Flag/Referral Workflow

Instructor Raises:
- Flag
- Kudos
- Referral

- Attendance Concern
- General Concern
- Keep Up the Good Work
- Outstanding Academic Performance
- Showing Improvement

Student receives an email notice with comments and instructions

Student follows up

YES: Instructor discusses concerns and resources with student & resolves/clears flag and can add notes

NO: Instructor resolves/clears flag within 2 weeks/before next progress survey

- Attendance Concern Referral
- General Concern Referral
- Visit Counseling Services
- Tutoring Referral
- Financial Aid Referral

Student receives email notice
&
Appropriate staff contacts student by phone/email with information or to schedule an appointment
and/or
assigns flag/referral to a counselor for follow up

Contact successful

YES: Staff/Counselor discusses concerns/ referrals and resources & resolves/clears flag and adds notes

NO: Staff/Counselor tries contacting student again & resolve/clear flag/referral in 2 weeks