

CLCS Retention Protocol

Follow-up on Referrals

CLCS Mission Statement: *The Center for Leadership, Calling, & Service promotes a culture of success for each student enrolled at Trevecca Nazarene University. A successful student at Trevecca Nazarene University is defined as one who is holistically engaged, completes degree requirements, and is prepared to live, work, lead and serve in a complex, global environment.*

Goal: Get experience personnel (Freshman, Sophomore, Junior & Senior) connected to high risk for the purpose of relationship building, communication, and referral to appropriate support resources.

Tom/Jeff will refer at-risk students to the appropriate experience person upon receiving early alert.

- Experience personnel (Megan Edmister—Freshman Experience, Jenn Neely—Sophomore Experience, Nicole Hubbs—Junior/Senior Experience) will connect with that student within three days for a meeting. The goal is to have a meeting with that student within the CLCS for possible referral.
 - During this span of time we will:
 - Collect data (contact Leap Mentors, RD, other professors, etc.) on whether or not the student is struggling in other areas
 - Make a connection with the student through a meeting
 - Develop a plan for intervention (referral to CLCS resources—counseling, tutoring, career coaching, etc.)
 - We will be relentless in that communication (i.e., phone call, email, Facebook, etc.) to successfully meet with the student.
- The Experience personnel member is to contact a third party in those cases where there is no prior relationship. The third party will be a person that already has a relationship with the student (i.e., peer mentor, RD, former/current mentor, etc.) to reduce tension.
- Experience personnel will develop “case notes” on the students and communicate that information to Tom Middendorf for ongoing data on retention.
 - Tom will follow-up on the issues pertaining to financial concerns
- Experience personnel will also touch base with the professors, residential life staff, and other key administrators of that student to empower them with information on intervention strategies.
- Follow-up correspondence with the student will be ongoing from the appropriate Experience person.