

EAB Tool: Post-Referral Communication

EAB Advice:

The Student Affairs Forum strongly encourages BITs to establish a post-referral communication. The goal of this tactic is to reassure referrers that someone is looking into their concern, provide additional information about the team process, and create a channel for additional discussion/engagement. Forum research highlights a variety of ways to conduct post-referral briefings from auto-reply messages to customized email templates to short phone conversations. Individual institutions must evaluate their staffing, team structure, recordkeeping system, and BIT caseload to help determine the best fit option for post-referral communication.

Below is a list of critical elements to include in the communication as well as an auto-reply or email template.

Critical Elements Checklist

- Thank the reader for the referral.
- Reassure the reader that someone is looking into the concern.
- Outline general process next-steps.
- Request that the reader inform the team of any additional developments and provide contact information.
- Direct the reader to the BIT website.

Post-Referral Communication Template

Dear [Name],

Thank you for bringing this information to the attention of the behavioral intervention team. Your report will be assessed and evaluated within 24 hours. If necessary, a team member will contact you to follow up. Should you become aware of any additional information that you believe to be at all pertinent, please file an additional report at [web form] or contact the BIT at [email address]. For more information about the BIT, including the procedures and protocols, please visit [website URL].

Sincerely,

[Name]