

# Disengaged Student Flow Chart - suggested practice.

Student is highlighted as out of contact

- School's/ Faculty's Wellbeing team contacts the student by email **explaining the reason** for contact, **outlining options and support available** through the school or wider university's services and asks for a response by a specific date and time.
- A reasonable deadline to set for the student to respond would be 3 - 5 working days

The student has not responded by the deadline.

- A further email should be sent (**consider sending your message to student's personal email address if known**) giving a new deadline for a response. The email should outline that if no response is received by the new given deadline, that you will try and make contact via phone. If a University mobile is not available alert the student to the fact that the call will be from a withheld number or provide your allocated MS Teams number
- A reasonable deadline to set for the student to respond would be 3 working days.

The student has not responded to the second email.

- They should be contacted by phone. If the staff member has use of a University mobile, this should be used as students are significantly more likely to respond if a number is displayed. Consider sending a text/ WhatsApp message. Inform that if no reply/ contact, you will be referring the student to Advice and Response team. for a follow up.
- **If leaving/ sending a message, a reasonable deadline to set for the student to respond would be 3 working days.**

The student has not responded to any attempts of contact.

- If you don't hear from the student after the final deadline, please complete **the disengaged student referral form**. Please **provide as much information about the student's situation, their options and any risk information that you are aware of.**

In cases of urgent or significant concern follow: [Significant Concerns Flowchart](#)