



## SPARTAN SUCCESS NETWORK

### Tracking Item Student Notifications

Updated 08/30/2019

**Click on the title of a Tracking Item below to be taken directly to the corresponding message template.**

<b>FLAGS</b>
<a href="#">Academic Performance Concern*</a>
<a href="#">Attendance Concern*</a>
<a href="#">Classroom Conduct Concern*</a>
<a href="#">Course Withdrawal</a>
<a href="#">Five Flags Raised</a>
<a href="#">In Danger of Failing*</a>
<a href="#">No Show</a>
<a href="#">Six Unexcused Absences</a>
<a href="#">Three Flags Raised</a>
<a href="#">Warning Grade*</a>
<a href="#">Well-Being Concern*</a>

<b>TO-DOS</b>
<a href="#">Leave of Absence/Withdraw from College Forms*</a>

<b>KUDOS</b>
<a href="#">Keep Up the Good Work*</a>
<a href="#">Outstanding Academic Performance*</a>
<a href="#">Showing Improvement*</a>

<b>REFERRALS</b>
<a href="#">Academic Advising Center Referral</a>
<a href="#">Academic Support Center Referral</a>
<a href="#">Business Office Referral</a>
<a href="#">Career Development Center Referral</a>
<a href="#">Counseling Services Referral</a>
<a href="#">Residence Life Referral</a>
<a href="#">Retention Referral</a>
<a href="#">Student Accessibility Services Referral</a>
<a href="#">Study Abroad Center Referral</a>
<a href="#">Writing Center Referral</a>

**NOTE:** When initiating items with an asterisk (\*), information you include in the “Comment” field will be sent directly to the student. When initiating items without an asterisk, information you include in the “Comment” field will be recorded in the system and viewable by the student.

## FLAGS

### *Academic Performance Concern*

*Raise this flag if a student is demonstrating a pattern of unsatisfactory, disorganized, unprepared, incomplete, and/or late work.*

TEMPLATE	SAMPLE
<p>Dear [Student First Name]:</p> <p>I'm contacting you because I am concerned about your work in [Course Name].</p> <p>[Raiser's Notes]</p> <p>Please contact me to discuss your work and identify resources to help you succeed.</p> <p>Sincerely,</p> <p>Professor [Raiser Name] [Raiser Email] [Raiser Phone]</p>	<p>Dear Rachel:</p> <p>I'm contacting you because I am concerned about your work in Introduction to Microbiology.</p> <p>The last three lab reports you submitted were late or incomplete.</p> <p>Please contact me to discuss your work and identify resources to help you succeed.</p> <p>Sincerely,</p> <p>Professor Yasmin Gold ygold@excellent.edu 222-222-2222</p>

[RETURN TO MENU](#)

## Attendance Concern

Raise this flag if a student is regularly late to class, consistently leaves class early, and/or misses appointments without notification. NOTE: Numerous unexcused absences will be flagged automatically via Moodle attendance tracking.

TEMPLATE	SAMPLE
<p>Dear [Student First Name]:</p> <p>I am contacting you because I am concerned about your attendance in [Course Name].</p> <p>[Raiser's Notes]</p> <p>Please remember that attending class is the first step to accomplishing your goals. Missing class content can negatively affect your grades and academic performance.</p> <p>Please contact me to discuss your attendance and identify resources to help you succeed.</p> <p>Sincerely,</p> <p>[Raiser Name] [Raiser Email] [Raiser Phone]</p>	<p>Dear Rachel:</p> <p>I am contacting you because I am concerned about your attendance in Introduction to Microbiology.</p> <p>You are regularly late for class and often miss important announcements.</p> <p>Please remember that attending class is the first step to accomplishing your goals. Missing class content can negatively affect your grades and academic performance.</p> <p>Please contact me to discuss your attendance and identify resources to help you succeed.</p> <p>Sincerely,</p> <p>Yasmin Gold ygold@excellent.edu 222-222-2222</p>

[RETURN TO MENU](#)

## Classroom Conduct Concern

Raise this flag if a student is disruptive in class, does not participate, and/or leads class discussions off-topic in inappropriate ways.

