General publicity

1. Web page with complete list (and links to more explanation of each item, or the web page of the resource listed, such as the Learning Labs)
2. Posters on campus
3. In Student Handbook
4. New student orientation
5. Note in the ACC schedule to explain the issues around withdrawals, particularly the "rule of three."
6. The Student Financial Aid Handbook (inform students about completion rate requirements.)
7. ACC Financial Aid website (inform students about completion rate requirements.)
8. Posters in Financial Aid Office (inform students about repayment of financial aid due to withdrawing from all courses.)

	1	2	3	4	5	6	7	8		
1. Instructor										
2. Tutoring										
3. Faculty Advisor										
4. Study Skills courses										
5. Counselor										
6. Fin Aid office										
7. Courses counselors										
8. Courses Learning Labs										
9. OSD										
10. Books										
11. Child care										
12. Transportation										
13. Mandatory Orient.										
14. Career Center										
15. Worksource center										
16. Explanation										
17. Transfer schools										
18. Probation										
19. Suspension										
20. Rule of 3										
21. 27 hours developmental										
22. Hurt financial aid										
23. Upper limit of 170 hours										
24. Loses money										
25. Takes seat away										
26. Loses time										
27. Effort not rewarded										
28. Letter of recommendation										
29. Fin aid repayment										
30. Eligibility for fin. aid										

Before class begins

9. First advising session after being admitted to school for regular students
10. First advising session after being admitted to school for "double D" students (who are below college-level in at least two areas of reading, writing, and math.)
11. Each semester's advising session for "double D" students
12. When student is registering
13. Mandatory financial aid entrance loan counseling session (inform students about satisfactory progress requirements)
14. The financial aid award letter information sheet (explains the consequences for total withdrawal and refers to financial aid requirements in order to maintain eligibility.)

	9	10	11	12	13	14				
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28. Letter of recommendation										
29. Fin aid repayment										
30. Eligibility for fin. aid										

After class begins

15. First day of class (meaning that the instructors should include this in their syllabus)
16. In the class after the first day
17. When student is referred to counselor for “lack of progress” etc.
18. When the instructor sees the student accumulating excessive absences and the student seems to be drifting away from the class.

	15	16	17	18						
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At the point of withdrawal

19. Online. Early
20. In person. Early
21. Phone. Early
22. Online. End.
23. In person. End.
24. Phone. End.
25. .At the point of withdrawal from school (withdrawing from all courses at once.)

	19	20	21	22	23	24	25			
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3. Faculty Advisor										
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After withdrawal

26. Next time the student registers after a withdrawal
27. When referred to a counselor for too many withdrawals (probation or almost to probation)

	26	27								
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3. Faculty Advisor										
4. Study Skills courses										
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