

Dream Team Meeting
April 27, 2020
11:30AM

Attendees: Dr. Valerie Wilson, Jenny Sanders, Jodi Eppinette, Connie Riley, Kim Coker, Kerry Jerry, Wayne Banks, Courtney Haygood, David McLeane, Lisa Holland, Sara Landaverde, Marcus Copeland

The focus of this meeting was to identify strategies to engage referrals, what that communication could look like, how they will document student contact, and evaluation planning.

The person who receives the “immediate” referrals will address all other issues identified by the student. The other level referrals should check to ensure that student does not have an upper level referral to ensure there are not multiple reach-outs.

Where does the intake survey go?

Can data be filtered for specific follow-up?

What is our plan to let areas know about referrals?

Are areas aware that referrals will be coming?

What will be the message to students from the areas?

How many times will we reach out to a student and they don't contact back? Two emails and a phone call.

How long will we work the list of referrals? At John's college, intake referrals remain open three to four weeks into the semester. After the fourth week, the early alert system then takes over.

What can we not realistically get done right now?

Start referral as a welcome call and then discuss other things. Consider writing a script for this.

Have each referral person identify the most important questions he/she would ask a student if he/she came to that department for assistance.

Identify which items contacts should clear and the items that should be cleared by another area. For example, they should clear all referrals except for counseling.

Questions for which referrals are required:

- #6- If “Unsure” is selected (immediate)
- #7-mid-level
- #9 -immediate
- #12-walk/unsure (mid-level to immediate)
- #14-mid-level to immediate
- #18-moderate
- #19-moderate
- #20-(by individual response)
 - Disability Services/Accommodations - moderate
 - Sexual Health/Birth Control - immediate
 - Mental Health Counseling – immediate
 - Drug/alcohol treatment – immediate
 - Students activities - low
 - On-Campus employment - moderate
 - Renting textbooks - moderate
 - Veteran’s services - moderate
 - Healthcare services (doctor) - immediate

Next Steps:

- Next call with John - May
- Create lists of questions from referral areas
- Identify individuals to make initial calls
- Determine the number of reach-outs will be made to students
- Identify the individual who will be responsible for building student folders, uploading survey into student folder on the Nasserver
- Train users on how to access and record reach-outs in student records
- Identify how often the surveys will be reviewed
- Identify how teams will be made aware that he/she has new forms