

No Show and No Appointment Protocol (Admin/Case Manager)

Last Updated: 04/03/2018

A hold is placed on a record when a student fails to schedule an appointment or does not attend a scheduled meeting. A hold prevents a student from conducting registration activities (pre-registration, add/drop, withdrawing, etc.). A conduct hold does not impact a student's ability to obtain a transcript or receive their diploma. A hold also does not prevent a student from graduating.

Step One: Flag the Student's Record

A hold is placed on the student's record in Banner, the University's database for student records

- Email the Administrative Assistant for SDSC
 - CC the Senior Coordinator for Staff Development and Student Conduct and Case Manager
- Subject of email: Place hold No Show/No Appointment: student name
- Body of email:
 - Student name
 - Case number
 - Reason for hold (e.g. no appointment scheduled)
 - Indicate if the student is an athlete

Step Two: Create, Email, and Save the Hold Notification

- For students who have failed to schedule their initial appointment within 5 business days, the Administrative Assistant will administer the hold notification process as follows (if applicable):
 - Create and email the hold notification document in Advocate (**see Appendix I for instructions**)
- For students who have failed to attend scheduled appointments, the Hearing Officer will administer the hold notification process as follows:
 - Create and email a hold notification document in Advocate (**see Appendix I for instructions**)

Step Three: Remind Student of Hold on Student Record

When a hold has been placed on the student's records in Banner, we must demonstrate attempts to contact the student to resolve the conduct issue

- No Appointment

- If the student fails to schedule an appointment by the deadline stated in the Notice to Appear, the initial hold notification is administered by the Administrative Assistant (**see Step Two, point 1 above**)
- If student has not scheduled an appointment within one week after the initial hold notification was sent the Administrative Assistant will attempt to contact the student via phone and speak with the student or leave a voicemail to schedule a meeting. If student does not schedule an appointment:
 - Administrative Assistant will notify the Hearing Officer via email
 - Title the email "Failure to Schedule Initial Appointment"
 - In the body of the email, include the following
 - Student Name
 - Case number
 - Date student was originally supposed to have called to schedule an appointment
 - Date initial hold notification sent to student
 - Date student was supposed to have responded to the hold notification
 - Hearing Officer will send a hold reminder the same day the Administrative Assistant emails the Hearing Officer (**see Appendix III for instructions**)
 - Make note to self to follow-up on the case one month later in the event the student still has not scheduled an appointment
 - After sending the second reminder Hearing Officer will hold file until the case can be close flagged
- Missed Appointment
 - Hearing Officer will make contact with the student via phone (requires either speaking to the student or leaving a voicemail) within 1 business day after failure to attend the appointment
 - If you do not schedule an appointment with the student during that phone contact, create a memo that includes the following and save to the student's folder
 - Date of contact
 - Time of contact
 - Summary of conversation –or– indication that a voicemail was left for the student
 - If the student has not scheduled a make-up appointment within 1 business day of making contact via phone, send the no show hold notification
 - Create and email a hold notification document in Advocate (**see Appendix I for instructions**)
 - Print and save PDF versions of the hold notification in the student's folder
 - If the student has not scheduled a make-up appointment within one week after the no show hold notification is sent, send a hold reminder
 - Email a no show hold reminder document to the student from Advocate (**see Appendix I for instructions**)

- Print and save PDF versions of the hold notification reminder in the student's folder
- Make note to self to follow-up on the case one month later in the event the student still has not scheduled an appointment
- After sending the second reminder, Hearing Officer will hold file until the case can be close flagged

Step Four: Remove the hold from Student's Record

After the student has met with a Hearing Officer, the hold must be removed from the student's record. Notifying the student that hold has been removed is not required.

- Email the Administrative Assistant for SDSC
 - CC the Senior Coordinator for Staff Development and Student Conduct
- Subject of email: Remove hold No Show/No Appointment: student name
 - Body of email:
 - Student name
 - Case number
 - Reason for hold (e.g. student attended initial meeting)
- NOTE: **Do not remove** the hold until after the student has attended a meeting with a Hearing Officer

