

STUDENT SUPPORT & REFERRALS

RSPH Office of Admission & Student Services

Joanne Williams, Assistant Director for Student Engagement - 404-683-5404

Step 1: Student Concern Referral to ADAP

- Faculty or staff contact the ADAP to report a challenge or concern affecting academic performance.
- Concerns may include class absences, missed assignments, exams, and tests, family/personal emergencies, lack of communication with instructors, medical issues, and academic difficulties.
- **In the event of a student death, please contact Dr. Kara Robinson, Associate Dean for Admission and Student Affairs IMMEDIATELY.**

Step 2: ADAP attempts to contact student

- The ADAP will send one e-mail to the student.
- If the student is unresponsive after 24 hours, the ADAP will send a follow-up e-mail and call the student. The ADAP should also inform Joanne Williams from RSPH Student Services with the following information:
 - If the student is active in other courses. The ADAP should contact instructors.
 - The last time faculty or staff communicated with the student, the last time the student logged onto Canvas, and if they are submitting assignments on-time.
 - Any relevant information related to the referral (e.g. history of concerns).

24

HOURS AFTER
REFERRAL

Step 3: RSPH Student Services Initiates SIS Protocol

- If the student is still unresponsive after 48 hours, Joanne will receive the referral and will notify the Emory University Student Intervention Services Team Member On-Call (SIS) to initiate a housing and wellness check.
- **SIS will triage cases based on severity and priority (24-72 hours after report is filed).**
- Joanne will continue to follow up with SIS every business day and will inform the ADAP of when follow-ups are being conducted. The ADAP should inform faculty and instructors of any updates.
- SIS will provide Joanne and/or the ADAP with recommendations and next steps when they achieve contact with the student.
- The ADAP will inform faculty and instructors of academic recommendations, and **should not share any details of the student's situation due to confidentiality.**

48 - 96

HOURS AFTER
REFERRAL

Step 4: RSPH Student Services Engages Emergency Contact

- If the student is still unresponsive after 96 hours and SIS has not contacted the student, Joanne will engage the student's emergency contact listed in OPUS (**if SIS has not already contacted them**).
- Joanne will provide the ADAP with updates and recommendations when RSPH Student Services achieves contact with the Emergency Contact and/or the student.
- Joanne will request a meeting with a student and will invite the student's ADAP.
- The ADAP will inform faculty members and instructors of academic recommendations.

96+

HOURS AFTER
REFERRAL