



## SPARTAN SUCCESS NETWORK

### What Is Sent to Students When Initiating Referrals or To-Dos?

*NOTE: When initiating these items, information you write in the "Comment" field is not embedded in the email that is sent to the student, but the student can see the information in SSN.*

#### Referrals

*(All referral emails have the same subject line: "[Referral Name] for [Student Full Name]")*

#### Academic Advising Center Referral

Dear [Student First Name]:

[Creator Name] has initiated an Academic Advising Center referral for you. To schedule an appointment with the [Academic Advising Center](#):

1. [Click here](#) to go to the Academic Advising Center's profile in Spartan Success Network.
2. Click on the **three dots** next to a staff member's name and select **Schedule**.
3. Click on **Academic Advising** and select the **topic** that best meets your needs. Click **Continue** in the lower right-hand corner.
4. Select the **day and time** that works best for you. Click **Continue**.
5. Review the details of your appointment, **choose a location** (if applicable), and feel free to include a comment about what you'd like to discuss. Click the **Confirm** button to reserve your appointment.

If you have any difficulty scheduling an appointment online, please reply to this email or call 717-815-1531.

The York College Academic Advising Center is here to support you in working toward your goals!

#### Academic Support Center Referral

Dear [Student First Name]:

[Creator Name] has initiated an [Academic Support Center](#) referral for you.

To schedule an appointment and/or to view tutors' availability, please log on to MyYCP, click on the red "Academic Support" icon, and select the appropriate service. If you have any questions, please reply to this email or call 717-815-1296.

The York College Academic Support Center is located in HUM 01--ready to support you in working toward your goals!

## Business Office Referral

Dear [Student First Name]:

[Creator Name] has initiated a [Business Office](#) referral for you.

Please contact the Business Office Director, Vicki Clouser (vclouser@ycp.edu), or the Assistant Director, Casey Emig (cemig2@ycp.edu), to schedule an appointment.

York College's Business Office is here to support you in working toward your goals!

## Career Development Center Referral

Dear [Student First Name]:

[Creator Name] has initiated a Career Development Center referral for you. To schedule an appointment with a [Career Development Center](#) staff member:

1. Log on to MyYCP and click on the Spartan Career Path icon (the green "C")
2. On your Spartan Career Path homepage, click on *Schedule an Appointment* under *My Appointments* on the right (Please note: if you haven't accessed Spartan Career Path previously and finalized your account, you may have to complete some required fields before being able to schedule an appointment)
3. Click on the *Choose* button and select the arrow to the right of *Career Development Center* to see appointment topics
4. Select the main topic for your appointment and click *Done*
5. Leave the *Date Range*, *Time Range*, and *Length* fields blank
6. Click *Check Availability*
7. Select an appointment date and time that works for you
8. Enter *Additional Notes* to give the staff member details about what you'd like to discuss during your appointment
9. Click *Submit Request*

If you have any questions about the above steps, please reply to this email or call 717-815-1452.

York College's Career Development Center is here to support you in working toward your goals!

## Counseling Services Referral

Dear [Student First Name]:

[Creator Name] has initiated a [Counseling Services](#) referral for you.

For more information or to schedule an appointment, call 717-815-6437 or email [counselingservices@ycp.edu](mailto:counselingservices@ycp.edu).

York College's Counseling Services is here to help you with your success!

## LTS Help Desk Referral

Dear [Student First Name]:

[Creator Name] has initiated a [LTS Help Desk](#) referral for you.

The LTS Help Desk will create a support ticket in response to this referral and will be contacting you to provide updates and/or to request more information. Please respond to communication from LTS Help Desk so that the technology issue you are experiencing can be resolved as soon as possible. They can be reached at 717-815-1559, [ltshelp@ycp.edu](mailto:ltshelp@ycp.edu), or the main desk in Schmidt Library.

York College's LTS Help Desk is here to support you in working toward your goals!

## Residence Life Referral

Dear [Student First Name]:

[Creator Name] has initiated a [Residence Life](#) referral for you.

Please contact the Director of Residence Life, Robbie Bacon, to schedule an appointment: [rbacon2@ycp.edu](mailto:rbacon2@ycp.edu).

York College's Residence Life office is here to support you in working toward your goals!

## Retention Referral

Dear [Student First Name]:

[Creator Name] has initiated a Retention Referral for you.

