Campus Connect: Alerts, Referrals, & Case Management Processes

The management process for alerts and referrals is dependent on whether or not that alert or referral generates a case. Alerts and referrals that generate a case provide a centralized location for documentation in showcasing a timeline of outreach and intervention efforts to the student.

Alerts and referrals that do not generate a case still help to provide support to students through outreach and intervention efforts, but documentation of these efforts is not contained in a centralized location (case).

In this guide, you will find which alerts and referrals generate a case, which do not, and the management process for each including outreach and intervention efforts of the different departments within the Coordinated Care Network.
## Alerts and Referrals – No Case

<table>
<thead>
<tr>
<th>Alert or Referral</th>
<th>Student Notified?</th>
<th>Case Generated?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alert: Attendance Concerns</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Alert: Student Needs Academic Support</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Alert: Student Needs Writing Support</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Referral: Career / Major Exploration</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Referral: Financial Insecurities</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Referral: Food / Housing Insecurities</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Referral: Services for Students with Disabilities (SSD)</td>
<td>Yes</td>
<td>No</td>
</tr>
</tbody>
</table>

The above alerts and referrals do not generate a case when issued. In most instances, the student is notified through an automated email which informs the student of the resources available and encourages the student to make an appointment with the appropriate department for further support. In all instances, each department has personnel dedicated to contacting alerted students to follow up on the alert.
Alerts and Referrals – No Case

For alerts with no cases:

1. Once the alert is issued, the student receives an automated email informing the student of the resources available and encourages the student to schedule an appointment with the appropriate department.

2. Personnel responsible for outreach should contact the student within two (2) workdays of the alert being issued:
   - Contact methods should vary between email, phone, and text
   - Personnel should strive for a minimum of two (2) outreach attempts for each student

3. Outreach contact attempts will be documented using an Appointment Summary Report and denoting Alert Contact as service.

4. If personnel makes contact with the student, discussion should be had to assess the problem which caused the alert to be issued and work with the student to solve said problem. This may require a scheduled meeting to provide services to student.

   All contact efforts are to be completed within one (1) week of alert issuance.
Alerts and Referrals – No Case in Campus Connect

For faculty, issued alerts are tracked on the Professor Homepage. Scroll down to My Issued Alerts to view alerts you have issued. Click the student name to be taken to the Student Profile.

From the Student Profile, under the Reports/Notes tab, you can view:

- Open Cases for Student
- Alerts for Student
- Progress Reports
- Appointment Summary Reports
- Student’s Recent Visits to Support Centers

The Staff Homepage does not include My Issued Alerts but staff members may view all the above information on the Student Profile. The Student Profile can be found using the Quick Search bar.
### Alerts and Referrals – Case

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<th>Student Notified?</th>
<th>Case Generated?</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Icon" /> Alert: Behavioral / Family / Medical Concerns</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td><img src="image" alt="Icon" /> Alert: Other (comment required)</td>
<td>No</td>
<td>Yes</td>
</tr>
</tbody>
</table>

The above alerts generate a case when issued. The student is not notified through automated email and is instead contacted by the appropriate department for support.

Cases provide a centralized location for documentation in showcasing a timeline of outreach and intervention efforts to the student.

Some conversations may be sensitive in nature. Please use your best professional discretion when documenting interaction with students.

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**NOTE:** Campus Connect is FERPA compliant but the platform is not HIPAA compliant!

Any information you place in the platform should not disclose or diagnose a student’s medical status or otherwise sensitive information. Use extreme precaution and professional discretion with alert notes.
Anatomy of a Case

- **Student information**
- **Case assignee**
- **Case activity. Case notes will be documented here.**
- **Close case when finished.**
For faculty, issued alerts are tracked on the Professor Homepage. Scroll down to My Issued Alerts to view alerts you have issued and the cases they have generated, if applicable. Click the Open Cases button to view case status.

For staff, cases can be checked using the Cases menu. Click the Cases icon on the left-hand menu. Type the student name and click SEARCH.

Depending on permissions, you may also be able to view alerts and cases from the Student Profile page under Reports/Notes.
Case Closure Reasons

When viewing a case, you may see that status as “closed” with a closure reason indicating the outcome. Read below for definitions of case closure reasons.

**Discussed alert with student:** This closure reason is used when personnel have gained contact with the student and identified that the student has self-corrected and is no longer in need of support or resources.

**Student non-responsive to contacts:** This closure reason is used after multiple attempts have been made to contact student but student has not responded.

**Referred student to appropriate resources:** This closure reason is used when personnel have held an in-depth conversation with the student that resulted in referring the student to appropriate resources for support.

**No longer enrolled in course(s):** This closure reason is used for instances in which a case is generated, and a student has dropped / resigned from the course(s).

**Duplicate alert:** This closure reason is used in closing multiple open cases on a student to streamline and document efforts in one case for clear tracking purposes.

**Student utilized resources:** This closure reason is used when the student utilized resources, they were referred for within the timeframe allotted for the case to be open.