

Academic Dismissal / Readmission Challenge Appointment Scheduling

PROPOSED PROCEDURE

Objective: Devise a new procedure to streamline student referrals to the Dean of Students office by Counselors when students have both the 2DISM and 1MATR holds. Also, provide the student with a tangible information card, and meeting reminder.

Our current procedure is a Norco College student will come to meet with a Counselor to discuss their academic progress, goals, or holds. If the Counselor feels that the student should try to appeal their 2DISM/1MATR hold, they will be recommended to the Dean of Students office to schedule the readmission challenge appointment, instead of sitting out the identified semester.

Identified area of concern: Dean of Students Administrative Assistant (AA) may not always be accessible to students due to various meetings, events, committee work, etc. going on throughout the day. Counselors often leave their offices to walk students down the hall, only to find the DOSS office doors closed due to the AA's other work responsibilities around campus.

To streamline this referral:

- 1) I have created a business card sized, information and appointment card for Counselors (and occasionally the Counseling Front Counter and VPSS offices) to physically hand to the students when determined that they are recommended to meet with the Dean of Students for the appeal appointment. (See sample draft attached)
 - a. The front side of the card will have the Dean of Students office contact phone number (951) 327-7081, as well as the location of our office (Student Services Building * 2nd Floor * Room 221) This is important as when they leave, they will have all pertinent information to contact the DOSS AA to change or reschedule the appointment or ask any additional questions.
 - b. The back side of the card will have a space for "Appointment Date / Time", so the DOSS AA or the student can write in to help them remember. This is a problem, as some tend to forget the meeting and have to reschedule.
- 2) The cards will be in special plastic holders in each of the Counselor offices, Counseling front counter, and VPSS office. DOSS AA will order/refill as needed.
- 3) Once the appointment is made the DOSS AA will then print out the students STAT/STAC information for the Dean.