

## Closed Flag/Hold Protocol

Last Updated: 03/27/2018

A closed flag/hold case is one that is pending, yet the student has not taken steps necessary to resolve the case. Cases can be closed flagged/hold when one of two things occur: the student has failed to meet with a Hearing Officer or the student has failed to complete sanctions by the assigned deadline date.

### When to Close Flag/Hold for No Appointment

- If the student has indicated that they do not intend to continue enrollment or do not intend to return to UGA place a hold on the student's account and close flag/hold the case
  - NOTE: If the student is a recent graduate, please consult the Senior Coordinator for Student Conduct as their case will have to be closed per the New Graduate Protocol
- After placing a hold and reminding the student of the hold per the Tracking Sanctions and No Show and No Appointment Protocols, check the student's enrollment status in Banner via the Administrative Assistant in the SDSC
  - If the student is *not* enrolled in the current semester, nor in the previous semester, close flag/hold the case
  - If the student is *not* enrolled in the current semester, but was enrolled in the previous, keep the case open and make a note to revisit the case at the beginning of the next semester
    - At the beginning of the next semester, check the student's enrollment status
      - The student should not be enrolled because the hold should have prevented this from happening – in this case, close flag/hold the case
        - If the student is enrolled: make additional attempts to contact throughout the semester and document each attempt by saving the email correspondence or adding a note that includes date and time of contact and summary of conversation
        - After two consecutive semesters of unsuccessfully attempting to contact the student, close flag/hold the case at the beginning of the third semester
  - If the student is enrolled in the current semester, keep the case open and make a note to revisit the case at the beginning of the next semester
    - At the beginning of the next semester, check with the appropriate staff on the student's enrollment status
      - If the student is enrolled, make additional attempts to contact throughout the semester and document each attempt by either saving the email correspondence or adding a note that includes date and time of contact and summary of conversation

- After two consecutive semesters of unsuccessfully attempting to contact the student , close flag/hold the case at the beginning of the third semester
- If the student is not enrolled, close flag the case

## When to Close Flag/Hold for Incomplete Sanctions

- If the student has indicated that they do not intend to continue enrollment or do not intend to return to UGA, place a hold on the student's record and close flag/hold the case
- After placing a hold on a student's record for an incomplete sanction following-up per the Tracking Sanctions Protocol (see *Tracking Sanctions*), keep case open until the next semester
- At the beginning of the next semester, check with the appropriate staff on the student's enrollment status
  - If the student is not enrolled in the current semester, close flag/hold the record
    - If the student is enrolled in the current semester, make additional attempts to contact throughout the semester and document each attempt by either saving the email correspondence or adding a note that includes date and time of contact and summary of conversation
    - After two consecutive semesters of unsuccessfully attempting to contact the student , close flag/hold the case at the beginning of the third semester

## How to Close Flag/Hold

- Only Case Managers can close flag/hold a case
  - If you are a hearing officer, please email the case number to the Case Manager to close flag/hold
- Case Managers:
  - Close flag the case in Advocate (**see Appendix I or II**)

## Appendix I: Close Flagging a Case in Advocate for No Appointment

Find the incident information in Advocate either via the student's name or the incident number.

On the "Core Information" tab of the incident report, click on "Other Actions"



Use "Other Actions" for additional options.

### Incident

In the drop-down select "Close Incident"

### Incident

IR# 00007-001-2015

Status Accused

Forward Report  
Print Report  
Promote to CARE Report  
Promote to Fire Report  
Send Letter  
Request Another Meeting  
Close Incident

Type a summary of attempts to contact the student in the "Incident Summary" box:

- Begin the summary by typing in all caps CLOSED FLAGGED NO APPOINTMENT.
- Then type the information for the first flag notification and the number and types of contract for any additional contact attempts

### Incident Summary

CLOSED FLAGGED NO APPOINTMENT  
First flag notification 1/1/2015  
Email on 7 additional occasions (see file for copies)  
Called on 7 separate occasions (see file for notes)

For "Closed Type", click the "Closed Flagged" button.

Closed Type\*

Closed Flagged  Incident Complete

Additional information will be required. Next to “Closed Flagged Type”, click “No Appointment”, then click “Submit”

**Closed Flagged Type**

Late Sanction(s)  
 No Appointment

## **Appendix II: Close Flagging Cases in Advocate for Incomplete Sanctions**

Find the incident information in Advocate either via the student’s name or the incident number. Within the student’s “Core Information” tab from the incident report, click on “Close Incident”

**Core Information**

Summary	1	Meetings	1	Provisions	0	Sanctions	1
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Pending Meeting → Pending Decision → Pending Resolution → Appeal

**Possible Next Steps:**

💡 Use "Other Actions" for additional options.

Within the "Incident Summary" text box, type "CLOSED FLAGGED LATE SANCTION" and a summary of attempts to contact the student. In addition, provide information about the original due date and outstanding status of the sanction.

Incident Summary

CLOSED FLAGGED LATE SANCTION  
 ADD Education due on 1/1/15 but was never turned in.  
 First flag notification 1/1/15  
 Email on 7 additional occasion (see file for copies)  
 Called on 4 separate occasions (see file for notes)

Next to the "Closed Type", select "Closed Flagged". Once prompted for additional information, next to "Closed Flagged Type", select "Late Sanction(s)" then click the "Submit" button.

**Closed Type\***  Closed Flagged  Incident Complete

**Closed Flagged Type**  Late Sanction(s)  No Appointment