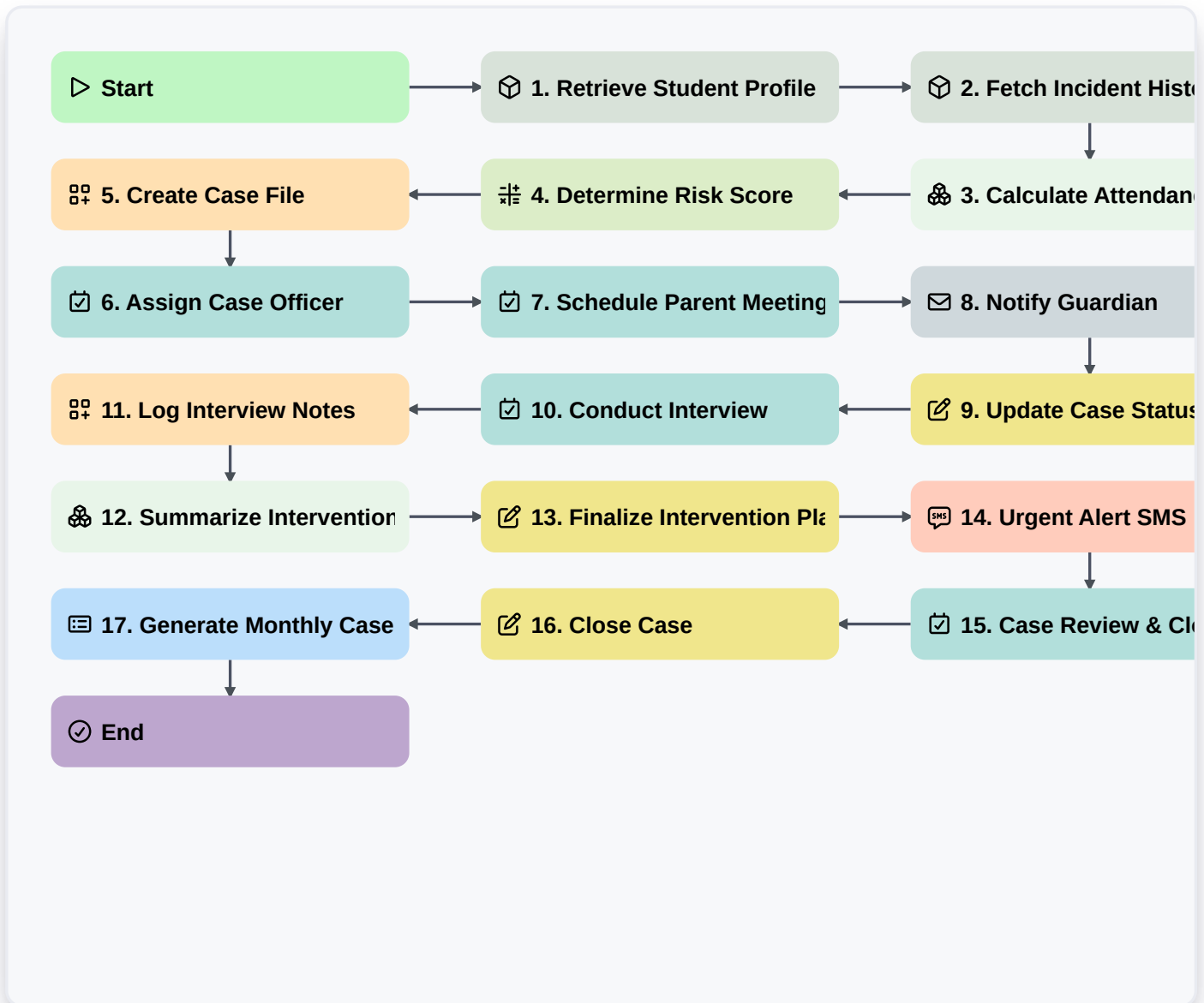


# Student Case Management Process



## ▷ Start

Start of the Workflow/Process.

## 📦 1. Retrieve Student Profile

Fetch the primary student record and associated demographic data from the Student Data Model.

## 📦 2. Fetch Incident History

Retrieve all past disciplinary or academic incident entries linked to the student.

## 🔗 3. Calculate Attendance Rate

Aggregate attendance entries to calculate the percentage of days present vs. absent.

## 🔗 4. Determine Risk Score

Execute a formula based on attendance rate, incident frequency, and GPA to assign a risk level (Low, Medium, High).

## 📁 5. Create Case File

Generate a new entry in the Case Management data model to track the current investigation/management period.

## 📅 6. Assign Case Officer

Create a task for the assigned Counselor to review the student's profile and risk score.



### **7. Schedule Parent Meeting**

Create a task for the Administrative Assistant to coordinate a meeting between the school and parents.

### **8. Notify Guardian**

Send an automated email to the student's registered guardian regarding the new case opening.

### **9. Update Case Status**

Update the status of the Case File entry to 'In Progress' once the counselor accepts the task.

### **10. Conduct Interview**

Create a task for the Case Officer to perform a one-on-one interview with the student.

### **11. Log Interview Notes**

Create a new entry in the Meeting Notes data model containing the details of the interview.

### **12. Summarize Intervention Costs**

Aggregate costs of any resources or external specialists used during the case management process.

### **13. Finalize Intervention Plan**

Update the Case File entry with the finalized, agreed-upon action plan.

### **14. Urgent Alert SMS**

Send a short SMS notification to the student's primary contact if the risk score exceeds a critical threshold.

### **15. Case Review & Closure**

Create a task for the Department Head to review the case outcome and approve closure.

### **16. Close Case**

Update the Case File entry status to 'Closed' upon approval.

### **17. Generate Monthly Case Summary**

Create a periodic report summarizing all closed cases and their outcomes for the school administration.

### **End**

End of the Workflow/Process.