

Making and Managing Referrals in **pathways**

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April Belback

*Director for Undergraduate
Advising and Mentoring*

Amanda Brodish

*Associate Vice Provost for
Data Analytics*

Workshop Outline

- What are Pathways referrals
- When NOT to make referrals in Pathways
- When/How to make referrals in Pathways
- How to manage a referral
- Questions & Answers

Pathways Referrals

- Using “Alerts” within Pathways, staff can easily connect students to other units
 - For opportunities, e.g., Study Abroad
 - For support, e.g., Financial Aid
- If necessary, staff can communicate within the platform about a student

When NOT to Make a Pathways Referral

- Pathways should only be used for non-emergency situations
- In an emergency, call 911 or Pitt Police (412-624-2121)
 - Student calls/e-mails and say they need medical help
 - Student calls/e-mails that they are suicidal

When NOT to Make a Pathways Referral

- If not an emergency, but requires cross-campus collaboration, contact your campus CARE team
 - Academic progress has decreased significantly despite your outreach attempts
 - Extreme changes in behavior or mood (i.e., crying, depression, disruptive behavior, attendance, decreased work performance, deteriorated hygiene, lethargic, attention problems, angry outbursts)

Campus Contacts

- Pittsburgh Campus
 - CARS Team: 412-624-5756 or PittCares@pitt.edu
 - Liaisons in many academic centers/departments across campus
- Bradford Campus
 - Office of Care and Conduct: upb.pitt.edu/student-affairs/student-care-conduct
- Johnstown Campus
 - Care Report: johnstown.pitt.edu/health-and-counseling-services/counseling-services/care-reports
- Greensburg Campus
 - Rick Fogle: 724-836-9916 or fogle@pitt.edu
 - Liaisons across many units across campus

What is a CARE Team?

- First, CARE Teams accept referrals, evaluate, and respond to student concerns
- CARE Teams provide a proactive, collaborative and planned approach to assess circumstances, enhance communication and initiate appropriate responses to specific concerns
- It is important to provide as much information as possible!

Types of Pathways Referrals

1. One-Way Referrals

2. Coordinated Care Referrals

One-Way Referrals

- Career Center
- Financial Aid
- Honors College
- International Services
- PIC-Health Careers
- Study Abroad
- Study Lab
- UCIS
- Veterans Services

One-Way Referrals

Worked with offices to document:

1. When should a referral be made?
2. What action will they take as a result of the referral?
3. When will the referral be “closed”?



Study Lab Referral



Referral Table

Updated October 1, 2021

Office/Service	When a referral should be made	What action will be taken	When referral will be closed
Study Lab Referral	<p>A referral to Study Lab should be made when a staff or faculty person (e.g., Academic Advisor, instructor) learns that a student is struggling academically or expresses interest in improving their grades or study habits.</p> <p><i>This referral should be used for students on the Pittsburgh campus only.</i></p>	<p>An Academic Coach will respond to the student with a personalized email. If detail is provided in the additional comments box, the email will refer the student to the specific service offered by Study Lab that may be most appropriate for them. If no detail is provided, the email will refer the student to all Study Lab services offered and invite them to schedule an individual coaching appointment to discuss relevant resources for their academic success. The email will be sent within two business days.</p>	<p>The case will be closed after two attempts are made to contact the student via email or after the student has met with a member of Study Lab.</p>

<https://www.pathways.pitt.edu/resources/referrals>

One-Way Referrals: Process

- Staff issues alert (with comments)
- Email sent to referral office via Pathways from staff who made referral
- Referral office takes it from there according to outlined steps
- Referral office “closes the case”

One-Way Referrals: Process

- Staff who issued alert gets email when case is closed
- Staff who issued alert is not “assigned” to the case and will not be able to view the case in the cases tab

How to make a referral?

- If you have access to Pathways, you can make the referral directly in the platform
- If you do not have access to Pathways, you can make the referral via a Qualtrics form
 - <https://www.pathways.pitt.edu/referrals-pathways>

Academic Advisor & Greensburg Campus Student Referrals

- What are they? Who makes them? Why do they make them?
 - Instructors/administrators because of student performance and/or engagement in the classroom
 - Other staff members because of an academic concern for a student

What happens next?

- Email sent to you via Pathways from staff who made referral
- You are assigned to the case and will be able to view the case in the cases tab
- Outreach to student, as appropriate
 - Send an email and provide resources
 - Make additional campus referrals!
 - Text (via Pathways) or call student to find out more

What happens next?

- Document any outreach in cases tab
- Close case when you have completed outreach and any action
 - No Follow Up Necessary
 - Student Did Not Respond to Outreach
 - Student Received Support
 - Student Was Emailed
- Staff who issued alert gets email when case is closed

Questions?