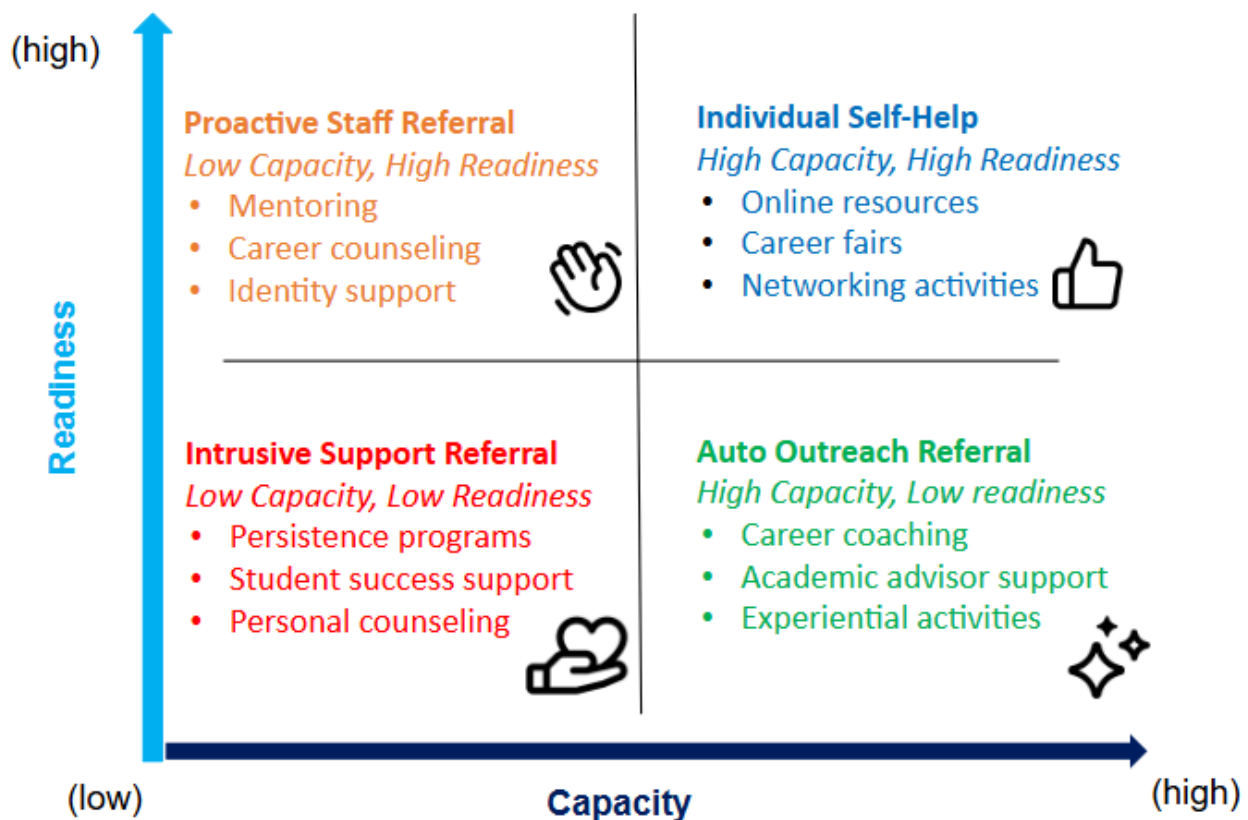


# Guide to Escalation Service Levels

## A “Just Right” Differentiated Service Level Model

Career Key's *Career Decision Profile* evaluates a person's readiness to make career decisions so you can provide cost-effective, appropriate support. We categorize readiness into 4 levels. **Intrusive** and **Proactive** deserve the most attention and follow up.



You can understand a person's readiness to make a career decision in 2 dimensions:

1. Capability for decision-making (internal)
2. Capacity for persisting (external)

In general, the higher a person’s capability for decision-making and higher their capacity for persisting, the more ready they are to make career decisions. Likewise, low capability and low capacity causes decision making to be more difficult.



## What does scoring this way mean?

While they may be academically promising, students scoring low in both capacity and readiness may have difficult family, social or contextual factors that may get in the way of their educational as well as career potential. Research suggests that providing a positive nudge, reinforcing a sense of belonging, and teaching resilience strategies may help students overcome challenges.

## What do students see?

Students do not see their assigned Escalation Service Level, but they do receive their *Career Decision Profile* results and an [automated email from Career Key](#) with suggested next steps.

## What should you do next?

Service Level	Follow Up
 <p data-bbox="201 1125 558 1157">Intrusive Support Referral</p>	<p data-bbox="586 1125 1300 1157">Customize to your internal “student at risk” protocol:</p> <ul style="list-style-type: none"> <li data-bbox="586 1167 1386 1276">&gt; Email (internal or Career Key Central Let’s Connect) using provided templates. See <a href="#">emails automatically sent to students</a>.</li> <li data-bbox="586 1287 1297 1318">&gt; Student tracking and messaging (i.e. EAB Navigate)</li> <li data-bbox="586 1329 1333 1360">&gt; Students of Concern reporting platform (i.e. Maxient)</li> <li data-bbox="586 1371 1289 1402">&gt; Delegate follow up to appropriate support person</li> </ul>
 <p data-bbox="201 1436 516 1467">Proactive Staff Referral</p>	<ul style="list-style-type: none"> <li data-bbox="586 1436 1386 1545">&gt; Email (internal or Career Key Central Let’s Connect) using provided templates. See <a href="#">emails automatically sent to students</a>.</li> <li data-bbox="586 1556 1062 1587">&gt; In person opportunity to check in</li> <li data-bbox="586 1598 1308 1629">&gt; Introduce to another resource or advisor if needed.</li> </ul>

## How do I look up a student or cohort?

[Sign into Career Key Central](#) (non-instructors, external to LMS)

**Sign into your LMS Canvas, Blackboard...** (instructors) and click on the PathAdvisor LTI tool in your course. Career Key Central will appear with access to your cohort.

[Instructions for sending Let’s Connect emails to students](#) in Career Key Central