

On-Campus Coaching — Escalation Scenarios Refresher

Based solely on the information in the scenario, please mark whether the situation:

- Warrants an escalation,
- Should be treated as a PSS,
- Neither warrants escalation nor treatment as a PSS, or
- Both warrants escalation and treatment as a PSS.

#	Scenario	Escalation	Potentially Serious Situation	Neither	Both
1	In your last meeting with your student Madison, she mentioned having trouble with her son; during your next meeting, she explains that he has been expelled from school.				
2	During a phone meeting, your student Robert tells you he is "doing just fine in classes, just a little behind" on some of the coursework.				
3	The winter break is approaching and one of your students, Mason, mentions during a meeting that his family cannot afford a family meal.				
4	Your student, Tim, has missed his last two meetings; you check with his teacher and he has not been to class in a little over a week.				
5	A student, Jasmine, comes into your office and reports that one of the program students has a weapon in his car; the student in question is in class.				
6	During a meeting in your office, your student Sophia explains that she has not been sleeping well.				
7	You are meeting with another coach's student, Jayden, who seems inebriated or otherwise altered.				
8	A second-term student, Tyler, jokes about being high over the weekend.				
9	While meeting with a student, another of your students, Mia, interrupts and - when asked to wait - curses at you and walks out of the office.				
10	One of your quieter students, Jeremiah, mentions that he recently lost his grandfather.				

#	Scenario	Escalation	Potentially Serious Situation	Neither	Both
11	A student in his final term in the program, Noah, brings his books into your meeting since he is considering dropping.				
12	It is your first meeting with a student, Kayla, who another coach indicated might be "difficult" to talk to; when asked, Kayla tells you that she has "no clue" why she is staying in the program.				
13	A newer student, Ava, mentions in your meeting that she feels uncomfortable staying after class because another student has followed her to her car a few times.				
14	A student veteran, Michael, is struggling with online work; he explains that he tends to be a slow reader because of "his condition" but that he does not want any help.				
15	When you call for your phone meeting with a student David who always picks up, the student answers; when you tell him who is calling the line goes dead and there is no answer when you call back.				

We will take time to cover elements of policy and coach discretion in our training refresher on escalations and PSSs. You can always refer to your Coaching Manual, and your main support will be your InsideTrack Trainer and your Program Manager for any specific situations.

Notes and questions: