Placing and Removing RPR Hold (Admin/Case Manager)
Hearing Officer
Last Updated: 04/03/2018

A hold is placed on student's records when a student fails to schedule an appointment, does not attend a scheduled meeting, or fails to complete sanctions by established deadlines. Record holds prevent a student from conducting registration activities (pre---registration, add/drop, withdrawing, etc.). This hold does not impact a student's ability to obtain a transcript or receive their diploma. The 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 and Email Hold Notification

- For students who have failed to schedule their initial appointment within 5 business days, the hold process is as follows
    - Email the hold notification email to the student from Advocate (**see Appendix I**)
        - NOTE: the system will automatically cc the sender of the email
- For students who have failed to attend scheduled appointments or have missed sanctions, the Hearing Officer will administer the hold process as follows
    - Email the hold notification email to the student from Advocate (**see Appendix I for No Show, Appendix II for Missed Sanctions**)
        - NOTE: the system will automatically cc the sender of the email (in this case, the Hearing Officer)
        - NOTE: You will need to edit the email text to include the date/time of the missed meeting

Step Three: Remind Student of Hold on Record

When a student's records have a hold, Hearing Officers 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 (**see Step Two, point 1 above**)
    - ■ If student has not scheduled an appointment within one week after the initial hold notification is sent,
        - ● Hearing Officer will send a hold reminder within 2 business days
            - ○ Email a copy of the original hold notification document to the student from Advocate (**see Appendix III & Appendix IV for sample email body text**)
            - ○ Make note to self to follow---up on the case one month later in the event the student still has not scheduled an appointment
    - ■ If student still has not scheduled an appointment within one month after the hold reminder is sent, Hearing Officer will send a second hold reminder
        - ● Email a copy of the original hold notification document to the student from Advocate (**see Appendix III & Appendix IV for sample email body text**)
        - ● Attempt to contact the student via phone until you speak with the student or leave a voicemail **(see Appendix V for script)**
        - ● Create a note in Advocate that includes the following
            - ○ Date of contact
            - ○ Time of contact
        - ● Summary of conversation –or– indication that a voicemail was left for the student
    - ○ After sending the second reminder, the Hearing Officer will keep the hold until student makes contact/resolves incident or the case can be closed.

- ● **Missed Appointment**
    - ○ If the student has not scheduled a make--up appointment within 1 business day, send the initial missed appointment hold notification
        - ■ Email the hold notification document to the student from Advocate (**see Appendix I**)
    - ○ If the student has not scheduled a make--up appointment within one week after the initial missed appointment hold notification is sent, send a hold reminder
        - ■ Email a copy of the original hold notification document to the student from Advocate
        - ■ Make note to self to follow---up on the case one month later in the event the student still has not scheduled an appointment
    - ○ If student still has not scheduled an appointment within one month after the hold reminder is sent, Hearing Officer will send a second hold reminder
        - ■ Email a copy of the original hold notification document to the student from Advocate

- After sending the second reminder, the Hearing Officer will keep the hold until student makes contact/resolves incident or the case can be closed.

- **Incomplete Sanctions**
  - If the student has not completed sanctions by the scheduled due date, within 1 business day, send the initial informal sanction hold notification
    - Email the hold notification document to the student from Advocate (**see Appendix II**)
    - NOTE: In the case of placing a hold for incomplete sanctions, below is an outline of the attempts that must be made to contact student before case is closed.
      - Initial hold notification sent one business day after deadline in Advocate
      - Hold reminder notification sent one month after last missed "active" sanction deadline
        - For example, Community Service due 5/15/18
          - Initial hold sent 5/16/18 for Community Service
          - Reminder sent 7/2/18
  - After sending the reminder, the Hearing Officer will keep the hold until student completes sanctions or the case can be closed.

Step Four: Remove Hold from the Student's Record

After the student has scheduled an initial meeting, met with a Hearing Officer or provided documentation of completion of past---due sanctions, the hold must be removed from the student's record. Notifying the student of hold removal is **not** required.

Email the Administrative Assistant (SDSC) to remove the hold from the record. Copy the Senior Coordinator for Staff Development and Student Conduct (SDSC) and the Case Manager to the email.
- Title the email "Remove Hold"
- Include in the body of the email
  - Student's full name
  - Incident report number
  - Reason for hold removal