TEMPLATE	SAMPLE
<p>Dear [Student First Name]:</p> <p>I am contacting you because I am concerned about your behavior in [Course Name]. I believe that it will negatively impact your performance in the class, and I would like to talk with you about it.</p> <p>[Raise Notes]</p> <p>Please contact me to discuss this concern and identify resources to help you succeed.</p> <p>Sincerely,</p> <p>Professor [Raiser Name] [Raiser Email] [Raiser Phone]</p>	<p>Dear Rachel:</p> <p>I am contacting you because I am concerned about your behavior in Introduction to Microbiology. I believe that it will negatively impact your performance in the class, and I would like to talk with you about it.</p> <p>Recently, you've stopped participating in class and have become disruptive when asked to do so.</p> <p>Please contact me to discuss this concern and identify resources to help you succeed.</p> <p>Sincerely,</p> <p>Professor Yasmin Gold ygold@excellent.edu 222-222-2222</p>

[RETURN TO MENU](#)

## Course Withdrawal

*This system flag is raised when a student withdraws from a course (post-add/drop deadline).*

TEMPLATE	SAMPLE
<p data-bbox="283 440 632 472">Dear [Student First Name]:</p> <p data-bbox="283 521 1087 781">The Records Office has processed your withdrawal from [Course Name]. If you haven't already done so, please meet with your academic advisor at your earliest convenience to discuss how this withdrawal may impact your academic plan. For instance, you may need to adjust the number of credits you plan to take in a future term and/or to explore the possibility of earning credits over the summer.</p> <p data-bbox="283 829 1016 894">I wish you the best as you continue working toward your academic goals.</p> <p data-bbox="283 943 411 976">Sincerely,</p> <p data-bbox="283 1024 558 1089">Joshua Landau, Ph.D. Associate Provost</p>	<p data-bbox="1108 440 1272 472">Dear Rachel:</p> <p data-bbox="1108 521 1911 813">The Records Office has processed your withdrawal from Introduction to Microbiology. If you haven't already done so, please meet with your academic advisor at your earliest convenience to discuss how this withdrawal may impact your academic plan. For instance, you may need to adjust the number of credits you plan to take in a future term and/or to explore the possibility of earning credits over the summer.</p> <p data-bbox="1108 862 1841 927">I wish you the best as you continue working toward your academic goals.</p> <p data-bbox="1108 976 1232 1008">Sincerely,</p> <p data-bbox="1108 1057 1381 1122">Joshua Landau, Ph.D. Associate Provost</p>

[RETURN TO MENU](#)

## Five Flags Raised

*This flag will be raised automatically when a student has accumulated five flags--whether initiated by the system or a user.*

TEMPLATE	SAMPLE
<p>Dear [Student First Name]:</p> <p>At YCP, our goal is to support every student. When faculty members or administrators have a concern about a student, they raise a "flag" in the student's Spartan Success Network file. When a student accumulates five flags, that information gets passed on to me. It is my job to connect the student with appropriate support, and I take this job seriously.</p> <p>You are receiving this message because you have accumulated five flags. This does <u>not</u> mean you are in trouble. However, it is important that you work with us to address this situation.</p> <p>Your first step is to meet with your academic advisor (who is also being notified of this flag); together, you can devise a plan to address any challenges you may be experiencing. If you are unable to meet with your academic advisor, you can contact me directly at <a href="mailto:spartansuccessnetwork@ycp.edu">spartansuccessnetwork@ycp.edu</a>.</p> <p>Sincerely,</p> <p>Joshua Landau, Ph.D. Associate Provost</p>	<p>Dear Rachel:</p> <p>At YCP, our goal is to support every student. When faculty members or administrators have a concern about a student, they raise a "flag" in the student's Spartan Success Network file. When a student accumulates five flags, that information gets passed on to me. It is my job to connect the student with appropriate support, and I take this job seriously.</p> <p>You are receiving this message because you have accumulated five flags. This does <u>not</u> mean you are in trouble. However, it is important that you work with us to address this situation.</p> <p>Your first step is to meet with your academic advisor (who is also being notified of this flag); together, you can devise a plan to address any challenges you may be experiencing. If you are unable to meet with your academic advisor, you can contact me directly at <a href="mailto:spartansuccessnetwork@ycp.edu">spartansuccessnetwork@ycp.edu</a>.</p> <p>Sincerely,</p> <p>Joshua Landau, Ph.D. Associate Provost</p>

