



## TRANSFER OF CONCERN

**AUTHORITY:** Admissions Advisors  
Enrollment Services Director  
Dean of Student Services

### **POLICY:**

Prospective students must meet all quantitative entrance and enrollment requirements, and demonstrate appropriate readiness to address qualitative issues such as tutoring, transportation, childcare, family support, housing, and employment.

Formal acceptance includes an interview conducted by the Enrollment Services Director. If the ESD believes there is need for individual attention to the student immediately following start, this concern will be transferred from the ESD to Dean of Student Services via a contact manager activity.

### **STANDARDS:**

1. At the completion of the Acceptance Interview the Enrollment Services Director assigns the applicable AM-TOC activity to the Dean of Student Services.
2. Prior to WEEK 2 – DAY 1, the Dean of Student services meets with the student, and develops a measurable plan of action appropriate to the identified concern.

### **PROCEDURE:**

#### **1. Contact Manager Activity Types**

- AM- TOC Childcare
- AM- TOC Transportation
- AM- TOC Employment
- AM- TOC Family Support
- AM- TOC Tutoring
- AM- TOC Housing

2. When an AM-TOC activity is received, the Dean of Student Services closes the activity by selecting “Save and Follow-up”, scheduling a meeting with the student.

3. The outcome of the meeting is a measurable plan of action appropriate to the identified concern. At conclusion of the meeting, that activity is once again closed by selecting “Save and Follow-up”, scheduling a new activity to follow-up on the agreed milestones.