Appendix I: Creating Hold Email in Advocate for No Appointment and No Show

Click on the "students" link on the left side of your page
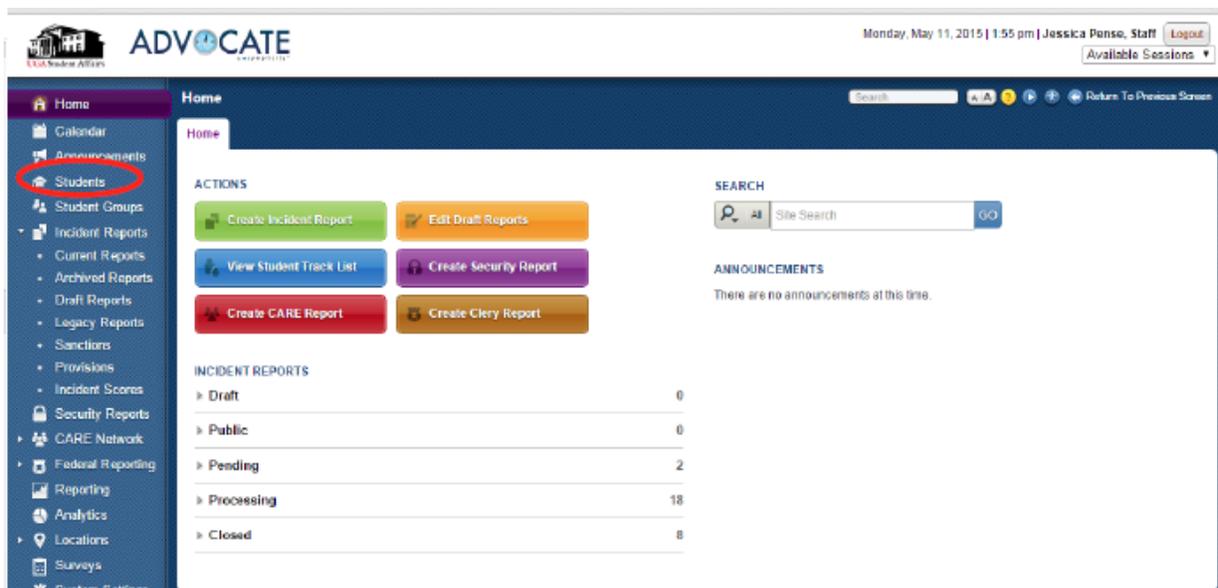
Search for student using their UGA ID number or first/last name in the "keywords" box, click "apply search", then click on the box next to their name
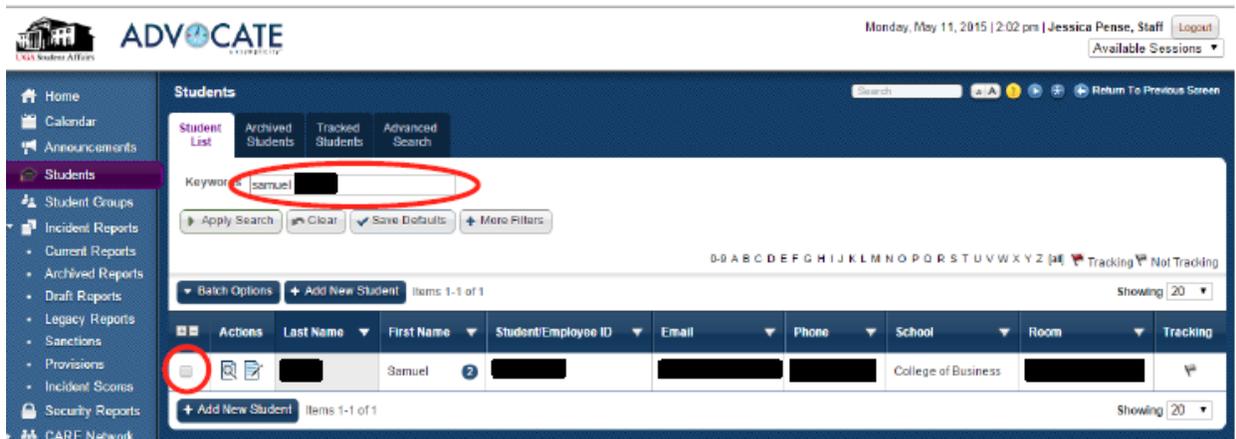
Next, click on "Batch Options" select "send email" and choose the appropriate HOLD letter:
- HOLD (No Appointment)
- HOLD (No Show)
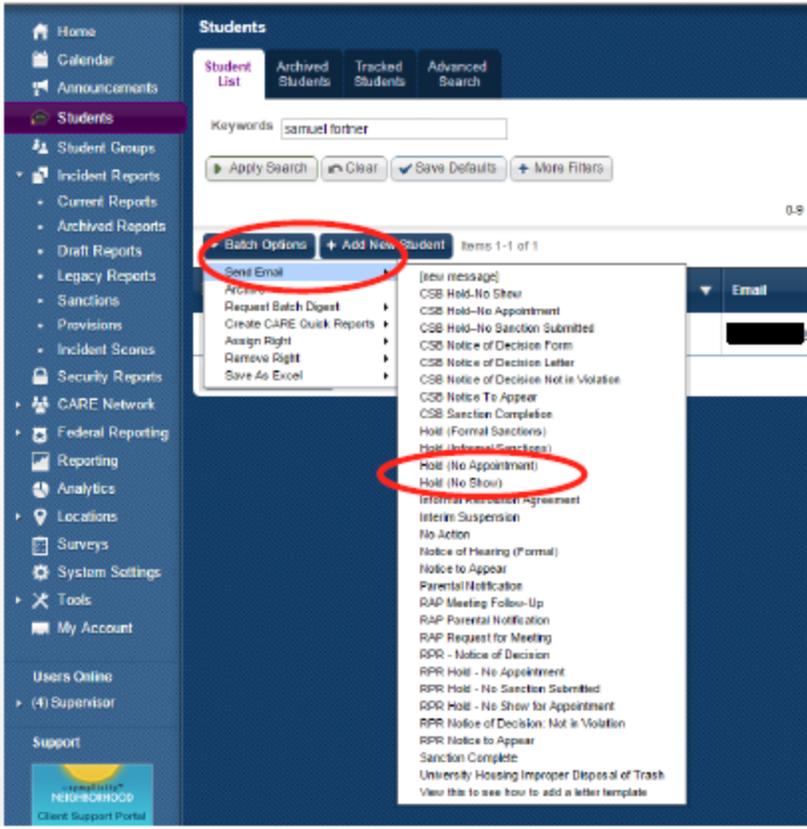
ADVOCATE

