JagCare Network
Student Support and Intervention Process

Key Points

• University becomes committed to student support and strong collaboration between staff and faculty to meet the needs of ALL students, especially distressed.
• Increased use of technology for information gathering (Advocate) and changes to process and structure will lead to more timely interventions (case management and behavioral intervention opportunities).
• Increasing JagCare reporting is critical to successful intervention and tracking.

Student Support Network Process

Reasons to submit a JagCare report

• Low Academic Performance, Poor Attendance, Not Engaging, Inadequate Preparation for course or Academic Dishonesty
• Aggressive or Alarming Behavior
• Alcohol or other Drug use/abuse
• Crime Victim
• Expressed stress over family concerns
• Expressed issues with Mental Health or Emotional Concerns
• Chronic missed classes or assignment due to personal illness
• Relationship issues

*If a student is in acute distress or “active” distress refer or accompany student to Student Counseling Services during business hours or notify UPD if it occurs after hours.*
What happens to my JagCare Report?

Review and triage:

Each report is read and triaged through the Office of Student Wellness. Depending on the content of the report, the reviewer will route report to either Student Affairs, Student Rights & Responsibilities (Conduct), the JAGS program, Dean of a particular college or refer student to Student Counseling Services or Disability Support Services. Reports are also routed the JagCare Support Team for consultation.

Intervention Occurs:

The JagCare team will:

- Facilitate student support interventions
- Facilitate separation from A&M-San Antonio if needed for the betterment of the student or campus community
- Communicate with involved parties including faculty and staff as needed

Tracking and Follow up:

- JagCare Reports, interventions and plans are tracked in the database
- Intervening Staff member provides follow-up with the student and reporting faculty or staff