

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

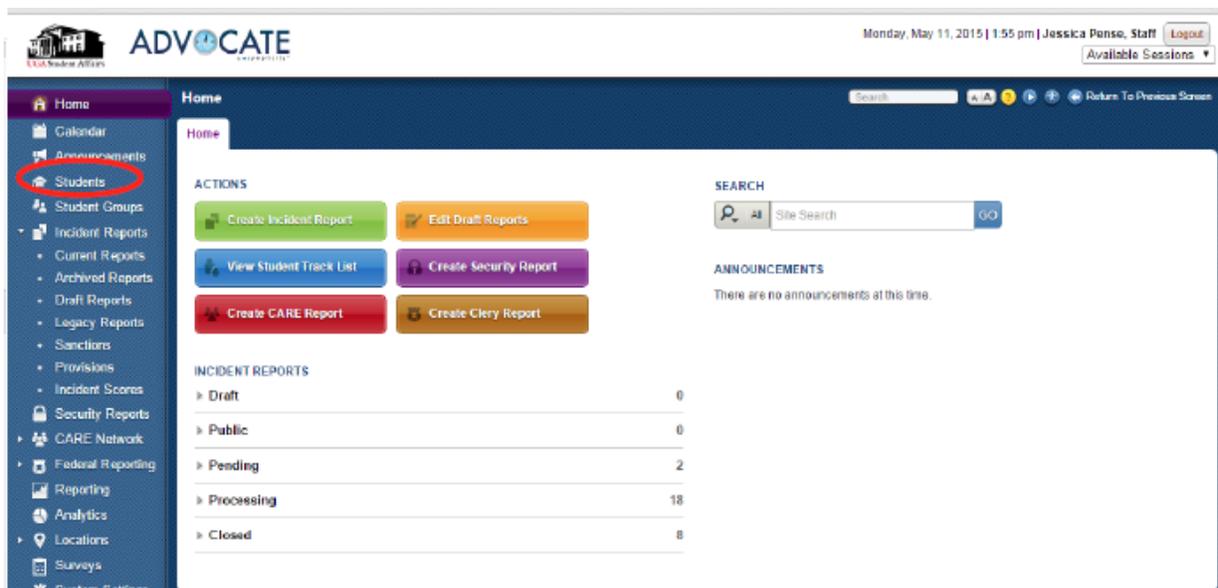
After the student has scheduled an initial meeting, met with a Hearing Officer or provided documentation of completion of past--due sanctions, the hold must be removed from the student’s record. Notifying the student of hold removal is **not** required.

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.

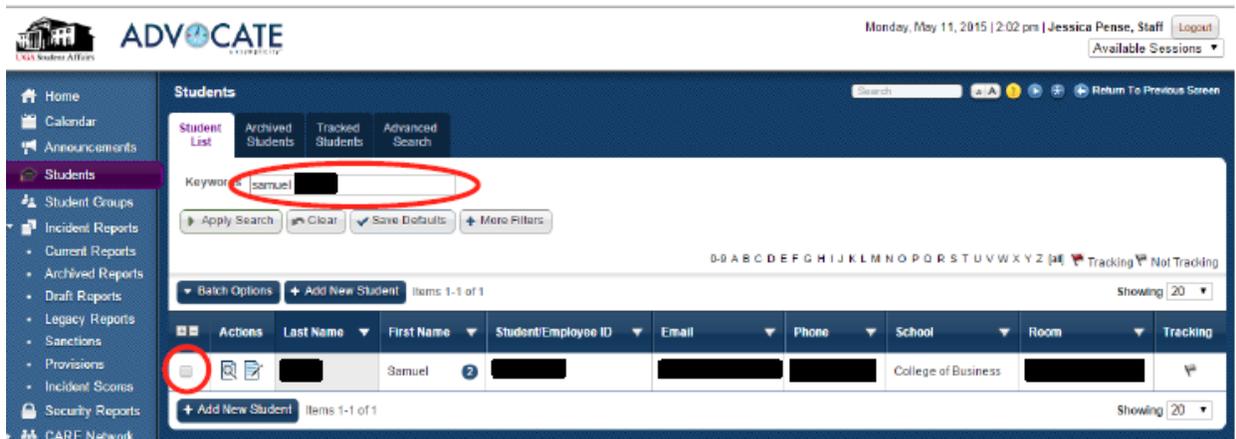
- Title the email “Remove Hold”
- Include in the body of the email
 - Student’s full name
 - Incident report number
 - Reason for hold removal

