

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.

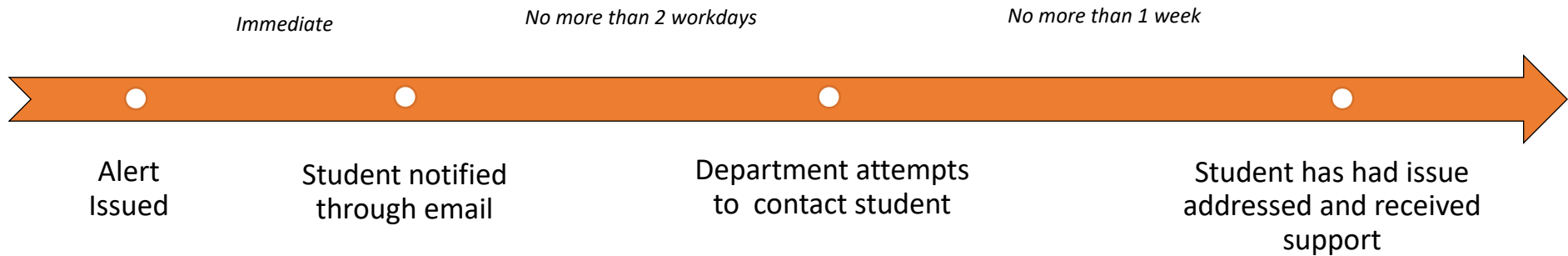


Alerts and Referrals – No Case

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

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](#).



ISSUE DATE	STUDENT	ALERT REASONS	CASES	PROGRESS REPORT
08/29/2022	Bearkat, Sammy	Alert: Attendance Concerns	0 Open Cases	No Progress Report
08/29/2022	Bearkat, Sammy	Alert: Attendance Concerns	0 Open Cases	No Progress Report
10/07/2021	Bearkat, Sammy	Failed Quiz/Exam/Assignment(s), Late/Missing Assignment(s)	0 Open Cases	View Progress Report
10/07/2021	Bearkat, Sammy	Failed Quiz/Exam/Assignment(s), Late/Missing Assignment(s), Absences/Missed Online Activities	0 Open Cases	View Progress Report
09/07/2021	Bearkat, Sammy	Absences/Missed Online Activities	0 Open Cases	View Progress Report

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

	Alert or Referral	Student Notified?	Case Generated?
	Alert: Behavioral / Family / Medical Concerns	No	Yes
	Alert: Other (comment required)	No	Yes

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.



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

The screenshot shows the 'MANAGE CASE' interface with several key components highlighted by orange lines and labels:

- Student information:** A box highlights the student's profile, including a name 'Sammy Bearkat' and a reason 'Reason: Alert: Other (comment required)'.
- Case assignee:** A line points to the 'Assignees' section, which shows 'Brittany Fish' as the assigned person.
- Case activity:** A bracket on the right side of the 'Case Activity' section indicates that this area is used for documenting case notes and activity.
- Close case when finished:** A line points to the 'Close Case' button at the bottom right of the interface.

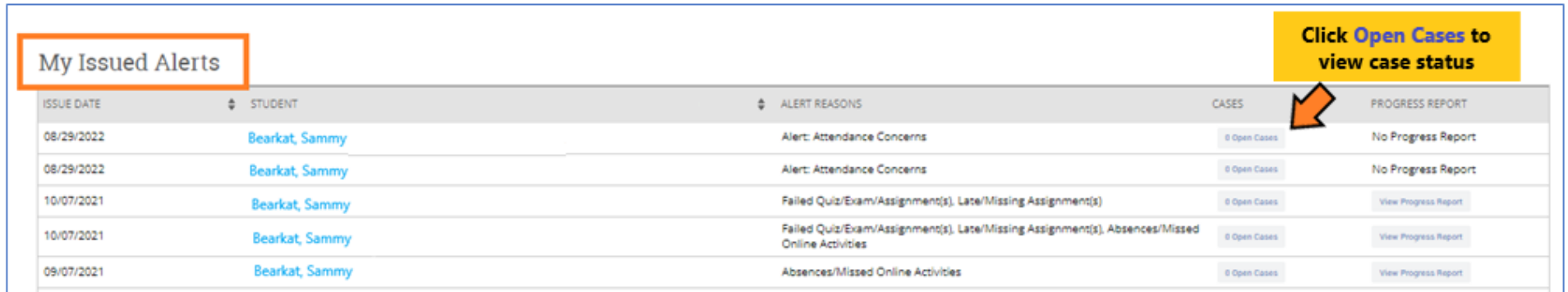
The interface also includes an 'Owner' dropdown menu, 'Discard' and 'Save Changes' buttons, and a 'Case Activity' log with entries such as 'Kaylyn Hawkins assigned case to Brittany Fish.' and 'Brittany Fish sent a message to Sammy Bearkat.'

