

# Spartan Success Network (SSN) Suggested Tracking Item Timeline: Fall 2020

## August

## September

## October

## November

### Action Items

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Consider establishing a flag-updating schedule (e.g., weekly, bi-weekly)

On the first day of classes, begin taking attendance daily in the SSN (accessible via MyYCP's Spartan Success icon and the LMS link titled SSN Attendance)

After the Add/Drop Period deadline, begin raising flags, kudos, referrals, and to-dos (please see "Ongoing: What to Do after Initiating Tracking Items" below)

Complete the Student Attendance Verification Report to ensure YCP's compliance with federal financial aid regulations

Complete the Student Performance Progress Report to provide students with mid-semester feedback in the form of Warning Grades and kudos

As the course/college withdrawal deadline approaches, please be mindful of and promptly respond to I'm Thinking about Withdrawing from a Course flags

Continue raising flags, kudos, referrals, and to-dos to provide students with additional feedback and guidance (please see "Ongoing: What to Do after Initiating Tracking Items" below)

If students share that they might be or will be leaving YCP after the semester ends, please document this information in SSN via a Retention Referral or a Leave of Absence/Withdraw from College Form to-do (see Special Notes/Tips below for guidance on determining which item to initiate)

### Special Notes/Tips

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Set your default log-in page to Students -> Attendance (in your Institutional Profile) to access the attendance module quickly

Flag and kudos comments should be written to the student; view how your comments will be incorporated into the email templates: [www.ycp.edu/spartansuccess](http://www.ycp.edu/spartansuccess)

Referrals should be used after discussing associated issues with students

You will be notified via email when the Student Attendance Verification Report is available

You will be notified via email when the Student Performance Progress Report is available

Retention coordinators monitor flag activity daily; based on the pattern or number of flags, they will escalate flags by "assigning" them to relevant network members (e.g., advisor, coach, etc.) or other student support personnel

Raise the Retention Referral for students who are thinking about leaving but haven't made a final decision and/or want more information about the process

Initiate the Leave of Absence/Withdraw from College Forms to-do for students who are confident in their decision to leave YCP (e.g., they are transferring)

## Ongoing: What to Do after Initiating Tracking Items

- **Flag Raisers:** please update flags when new developments occur and/or during the aforementioned flag-updating schedule
  - To quickly find flags you've raised, use the Created By Me filter (Students -> Tracking -> Add Filters -> Tracking Items)
- **Academic Advisors:** please reach out to advisees who are accumulating flags to support both fellow faculty and advisees
  - To quickly find flags assigned to you, use the Assigned To Me filter (Students -> Tracking -> Add Filters -> Tracking Items)
- **Comment** on flags to document outreach attempts and whether or not the student responded, to summarize pending action discussed with the student, to inform others in the network if the flag should remain active, etc.
- **Clear** flags to close-the-loop and provide important data related to student success (ideally, clearing is done by the flag raiser or "assignee")
  - To comment on and/or clear flags, remember to hover over (not click on) the flag icon
- Referrals or to-dos you've made will be updated and closed by associated offices