

Referring a student through the CFA DOS Link

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MISSISSIPPI STATE UNIVERSITY™
CENTER FOR ADVISING

Note: Report a student after 3 different outreach attempts with no response. Include any details you may have regarding the student's situation. ([Referral Link](#))

Case is Created

- DOS will assign the case to you
- Maxient will email you with the case

Send Letter 80 “Student Success – Initial Meeting Request”

Remember to set the meeting deadline!

Student Scheduled Meeting

- Add summary notes to Maxient
- Close the case

Student did not respond or attend meeting.

Send Letter 81 “Student Success – Initial Meeting Request”

- Remember to set the meeting deadline!
- Add “Note” and “Ping” Emily Stephens

If student is included in an ongoing campaign, include both campaign outreach and referral outreach in notes.

Student did not respond or attend meeting.

- Add “Note” and “Ping” Emily Stephens
- Continue CFA outreach attempts. Adding all outreach to the notes.

If you need more information or a step-by-step guide, please view the “[Student Success – Maxient Process Guide](#)” located under Care & Concern in Teams files.