

## **Advising Unit Response Protocols**

### *ASAP Unit*

After receiving an alert about an academic concern, ASAP advisors will reach out to students within one week up to 3 times using multiple forms of outreach such as text message, emails, phone calls or in person conversations to connect with the student, learn about their needs, and invite the student to enter class/es. The faculty and case notes will be added to the case. Faculty can review case notes to understand the progress on addressing the concern.

If ASAP advisors are not able to reach the student, the case will remain open.  
When ASAP advisors talk to the student, the case will be closed.

### *Student Success Coaching Unit*

After receiving an alert about an academic concern, SSCU will reach out to students using multiple forms of outreach such as text message, emails, phone calls or in person conversations to connect with the student, learn about their needs, and invite the student to enter class/es. Faculty and case notes will be added to the case. Faculty can review case notes to understand the progress on addressing the concern.

If SSCU is not able to reach the student, the case will be closed with the 'Student Did Not Respond' closure outcome.

When SSCU talks to the student, the case will be closed with a different closure reason.