[RETURN TO MENU](#)

## *In Danger of Failing*

*If a student is in danger of failing your course, then please raise this flag.*

TEMPLATE	SAMPLE
<p>Dear [Student First Name]:</p> <p>I am contacting you because I have a concern about your academic progress in [Course Name]. Based on your performance so far, you are in danger of failing this course if you do not make a substantial change in your work.</p> <p>[Raiser's Notes]</p> <p>Please contact me to discuss your options and identify resources to help you succeed.</p> <p>Sincerely,</p> <p>Professor [Raiser Name] [Raiser Email] [Raiser Phone]</p>	<p>Dear Rachel:</p> <p>I am contacting you because I have a concern about your academic progress in Introduction to Microbiology. Based on your performance so far, you are in danger of failing this course if you do not make a substantial change in your work.</p> <p>You have missed three classes and received a failing grade on the last two quizzes.</p> <p>Please contact me to discuss your options and identify resources to help you succeed.</p> <p>Sincerely,</p> <p>Professor Yasmin Gold ygold@excellent.edu 222-222-2222</p>

[RETURN TO MENU](#)

## No Show

If a student has never attended your class, then please raise this flag. *NOTE: This flag is being used in lieu of paper-based no show reporting coordinated by the Registrar's Office.*

TEMPLATE	SAMPLE
<p>Dear [Student First Name]:</p> <p>Although you are officially enrolled in <b>[Course Name]</b>, <b>it does not appear that you are attending this class.</b></p> <p>You <b>must</b> begin attending this class OR officially withdraw from this class. If you do not take one of these actions, you will receive a <b>"0"</b> for your grade at the end of the semester. This may jeopardize your academic progress and/or financial aid, which includes federal and state aid, VA benefits, and other forms of financial aid.</p> <p>Please contact the instructor of [Course Name] if you wish to remain in this class. If you do not wish to remain in the course, please contact your academic advisor. This notice is part of your permanent record with the College.</p> <p>If you have been attending this class and believe you have received this notification is in error, please contact me immediately.</p> <p>Sincerely,</p> <p>William R. Benton, Jr. Registrar wbenton@ycp.edu 717-815-1271</p>	<p>Dear Rachel:</p> <p>Although you are officially enrolled in <b>Introduction to Microbiology</b>, <b>it does not appear that you are attending this class.</b></p> <p>You <b>must</b> begin attending this class OR officially withdraw from this class. If you do not take one of these actions, you will receive a <b>"0"</b> for your grade at the end of the semester. This may jeopardize your academic progress and/or financial aid, which includes federal and state aid, VA benefits, and other forms of financial aid.</p> <p>Please contact the instructor of Introduction to Microbiology if you wish to remain in the class. If you do not wish to remain in the course, please contact your academic advisor. This notice is part of your permanent record with the College.</p> <p>If you have been attending this class and believe you have received this notification is in error, please contact me immediately.</p> <p>Sincerely,</p> <p>William R. Benton, Jr. Registrar wbenton@ycp.edu 717-815-1271</p>

[RETURN TO MENU](#)



## Six Unexcused Absences

*This flag is automatically raised when students miss six classes in a single course. NOTE: Attendance information is pulled from Moodle.*

