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

We begin the outreach process:
- e-mail
- phone
- letter

Reached via e-mail? (allow two days for response)
- Yes: Intervene with appropriate recommendations /referrals
- No: Reached via phone? (allow two days for response)
  - Yes: Intervene with appropriate recommendations /referrals
  - No: Reached via letter? (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?
- Yes: Intervene with appropriate recommendations /referrals
- No: Notify professor of outcome