COURSE SYLLABUS

Active Reading for Intake and Triage (Self-Paced)

This self-paced course teaches intake, triage, and case-review staff a practical, repeatable process for reading, annotating, and acting on incoming written submissions. Through realistic practice, learners build the skills to spot recurring themes and reach fast, defensible decisions about what happens next.

> Group classes (Live Online) and onsite training are available for this course. For more information, email onsite@graduateschool.edu or visit: https://www.graduateschool.edu/courses/active-reading-for-intake-and-triage



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Course Outline

Module 1: How Skilled Readers Actually Read

- Describe how purpose-driven reading differs from passive reading of high-stakes written material.
- Explain why accurate comprehension outweighs raw reading speed in intake and triage work.
- Identify the reading demands unique to allegations, complaints, tips, and requests.
- Recognize the cost of misreading a submission and the value of a deliberate reading process.

Module 2: Active Reading in Practice

- Apply a five-step active-reading process—survey, question, read, annotate, and review—to a written submission.
- Determine when to read deeply and when a skim or scan is sufficient for the material at hand.
- Use a quick prioritization pass to sort incoming submissions during triage.
- Practice the process on realistic, sanitized submissions.

Module 3: Annotation That Drives Decisions

- Apply a consistent symbol-and-margin annotation system while reading.
- Capture facts, themes, risks, and required actions in a clear, reusable format.
- Produce annotations another reader can follow and act on.
- Use annotations to keep reading organized under high submission volume.

Module 4: From Notes to Themes

- Use a lightweight method to turn annotations into a set of recurring themes.
- Name and define themes that appear across a batch of submissions.
- Build a short, defensible list of themes supported by evidence from the text.
- Distinguish a genuine recurring theme from an isolated detail.

Module 5: Reading to Route

- Connect active reading and identified themes to a routing guide.
- Reach a clear, defensible next-step decision for a submission.
- Document the rationale that supports a routing or escalation decision.
- Apply routing criteria consistently across submissions.

Module 6: Making It Stick

- Use self-assessment tools to check reading comprehension on the job.
- Establish reading habits that sustain accuracy under volume.
- Develop a personal action plan to apply active reading to daily intake and triage work.
- Identify resources and job aids to reinforce the process over time.