TEMPLATE	SAMPLE
<p>Dear [Student First Name]:</p> <p>At YCP, our goal is to support every student. When a student misses six class meetings, a "flag" is raised in the student's Spartan Success Network file. That information gets passed on to the student's academic advisor and to me.</p> <p>You are receiving this message because you have missed six course meetings in [Course Name]. This does <u>not</u> mean you are in trouble. However, we strongly believe that regular class attendance is essential to student success. Therefore, it is important that you work with us to address this situation.</p> <p>Your first step is to meet with your professor. Together, you can devise a plan to address any challenges you may be experiencing. If you are unable to meet with your academic advisor or, alternatively, your academic advisor, you can contact me directly at <a href="mailto:spartansuccessnetwork@ycp.edu">spartansuccessnetwork@ycp.edu</a>.</p> <p>Sincerely,</p> <p>Joshua Landau, Ph.D. Associate Provost</p>	<p>Dear Rachel:</p> <p>At YCP, our goal is to support every student. When a student misses six class meetings, a "flag" is raised in the student's Spartan Success Network file. That information gets passed on to the student's academic advisor and to me.</p> <p>You are receiving this message because you have missed six course meetings in Introduction to Microbiology. This does <u>not</u> mean you are in trouble. However, we strongly believe that regular class attendance is essential to student success. Therefore, it is important that you work with us to address this situation.</p> <p>Your first step is to meet with your professor. Together, you can devise a plan to address any challenges you may be experiencing. If you are unable to meet with your academic advisor or, alternatively, your academic advisor, you can contact me directly at <a href="mailto:spartansuccessnetwork@ycp.edu">spartansuccessnetwork@ycp.edu</a>.</p> <p>Sincerely,</p> <p>Joshua Landau, Ph.D. Associate Provost</p>

[RETURN TO MENU](#)

### Three Flags Raised

*This flag will be raised automatically when a student has accumulated three manually raised flags in the system.*

TEMPLATE	SAMPLE
<p>Dear [Student First Name]:</p> <p>At YCP, our goal is to support every student. When faculty members or administrators have a concern about a student, they raise a "flag" in the student's Spartan Success Network file. When a student accumulates three flags, that information gets passed on to me. It is my job to connect the student with appropriate support, and I take this job seriously.</p> <p>You are receiving this message because you have accumulated three flags. This does <u>not</u> mean you are in trouble. However, it is important that you work with us to address this situation.</p> <p>Your first step is to meet with your academic advisor (who is also being notified of this flag); together, you can devise a plan to address any challenges you may be experiencing. If you are unable to meet with your academic advisor, you can contact me directly at <a href="mailto:spartansuccessnetwork@ycp.edu">spartansuccessnetwork@ycp.edu</a>.</p> <p>Sincerely,</p> <p>Joshua Landau, Ph.D. Associate Provost</p>	<p>Dear Rachel:</p> <p>At YCP, our goal is to support every student. When faculty members or administrators have a concern about a student, they raise a "flag" in the student's Spartan Success Network file. When a student accumulates three flags, that information gets passed on to me. It is my job to connect the student with appropriate support, and I take this job seriously.</p> <p>You are receiving this message because you have accumulated three flags. This does <u>not</u> mean you are in trouble. However, it is important that you work with us to address this situation.</p> <p>Your first step is to meet with your academic advisor (who is also being notified of this flag); together, you can devise a plan to address any challenges you may be experiencing. If you are unable to meet with your academic advisor, you can contact me directly at <a href="mailto:spartansuccessnetwork@ycp.edu">spartansuccessnetwork@ycp.edu</a>.</p> <p>Sincerely,</p> <p>Joshua Landau, Ph.D. Associate Provost</p>

[RETURN TO MENU](#)

## Warning Grade

Use this flag during the official warning grade reporting period to notify students who have a current overall course grade that is less than 2.0.

