicable, close case. ACCOs may wish to meet with the student before closing the case.
    - ii. If the student does not respond within 24 hours of first outreach, a second outreach should be conducted.
    - iii. Add comments to case with details of outreach.
  - b. Second outreach: conducted via a different method of communication than the first attempt, e.g., text message or phone call.
    - i. If student responds, add comment(s) as necessary and if applicable, close the case.
    - ii. If the student does not respond, communicate with student's instructors to get a full picture of the student's activity in all courses: does this alert represent a pattern or difficulty with one course?
    - iii. Add comments to case with details of outreach. A third outreach may be necessary.
  - c. Third outreach: conducted via a different method of communication than the first two attempts.
    - i. Contact the assistant dean for input.
    - ii. Work with Residence Life on a wellness check, if you and the assistant dean deem that step appropriate.
- 2) Additional support from faculty advisors, ACCOs (Success Coaches, HEOP counselors, AU Advantage Coordinator), and/or assistant deans, etc. may be required throughout the entire process.
  - a. Anyone assigned to the case should comment with pertinent information.
  - b. If multiple cases are opened for the same class for a persistent problem, the initial case should be closed with the appropriate indication that the student either declined to take the recommended action or did not respond.