

Dropout Detective: Service Tags

Connect students with support beyond the classroom.



1. Contact the student first

Use Canvas Inbox, SPC email, phone, or an in-person conversation.



Service areas typically follow up within 1-2 business days

2. Choose a Service Tag



Academic Support/Tutoring

Use when a student is:

- Struggling with course content
- Failing assignments or exams
- Falling behind academically
- Asking for tutoring or study support



Coming Soon!

- More service tags to connect students with more SPC departments

3. Include Tag, Concern, Outreach, Request

Tag

Select the tag from the Tags menu.

Concern

What specific issue are you seeing?

Outreach

How have you already tried to help?

Request

What support should the service area provide?

Concern: Student is struggling to understand key concepts and is failing the course.
Steps taken: I emailed the student on 3/25 and spoke with her after class on 3/28. I reviewed resources and encouraged tutoring. Student would benefit from additional support.
Request for Service: Please reach out to student and connect them with tutoring and other academic support resources.

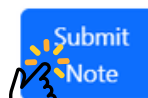
Tutoring/Academic Support Recommended



Select tags



Activate Alert



[Dropout Detective Tags Guide](#)



DD Tags Guide

4. What happens next?



Service area receives the tag



Staff reviews the referral



Student is contacted



Service area manages follow-up outside of Dropout Detective

Quick Tips



Be specific in your notes



If the student has not responded to your outreach, say so.



Do not check the Activate Alert box.