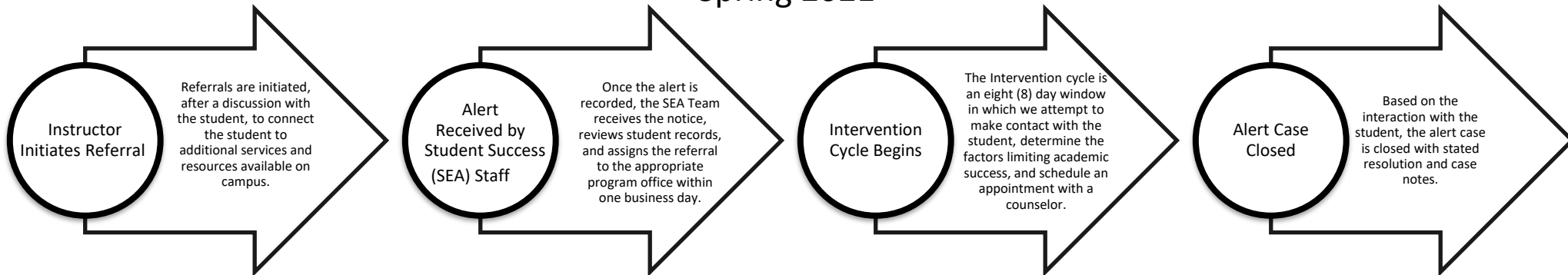


Monterey Peninsula College Student Success

Early Alert Counseling Referral Workflow

Spring 2021



Notification

1. Upon initiation of an alert, the student is sent an automated e-mail message stating that a referral to counseling has been issued for them and that they should reach out to their counselor if they haven't heard from them within two (2) business days.
2. The SEA Team receives an email that an alert has been raised and will review the alert and forward to the appropriate program office within one (1) business day.

The Intervention Cycle

1. The intervention cycle begins with a phone call to the student. If no contact is made, we leave a voicemail message (if available) and send the student an e-mail requesting them to make contact with us.
2. If student initiates the follow-up, the conversation determines whether or not we can support the issue via phone or if the student should come in for an in-person meeting. Appropriate actions are determined and taken accordingly.
3. If student does not initiate a follow-up within 24 hours, they are contacted again on day two (2) of the intervention cycle.
4. If the student still does not initiate a follow-up within 48 hours of the second attempt, they are contacted again on day four (4) of the intervention cycle.
5. After 3 unsuccessful attempts of contact, the case is closed with a designation of "no reply from student" on day six (6).

Efforts to contact students include phone, MPC e-mail account, and text message (where available)

Case Resolutions

All alert cases are assigned one of the following resolutions:

1. Completed
Contact was made with the student.
2. Additional Referrals Necessary
Contact was made with the student and the factors presented can only be resolved by additional referrals.
3. Partially Completed
Initial contact was made; a follow up was necessary.
4. No Reply from Student
Multiple attempts of contact were made; student did not reply.
5. Refused
Contact was made; student refused services.