Academic Case Managers

Project Goal	Provide support to students who cannot attend class in person due to isolation or quarantine, allowing them to continue making satisfactory progress in their courses.
Project Description	As part of the plan to Protect Purdue during the pandemic, students who are directed to isolate or quarantine by the PPHC will not be allowed to attend classes in person during that time. We want to ensure that students are able to continue making progress in their courses, both for their own academic success, and to avoid students feeling any pressure to break quarantine rather than fall behind academically. Current Purdue staff who regularly work with students will be hired on an overload basis to serve as Academic Case Managers. We will work with the PPHC, the Office of the Dean of Students, and other campus departments to identify which students need support, and assign them to an ACM. ACMs will contact students and offer help with accessing resources, communicating with faculty, and addressing any other challenges that arise. All ACM activity will be documented in BoilerConnect for better visibility to other staff who support those students.
Scope	ACMs will be assigned to undergraduate students only. They will direct all medical concerns to PPHC staff. ACMs will support students while they are in isolation or quarantine and, if needed, for a limited time only during their transition back to class.
Student Populations	All undergraduate students attending Purdue-West Lafayette in person during Fall 2020 (i.e., students in the online cohort are not eligible for ACM support since their classes are already fully online).
Expected Outcomes	• ACMs will help students develop a plan for keeping up with coursework while in isolation or quarantine. • Students will be able to effectively communicate their needs to faculty regarding ongoing course participation during this limited time period. • ACMs will connect students to academic and wellness resources that are available remotely.
Proposed Timeline	• July 2020: Planning and pilot launch during Early Start/Summer Start • August 2020: Recruit and train ACMs • Fall semester 2020: Assign ACMs to all undergraduate students in isolation or quarantine; hire and train additional ACMs as needed. • Spring semester 2021: Continue ACM initiative if needed.