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

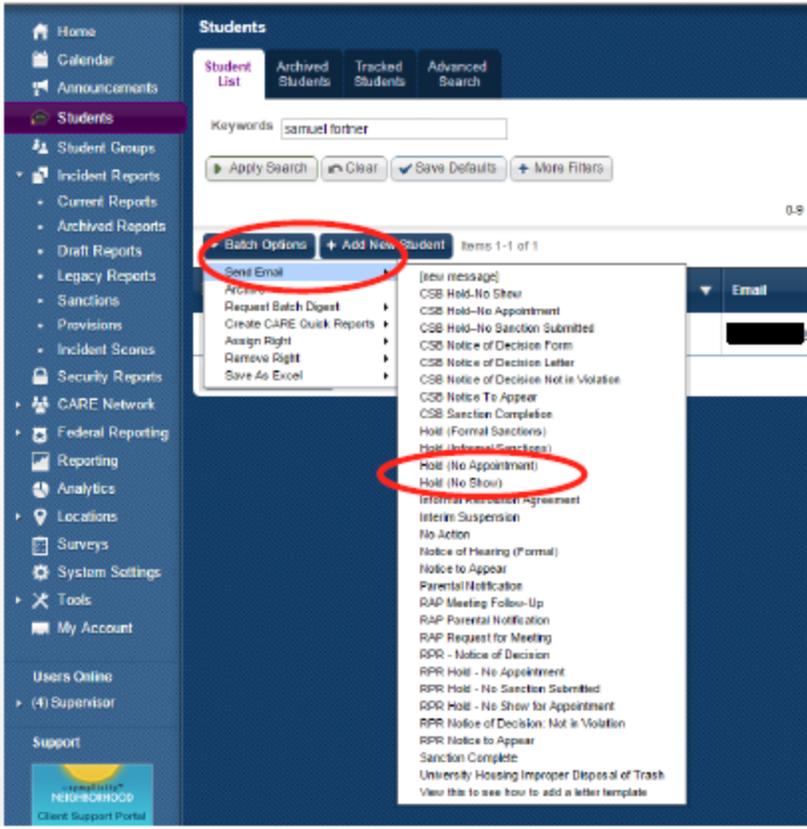


Search for student using their UGA ID number or first/last name in the “keywords” box, click “apply search”, then click on the box next to their name



Next, click on “Batch Options” select “send email” and choose the appropriate HOLD letter:

- HOLD (No Appointment)
- HOLD (No Show)



The screenshot shows the 'Students' management interface. At the top, there are tabs for 'Student List', 'Archived Students', 'Tracked Students', and 'Advanced Search'. A search bar contains the text 'samuel forther'. Below the search bar are buttons for 'Apply Search', 'Clear', 'Save Defaults', and 'More Filters'. A 'Batch Options' dropdown menu is open, listing various actions. Two items are circled in red: 'Send Email' and 'Hold (No Appointment)'. The 'Send Email' dropdown also shows a list of email templates, including 'Hold (No Appointment)' and 'Hold (No Show)', which are also circled in red.

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

- Legacy Reports
- Sanctions
- Penalties
- Incident Scores
- Security Reports
- CARE Network
- Federal Reporting
- Reporting
- Analytics
- Locations
- Surveys
- System Settings
- Tools
- My Account

- Users Online
- (4) Supervisor

Support



Call Help Desk:
1-733-373-7095

Hours:
Mon-Fri 8am-7pm ET
(except holidays)

Hold (No Show)

Subject* Enter the subject of the email message.

