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.