Alerts and Referrals – With 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 and the cases they have generated, if applicable.

Click the [Open Cases](#) button to view case status.



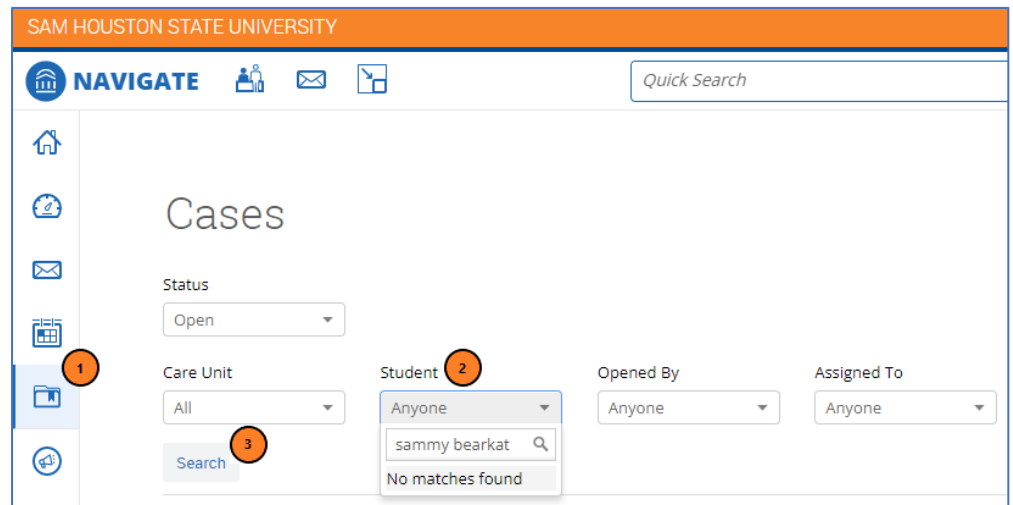
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For staff, cases can be checked using the Cases menu.

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.



SAM HOUSTON STATE UNIVERSITY

NAVIGATE

Quick Search

Cases

Status:

Care Unit:

Student: (dropdown menu open showing 'sammy bearkat' and 'No matches found')

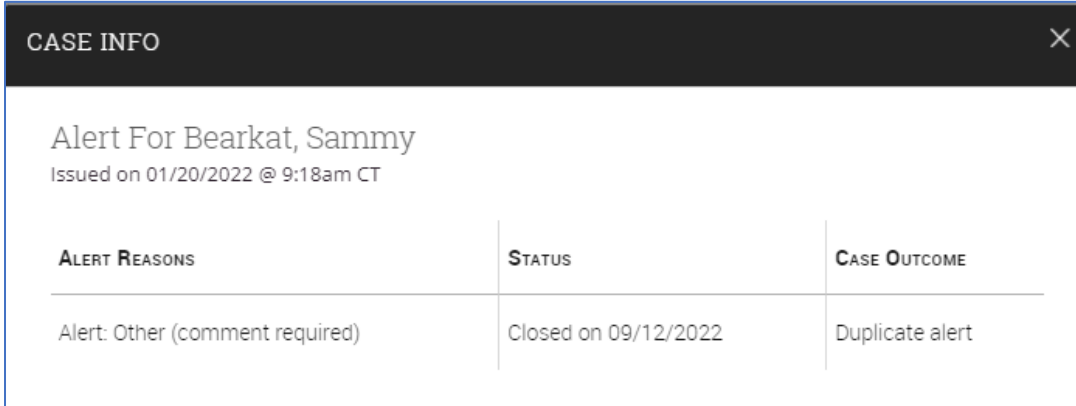
Opened By:

Assigned To:

Search:

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.



The screenshot shows a 'CASE INFO' window with a dark header and a white body. The title is 'Alert For Bearkat, Sammy' with a subtitle 'Issued on 01/20/2022 @ 9:18am CT'. Below this is a table with three columns: 'ALERT REASONS', 'STATUS', and 'CASE OUTCOME'. The table contains one row of data.

ALERT REASONS	STATUS	CASE OUTCOME
Alert: Other (comment required)	Closed on 09/12/2022	Duplicate alert

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.