

# Who reaches out when I raise a [Requesting Outreach] flag?

Guide created and shared by The Student Academic Hub

Flags that have **[Requesting Outreach]** in their title trigger a **tiered outreach program** from the Student Academic Hub.

- Raise this flag type when you have addressed an issue with no result and would appreciate support in the form of outreach to the student.
- The comment you enter when raising the flag will inform the Hub's outreach, but the student will not see your comment verbatim.

Here is an overview of this tiered outreach program:

Trigger:

**Faculty member** raises a "Requesting Outreach" flag in Starfish.

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Tier 1 Program:

A Student Academic Hub staff member reaches out to the student to provide support, encouragement, and resources:

- 1 automated email
- 1 manual follow-up email if no response

If no response, SCM escalates to Tier 2 eight business days after original flag was raised by raising an "Advisor Outreach Requested" flag.

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Tier 2 Program:

If student is unresponsive, their **Academic Advisor** continues outreach:

- 1 automated text
- Phone call to student
- 1 manual follow-up email if no response

If no response, advisor escalates to Tier 3 one week later by raising "Student Unresponsive to Outreach" flag.

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Tier 3 Program:

If student is still unresponsive, their **AD** and/or **School Director** are notified that the "Student Unresponsive to Outreach" flag has been raised, and they are invited to reach out to the student.

- Prior flags and outreach notes will be visible to faculty leaders in the student's Starfish folder.
- Can comment on "Student Unresponsive" flag if contact made
- Can raise **CARE referral** if student can not be reached

- At the Tier 1 and Tier 2 stages, outreach and student responses are documented in Starfish.
- At any Tier, students may be referred to other campus resources outside the Hub as appropriate, based on the challenges they're facing.