From* Please enter the e-mail address which will be used in the from field

CC Address(es) who should be carbon copied

Bcc Address(es) who should be blind copied

Send Copy To Address(es) to receive a copy of the first message sent

HTML Format Do you wish to format this message using HTML?
 Yes No

HTML Body* Please enter the HTML, formatted message body, including any substitution fields

Font family Font size

Division of Student Affairs
 Office of Student Conduct

[date]

Via Electronic Transmission: [student@email]

[student/fullname]

Re: [incident/incnum]

Dear [student/lastname]:

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 placed 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,

Pat:

Plain Text Body Please provide a plain text version of the message for clients who can not receive HTML, email
*** IMAGE ***

When you are ready to send the email, click “next”

Call Help Desk:
1-703-373-7035

Hours:
Mon-Fri 9am-7pm ET
(except holidays)

Via Electronic Transmission: [student@email]
[student{fullname}]
Re: [incident|inum]
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.
*** IMAGE ***
Division of Student Affairs
Office of Student Conduct
[date]
Via Electronic Transmission: [student@email]
[student{fullname}]
Re: [incident|inum]
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”


ADVOCATE
Monday, May 11, 2015 | 2:15 pm | Jessica Ponce, Staff [Logout](#)
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[Announcements](#)
[Students](#)
[Student Groups](#)
[Incident Reports](#)
[Current Reports](#)
[Archived Reports](#)
[Draft Reports](#)
[Legacy Reports](#)
[Sanctions](#)
[Provisions](#)

[Student List](#)
[Archived Students](#)
[Tracked Students](#)
[Mail Wizard](#)
[Advanced Search](#)

STEP 2: Review Recipients
 Please review the list of recipients below, and make any desired changes.

[Remove Selected Recipients](#)

WARNING: When you click 'Send Messages', the mailing will begin. This is your last chance to change your mind or make any corrections.

[Cancel](#)
[Prev](#)
[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

Monday, May 11, 2015 | 1:55 pm | Jessica Pense, Staff | Logout | Available Sessions

Home

Home

ACTIONS

- Create Incident Report
- Edit Draft Reports
- View Student Track List
- Create Security Report
- Create CARE Report
- Create Clery Report

SEARCH

ANNOUNCEMENTS

There are no announcements at this time.

INCIDENT REPORTS

▶ Draft	0
▶ Public	0
▶ Pending	2
▶ Processing	18
▶ Closed	8

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”

Monday, May 11, 2015 | 2:21 pm | Jessica Pense, Staff | Logout | Available Sessions

Sanctions

Sanction List

Keywords

Apply Search Save Defaults + More Filters

Batch Options Items 1-20 of 65 (1 item selected)

Showing 20 Jump 1 | next



Sanctions

Sanction List

Keywords

Sanction

Deadline to

Completed Yes No Hold

Deadline Missed Yes No

Created By

Assigned To

Assigned To Group

Student

Student Group

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.



Sanctions

Sanction List

Keywords

Sanction

Deadline to

Completed Yes No Hold

Deadline Missed Yes No

Created By

Assigned To

Assigned To Group

Student

Student Group

Batch Options: Items 1-3 of 3 (1 item selected) Showing 20

Actions	IR #	Student(s)/Student Group(s)	Assigned To	Sanction	Amount	Amount Done	Deadline	Deadline Missed	Completed	Created by Staff
	000-001-2015	[Redacted]	Jessica Pense	Research Paper			March 15, 2015	No	No	Jessica Pense
	000-001-2015	[Redacted]	Jessica Pense	Community Service and Group Reflection	26		March 15, 2015	No	No	Jessica Pense
	000-001-2015	[Redacted]	Jessica Pense	Restitution	200		March 15, 2015	No	No	Jessica Pense