In the Academic Advising Center, Stacia Lentz (Associate Director) often meets with students to discuss questions or concerns they have about staying at YCP, separating from the College, and/or returning after a period of time. Stacia understands that some students may not stay at YCP and simply wants to help you pursue whichever path is best for you.

To connect with Stacia:

1. [Click here](#) to go to directly to her schedule.
2. Click on **Academic Advising** and select **Complete Withdrawal/Leave of Absence**. Click **Continue** in the lower right-hand corner.
3. Select the **day and time** that works best for you. Click **Continue**.
4. Review the details of your appointment, **choose a location** (if applicable), and feel free to include a comment about what you'd like to discuss. Click the **Confirm** button to reserve your appointment.

York College's Academic Advising Center is here to support you in working toward your goals!

## Spartan Food Pantry Referral

Dear [Student First Name]:

[Creator Name] has initiated a Spartan Food Pantry referral for you.

Spartan Food Pantry services include:

- Quick pick: microwaveable meal + fruit cup + snack + drink
  - Available during office hours: 9:00 AM to 4:00 PM
- Shopping appointments: choose items you need
  - Available during office hours
  - 15-minute appointments

- One person per appointment
- Bring your own shopping bag
- Link to the shopping appointment scheduler: <https://calendly.com/spartan-food-pantry/15min>

For more information, call 717-815-1916 or stop by the Office of Intercultural Student Life and Global Programming, located in room 101 on the lower level of the Student Union.

York College's Spartan Food Pantry is here to support you in working toward your goals!

## **Student Accessibility Services Referral**

Dear [Student First Name]:

[Creator Name] has initiated a Student Accessibility Services (SAS) referral for you.

SAS provides eligible students with academic accommodations to help create equal access to education. You may obtain general information and apply for accommodations by visiting [www.ycp.edu/sas](http://www.ycp.edu/sas). You may also contact [sas@ycp.edu](mailto:sas@ycp.edu) or 717-815-1717.

York College's Student Accessibility Services office is here to support you in working toward your goals!

## **Study Abroad Center Referral**

TBD – referral temporarily disabled

## **Writing Center Referral**

Dear [Student First Name]:

[Creator Name] has initiated a [Writing Center](#) referral for you.

Receiving a referral to the Writing Center does not mean that you are a bad writer. On the contrary, the Writing Center staff believe that ALL writers benefit from the chance to get feedback on their writing. Writing Center tutors can help you at any stage of the process, from getting started and brainstorming, to organizing and developing your ideas, revising based on peer or instructor feedback, or editing and polishing your writing. They also can help with formatting and citations and can provide feedback on multimedia assignments like PowerPoint presentations, research posters, and websites. The Writing Center has in-person and Zoom tutoring options available, as well as an online Drop-Off Essay Review service where students can submit a paper and receive feedback later from a tutor.

To schedule an in-person or online appointment with a writing tutor:

1. Log on to MyYCP, click on the Writing Center icon, and log in to the system.
2. If prompted, complete or update your profile in the system.
3. Once on the homepage, use the drop-down menu at the top of the screen to choose either the Writing Tutoring or Drop-Off Essay Review schedule.
4. White squares are available appointment times. Click on an available time when you'd like to schedule your appointment and complete the appointment form.

If you have any questions or have any difficulty making an appointment, contact [writingcenter@ycp.edu](mailto:writingcenter@ycp.edu).

York College's Writing Center is here to support you in working toward your goals!

## To-Dos

### Leave of Absence/Withdraw from College Forms

*Subject:* To-Do: Leave of Absence/Withdraw Form

Dear [Student First Name]:

[Creator Name] has initiated the leave of absence/withdrawal process for you. To complete the process, please [fill out the online School Withdrawal/Leave of Absence Form](#) to officially inform the College of your future plans:

- (1) withdraw from the College and not return,
- (2) take a leave of absence for one semester only, or
- (3) take a leave of absence for two or more consecutive semesters.

If you do not attend York College for two or more consecutive semesters but wish to return, please note that you will no longer be an "active" student and will need to apply for readmission.

If you have any questions, please contact the Academic Advising Center: [academicadvising@ycp.edu](mailto:academicadvising@ycp.edu), 717-815-1531, Campbell Hall room 200.

Best wishes as you move forward with your plans.