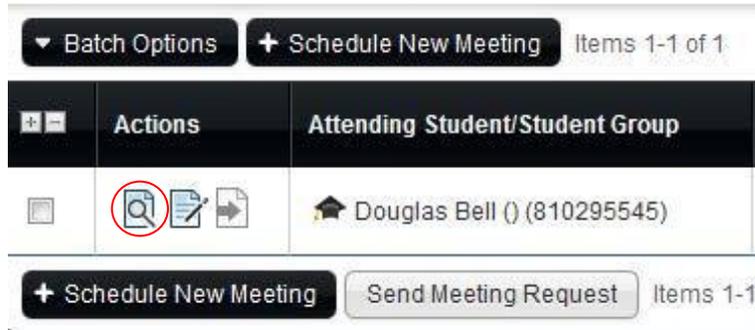
Appendix I: Creating and Email a No Appointment/No-Show Hold Document with Advocate

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

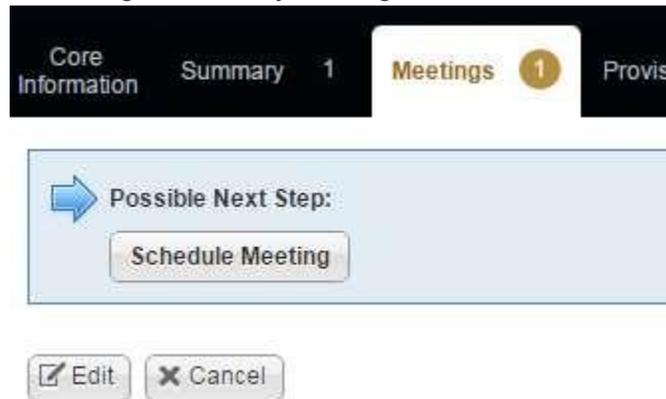
From the "Core Information" tab from the incident, click on the "Meeting" tab.



Click on the magnifying glass to review the meeting.



Edit the current request meeting an initial by clicking “Edit” button.



Within the “Meeting Type” dropdown, select “Hold (Meeting Rescheduled)”

Meeting Type* Initial Meeting ▼

Schedule Meeting Deadline* Initial Meeting
Informal Resolution
Formal Resolution
No Action
Responsible Action Protocol
Residential Policy Review
Appeal
Community Standards Board
Hold (Notification Meeting)

Alleged Information *

Change the “Schedule Meeting Deadline” to reflect the five business days from creation/delivery of Hold Notification.

Schedule Meeting Deadline* 2015-06-15  

Ensure that the information within the “Alleged Information” box is correct. Scroll to the bottom of the page and click “Save & Create Letter”

Alleged Information * The reported information surrounding the alleged violation(s)

It is alleged.....

Meeting Location* OSC

Hearing Officer(s) [select:] ▼

Douglas Bell

Notes

Check Spelling

▶ Submit
✓ Save & Create Letter
✓ Save
✓ Save As Draft
🔥 Delete
✕ Cancel

Under letter template, select either “Hold No Show” or “Hold “No Appointment”

Letter Template	Incident Report Meeting Request Notification
Subject	CSB Notice To Appear
HTML	Hold (No Appointment)
	Hold (No Show)
	Incident Report Meeting Request Notification
	Notice to Appear

Review and edit the document by clicking “Submit (No Email)”. To edit the document after clicking this, click the “Letters” tab at the top of the page and click the edit button next to the Hold (No Appointment or No Show) letter. Please check for errors or incorrect information. Some common edits and errors include:

- Incorrect name (especially if student uses their middle name)
- Incorrect dates: Make sure all dates in the document are accurate
- Alleged Information populates correctly.

Edit the HTML No Show document. Review the document and make any revisions necessary.

[student|email]
Via Electronic Transmission: [student|email]
 [student|fullname]
Re: [incident|irnum]
 Dear [student|fname]:
 You had a scheduled meeting with me on (DATE). You did not show for this appointment nor have I heard from you regarding your absence. Due to these circumstances, a hold has been place on your records and will remain until you resolve this matter. A hold on your record prevents you from registering, dropping or adding classes, and withdrawing. I strongly encourage you to make an appointment immediately. Please call [staff|phone] to schedule an appointment to discuss this incident. You must call no later than [meeting|schedule_meeting_deadline] to schedule an appointment. Failure to schedule an appointment by this date may result in your case being forwarded to a formal hearing.
 Sincerely,

 [staff|digital_signature]
 [staff|fullname]
 [staff|title]

Review document in “Print PDF Preview” and if the letter is correct click “Email Letter Now”. Print a PDF copy of the notification for the student’s file.

Online Preview

Print PDF Preview

 Email Letter Now

 Submit (No Email)

 Save As Draft

 Cancel