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

The screenshot shows the Advocate Sanctions interface. At the top, there is a search bar and a 'Return To Previous Screen' button. Below the search bar, there are filters for Sanction, Assigned To (Jessica Pense), Deadline (2015-03-15 to 2015-03-15), Completed (Yes/No/Hold), Deadline Missed (Yes/No), and Created By. There are also fields for Student and Student Group. Below the filters, there are buttons for 'Apply Search', 'Clear', 'Save Defaults', and 'Fewer Filters'. A 'Batch Options' dropdown is visible, showing 'Items 1-3 of 3 (1 Item selected)'. The main table displays the following data:

Actions	IR #	Student(s)/Student Group(s)	Assigned To	Sanction	Amount	Amount Done	Deadline	Deadline Missed	Completed	Created by Staff
	000-001-0015	[Redacted]	Jessica Pense	Research Paper			March 15, 2015	No	No	Jessica Pense
	000-001-0015	[Redacted]	Jessica Pense	Community Service and Group Reflection	26		March 15, 2015	No	No	Jessica Pense
	000-001-0015	[Redacted]	Jessica Pense	Restitution	200		March 15, 2015	No	No	Jessica Pense

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

The screenshot shows the Advocate Sanctions interface with the 'Batch Options' menu open. The menu is circled in red and contains the following options: (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 Complete, Hold (Formal Sanctions), **Hold (Informal Sanctions)**, Hold (No Appointment), Hold (No Show), Informal Resonance 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. The table below the menu shows the same data as the previous screenshot.

Sanction	Amount	Amount Done	Deadline	Deadline Missed	Completed	Created by Staff
Research Paper			March 15, 2015	No	No	Jessica Pense
Community Service and Group Reflection	26		March 15, 2015	No	No	Jessica Pense
Restitution	200		March 15, 2015	No	No	Jessica Pense

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

Sanction List | **Mail Wizard**

STEP 1: Review/Edit Message
Please review/set the parameters of the message you wish to send. Make any changes in the form below, select whether and how you wish to save these changes, and then select the next button.

Message Identifier Please enter an identifier for this message.
[Hold (Informal Sanctions)]

Subject* Enter the subject of the email message.
[Hold Notification]

From* Please enter the e-mail address which will be used in the from field.
[sender]

Cc Address(es) who should be carbon copied.
[sender]

Bcc Address(es) who should be blind copied. []

Send Copy To Address(es) to which to copy when the message sent.
[]

HTML Format Do you wish to format the message using HTML?
 Yes No

HTML Body* Please enter the HTML formatted message body, including any substitution fields.

[Rich Text Editor]

The University of Georgia
Division of Student Affairs
Office of Student Conduct

[date]
Via Electronic Transmission: [student@email]
[student/fullname]
Re: [incident/number]

Message Options
 Do Not Save
 Save Changes
 Save as New

AVAILABLE FIELDS

- Sanction: [sanction], [detail], [amount], [amount_done], [start_date], [expiration], [completion]
- Student: [show student id], [email], [contact_email], [full_name], [name], [phone], [username], [birthdate], [technical], [school], [class], [room], [address], [email_address], [student_sanctions], [class_year], [phone]
- [custom field 1], [preferred_name], [student_academic_standing], [major], [classification], [local_address_street], [local_address_state], [local_address_zipcode], [local_address_phone], [student_athlete], [immigration_status], [rate], [local_address_city], [currently_enrolled], [currently_enrolled_hours], [enrollment_status], [student_conduct_hold], [business_conduct_hold], [bacc_hold]
- Student Group: [name], [email], [org_id]

When ready, click Next

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

Sanction List | **Mail Wizard**

STEP 2: Review Recipients
Please review the list of recipients below, and make any desired changes.

[khw52006@uga.edu] x
[sdf55418@uga.edu] x

WARNING: When you click 'Send Messages', the mailing will begin. This is your last chance to change your mind or make any corrections.

Monday, May 11, 2015 | 2:38 pm | Jessica Pense, Staff | | Available Sessions ▾