Issue Alerts/Cases

Making student referrals

Please note that BHSC Alerts are not intended for urgent, sensitive, time-critical referrals. For example, referrals to UD Police, the Counseling Center or Student Wellness should still be made directly to those offices, outside of the BHSC platform.

Issue Alerts

1. **Step One:** Advisors can easily connect students to the support resources they need by clicking on the *Issue an Alert* link. Access the link on the Advisor Home page or from an individual student’s profile. If accessing from Advisor Home, users will need to first identify the student.

   ![ ISSUE AN ALERT Form](image-url)

   - Student
   - Please select the reason you believe this student needs assistance
   - Select at least one
   - Is this alert associated with a specific class?
   - Optional
   - Additional Comments
     - Please enter a comment.
   - **Submit**  **Cancel**
Referral Reason - After identifying the student, select the reason. This signifies which office will receive the referral. Reasons include:

i. Student Financial Services Referral
ii. Dean of Students Referral
iii. Career Services Referral
iv. Residential Life & Housing Referral
v. Disability Support Services Referral
vi. Associate in Arts Student Referral
vii. OAE Academic Support Referral
viii. Transfer Student Referral
ix. Veteran Student Referral
x. NUCLEUS Referral
xi. SSSP - Student Support Services Program Referral

Additional Comments – Add text details that would benefit the office receiving the referral. Please note that these text details remain in the platform and are viewable to other users with access to that student’s record. Comparable to advising notes, users are encouraged to use discretion and not enter personally sensitive information within the alert. Click Submit.

2. Step Two: Issued alerts appear on the student’s profile in two ways – on the overall right-hand menu and on the History tab. Within the History tab, users can view the details associated with the alert including reason, text and issuer.
3. **Step Three:** Students are not aware of the alert or of the text details within the referral*. The alert reason notifies the following individuals, or Case Managers, to manage the case and triage the situation. These individuals will involve other office staff, as appropriate, and connect with the student, outside of the BHSC platform.

   i. Student Financial Services Referral – Carla Lord-Powalski  
   ii. Dean of Students Referral – Adam Cantley  
   iii. Career Services Referral – Rachel Coppola  
   iv. Residential Life Referral – Katherine Morrison  
   v. Disability Support Services Referral – Anne Jannarone  
   vi. Associate in Arts Student Referral – Latoya Watson  
   vii. OAE Academic Support Referral – Lys Murray  
   viii. Transfer Student Referral – Brian Posthauer (Registrar – Transfer Credit)  
   ix. Veteran Student Referral – Brooks Raup  
   x. NUCLEUS Referral – Rosalind Johnson  
   xi. SSSP - Student Support Services Program Referral – Christian Mills

   □ *Career Services Referrals – Alerts issued to Career Services sends the student an email (the email does not include text from the actual alert) that links them to the Career Handshake site with details surrounding how to make an appointment with Career Services. The Career Services Case Managers reaches out to the student as well.

**Cases**

1. **Step One:** Issuing an alert/referral to one of the aforementioned offices creates a case for their identified Case Manager who eventually closes the case.

   □ The person who originally issued the alert/created the case will receive an email alerting them the case is closed. This provides assurance that proper assistance was provided to the student after the issued alert/referral.

   □ If interested, the issuer can navigate to the student’s profile and under the History tab they can view any text details provided from the Case Managers. Please note that Case Managers may not always provide much text detail back, depending on the nature of the alert/referral.