

Definitions:

Contributor =	Faculty (or staff) submitting contribution
Contribution =	Referral through Retention Alert
Category =	Contributions are organized within one of six categories of concerns
Case =	Once a contribution is made for a student, the result is a numbered and identified case
Type of Issue =	A description of the student concern
Case Owner =	Academic Advisor assigned to case
Action =	Used by Case Owner to manage changes to a case or close a case

