Spartan Success Network (SSN) Training
MODULE 3: TRACKING ITEMS: REFERRALS & TO-DOs
Training Agenda

• Tracking items: Referrals & To-Dos
  • When to make a Referral
  • Purpose of To-Dos
SSN Resources for Faculty and Staff

www.ycp.edu/spartansuccess

RESOURCES FOR FACULTY, STAFF AND STUDENTS

Faculty and Staff Help

Spartan Success Network (SSN) gives you a convenient way to keep track of your students - raising flags when you observe a pattern of behavior that concerns you, ensuring that the people on campus who can intervene are aware. It also allows your students to easily book an appointment with you or someone else who can help.

Below are a few resources to help you navigate your way through the Spartan Success Network.

Training Modules

- Training Modules Slides

Access and Navigation

- Getting Started Guide for Faculty and Staff
- FERPA quick review
- Moodle Tools for SSN - Adding the Attendance Activity
- Guide to Filtering Student Rosters in SSN

Flags, Kudos, Referrals, and To-Dos

- Student Attendance Verification Survey Instructions
- Student Performance Progress Survey Instructions
- Email Templates: Tracking Item Notifications to Students
Direct Student Feedback: Tracking Items

How we will gather and share information so we can help students

Demonstrates our due diligence when it comes to documenting student circumstances
Currently Active Office/Service Referrals

- Academic Advising Center
- Academic Support Center
- Business Office
- Career Development Center
- Counseling Services
- Residence Life
- Retention
- Student Accessibility Services
- Study Abroad Center
- Writing Center

- You MUST have a discussion with a student BEFORE you make the referral.
  - We never want a student to log on and see that Professor Xavier has referred them to Counseling without a conversation first.

- Obviously, some of these offices handle more sensitive topics (Counseling and Student Accessibility) than others. This document describes how to handle these referrals.

- To see descriptions of the services offered by each office/area/center, click on the Services option in the pull-down menu.
Use this when a student communicates that they are thinking about leaving YCP—whether taking a leave of absence or withdrawing—but have not yet made a final decision and/or would like more information about the process.

1. Navigate to the Student's SSN record via your course roster or using the search box

2. Click on the Student's name

3. Click on the Referral button and scroll down to Retention Referral (you can see the list of other possible Referrals in the list)
4. Select Retention Referral

5. Write a short descriptive note explaining why the Referral was created (the student can see this information)

6. Click Save
• These items instruct a student to complete a particular action
• Right now we have one To-Do, but we are in the process of creating others
• The process is similar to submitting a referral

To-Do Type | Description
---|---
Leave of Absence/Withdraw from College Forms | Directs the student to complete the Exit Survey and official Leave of Absence/Withdraw Form. Comes from the To-Do Creator. NOTE: Only assign this To-Do when a student is confident in their decision to leave YCP.

• **IMPORTANT DISTINCTION:** This To-Do is ONLY sent after a student OFFICIALLY indicates that they are leaving YCP. Remember, if a student is only considering leaving, then use the Retention Referral.
Questions?