

We receive referral, notify professor of receipt, and gather student data

The outreach process begins:

- e-mail
- text
- phone

Reached via e-mail?  
(allow two days for response)

Yes

Intervene with appropriate recommendations /referrals

No

Reached via text?  
(allow two days for response)

Yes

Intervene with appropriate recommendations /referrals

No

Reached via phone?  
(allow two days for response before notifying professor)

Yes

Intervene with appropriate recommendations /referrals

No

Continue to offer student academic support via monthly e-mail reminders until contact is made or semester ends

Reached via reminder e-mail?

No

Yes

Intervene with appropriate recommendations /referrals

The case is closed and the referring professor is notified of case closure