

Protocol for Scheduling Initial Meetings (Admin)

Last Updated: 04/03/2018

Step One: Schedule Appointment in Outlook

- When student calls to schedule appointment, ask student for their Hearing Officer's name
 - If the student is uncertain, the information is located in the Notice to Appear email they received. Note: Students often get confused since the sent e-mail address is always an Area Coordinator but the Hearing Officer is often a Residence Hall Director.
- Review the Hearing Officer's calendar, and work with the student to find a one hour appointment time.
 - NOTE: If the student is scheduling the appointment for a date more than 2 weeks from the date of the call, notify the student that they will need to meet with the Hearing Officer in a more expeditious manner. If the student is unwilling/unable to schedule the meeting to occur sooner, inform the student that the Hearing Officer will be in contact with them, then contact the Hearing Officer.

Step Two: Notify Hearing Officer

- Create a new email
- Title the email Appointment Scheduled (student's first & last name)
- In the body of the email, include the following for each student involved
 - Student Name
 - Case number
 - Date and time of appointment
 - Student's phone number
- Send the email to the Hearing Officer

If the student calls to reschedule their initial appointment, notify the Hearing Officer

- Review the Hearing Officer's calendar in Outlook and work with the student to schedule a mutually convenient time
 - Move the appointment to the rescheduled date/time in Outlook
 - Make a note in the comments section that includes the following information:
 - Original date and time of appointment
 - Date/time student called to reschedule the appointment
 - Your initials
- Create a new email
- Title the email: Appointment Rescheduled (student's first & last name)

- In the body of the email, include the following:
 - Student Name
 - Case number
 - Original date and time of appointment
 - Rescheduled date and time of appointment
 - Student's phone number
- Send the email to the Hearing Officer