Sharing is Caring —

Here is one idea from Writing Center Specialists Kerri McCanna and Amber Clontz, spurred by their recommendation that student workers “follow up with” students who book consultations with the Writing Center, but then no-show/cancel. Anyone using Appointments.uci.edu could implement this process immediately.

**Use Cancellations in Appointments for Persistence/Retention**

Rationale: Appointments can help us be there for students who aren’t showing up (thus, worth checking in on).

Suggested process:

- Check daily schedule for cancellations: this could be done in real time, at opening, lunch, & closing.
- Drill down “Cancellation Reason”: sort into Resolved or Unresolved: Resolved-imply or state “figured it out” or “turned it in”; Unresolved-mention a time conflict, tech issue, or unspecified.
- Contact Unresolved cancellations ASAP:
  - UCI EMAIL High Importance is first-round method, but if students don’t check this in real-time, consider
  - TEXTING them (if they entered a phone number) from a Google Voice number.
  - NOTE: you can use a template message and then personalize it for each student.
- Rebook or refer the appointment: It doesn’t matter whether it’s via Zoom, via email consult, or simply as a back and forth email conversation; the point is to be there when they need us.

Most students Kerri has reached out to have re-booked. Some students have been referred to librarians, Div. of Career Pathways, or other campus services.

Reaching out this way tells students who are NOT showing up that we care why; this is important, as they may be the ones less likely to persist if they feel that the current online format is not serving them.