Students

Home
Calendar
Announcements
Students
Student Groups
Incident Reports
· Current Reports
· Archived Reports
· Draft Reports
· Legacy Reports
· Sanctions
· Provisions
· Incident Scores
Security Reports
CARE Network
Federal Reporting
Reporting
Analytics
Locations
Surveys
System Settings
Tools
My Account

Users Online
▸ (4) Supervisor

Support

NEIGHBORHOOD
Client Support Portal

Student List | Archived Students | Tracked Students | Advanced Search

Keywords: samuel fortner

▸ Apply Search | Clear | Save Defaults | + More Filters

0-9

▾ Batch Options | + Add New Student | Items 1-1 of 1

Send Email
Archive
Request Batch Digest
Create CARE Quick Reports
Assign Right
Remove Right
Save As Excel

▾ Email

[new message]
CSB Hold-No Show
CSB Hold–No Appointment
CSB Hold–No Sanction Submitted
CSB Notice of Decision Form
CSB Notice of Decision Letter
CSB Notice of Decision Not in Violation
CSB Notice To Appear
CSB Sanction Completion
Hold (Formal Sanctions)
Hold (Informal Sanctions)
Hold (No Appointment)
Hold (No Show)
Informal Resolution Agreement
Interim Suspension
No Action
Notice of Hearing (Formal)
Notice to Appear
Parental Notification
RAP Meeting Follow-Up
RAP Parental Notification
RAP Request for Meeting
RPR - Notice of Decision
RPR Hold - No Appointment
RPR Hold - No Sanction Submitted
RPR Hold - No Show for Appointment
RPR Notice of Decision: Not in Violation
RPR Notice to Appear
Sanction Complete
University Housing Improper Disposal of Trash
View this to see how to add a letter template

You will need to edit the body of the email to the student if you are sending a No Show hold notification. To do that:
● Scroll down to the HTML Body
● Change the [meeting schedule_meeting] to the meeting time & date

When you are ready to send the email, click "next"

Via Electronic Transmission: [student|email]

[student|fullname]

   Re: [incident|irnum]

Dear [student|fname]:

You had a scheduled meeting with me on [meeting|schedule_meeting]. 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,

Path:

Plain Text Body

Please provide a plain text version of the message for clients who can not receive HTML email.

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*** IMAGE ***
Division of Student Affairs
Office of Student Conduct


[date]

Via Electronic Transmission: [student|email]

[student|fullname]

        Re: [incident|irnum]

Dear [student|fname]:

You had a scheduled meeting with me on [meeting|schedule_meeting]. 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
```

[Check Spelling]

Attachment(s)

File
Maximum file size: 200kb
[Choose File] No file chosen

Send Method
○ include in email   ● send as link

[+ Add Item]

[✖ Cancel] [▶ Next]

The system will then refresh and ask if you are ready to send. When ready, click "Send Messages"

Appendix II: Creating a Hold Email in Advocate for Missed Sanctions

First, click on the sanctions link on the left side of your page

Next, click "+ More Filters"
- Then choose your name from the drop down menu "Assigned to"
- You can also add the deadline for the sanctions you are looking for
  - For example, if it is March 16 and I want to see which sanctions were due on March 15 that are not complete, I can search deadline March 15, 2015 to March 15, 2015
  - If I want to search for all my students with sanctions, I can keep this blank
- Click "Apply Search"

A list of your students will generate based on your search.

- Let's say I searched for just those sanctions due on March 15 that are now overdue.

Through Advocate, you can send a hold notification to multiple students at once. To do this:
● Click on the box next to each case/student that you want to send the notification to

Next, choose "batch options" then "send email" and "HOLD (Informal Sanctions)"

Under BCC, add the Senior Coordinator for Staff Development and Student Conduct (SDSC), and the Administrative Assistant for Staff Development and Student Conduct (SDSC)

When ready, click Next

Before sending the email, review the list of recipients. When ready, click "send Messages"