TEMPLATE	SAMPLE
<p>Dear [Student First Name]:</p> <p>[Raiser's Notes]</p> <p>Sincerely,</p> <p>Professor [Raiser Name] [Raiser Email] [Raiser Phone]</p>	<p>Dear Rachel:</p> <p>You are receiving a warning grade in Introduction to Microbiology because your current grade is 66%, which was calculated using scores from your first two exams. There is still plenty of opportunity to bring up your grade. Please don't hesitate to meet with me to discuss strategies for improving your standing in this class.</p> <p>Sincerely,</p> <p>Professor Yasmin Gold ygold@excellent.edu 222-222-2222</p>

[RETURN TO MENU](#)

## Well-Being Concern

Raise this flag if a student exhibits signs of emotional, social, physical, or personal distress. *NOTE: Concerns about threatening behavior or safety should be directed to Campus Safety immediately: 717-815-1314.*

TEMPLATE	SAMPLE
<p>Dear [Student First Name]:</p> <p>I am contacting you because I'm concerned about your well-being.</p> <p>[Raiser's Notes]</p> <p>Please contact me to discuss how I may help you find some support at the college.</p> <p>Sincerely,</p> <p>[Raiser Name] [Raiser Email] [Raiser Phone]</p>	<p>Dear Rachel:</p> <p>I am contacting you because I'm concerned about your well-being.</p> <p>It seems that you've recently become less engaged and less interested in your studies.</p> <p>Please contact me to discuss how I may help you find some support at the college.</p> <p>Sincerely,</p> <p>Yasmin Gold ygold@excellent.edu 222-222-2222</p>

[RETURN TO MENU](#)

## KUDOS

Use these tracking items to provide encouragement and recognize achievement.

TEMPLATE	SAMPLE
Dear [Student First Name]:  [Raiser's Notes – see default notes below]  Sincerely,  [Raiser Name] [Raiser Email] [Raiser Phone]	Dear Rachel:  You have maintained a 98% in the class. Well done!  Sincerely,  Yasmin Gold ygold@excellent.edu 444-333-2222

### *Keep Up the Good Work*

Default notes if none entered by Raiser: "Thank you for your contributions. Keep up the good work!"

### *Outstanding Academic Performance*

Default notes if none entered by Raiser: "I just wanted to take a moment and let you know that your academic performance in this class is outstanding!"

### *Showing Improvement*

Default notes if none entered by Raiser: "I just wanted to point out that your performance has improved. Please keep up the hard work because it is paying off."

[RETURN TO MENU](#)

## TO-DOS

### *Leave of Absence/Withdraw from College Forms*

*Directs the student to complete the official School Withdrawal/Leave of Absence Form. NOTE: Only assign this To-Do when a student is confident in their decision to leave YCP.*

TEMPLATE	SAMPLE
<p data-bbox="283 435 630 462">Dear [Student First Name]:</p> <p data-bbox="283 511 1039 617">Thank you for letting me know that you plan to leave YCP. There is one step to complete to confirm your departure from the school.</p> <p data-bbox="283 665 1039 966">Please <a href="#">fill out the online School Withdrawal/Leave of Absence Form</a> to confirm 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, please note that you will lose matriculation status and will be required to apply for readmission.</p> <p data-bbox="283 1015 997 1120">If you have any questions, please contact the Academic Advising Center: <a href="mailto:academicadvising@ycp.edu">academicadvising@ycp.edu</a>, 717-815-1531, Campbell Hall room 200.</p> <p data-bbox="283 1169 409 1201">Sincerely,</p> <p data-bbox="283 1250 493 1356">[Creator Name] [Creator Email] [Creator Phone]</p>	<p data-bbox="1102 435 1270 462">Dear Rachel:</p> <p data-bbox="1102 511 1858 617">Thank you for letting me know that you plan to leave YCP. There is one step to complete to confirm your departure from the school.</p> <p data-bbox="1102 665 1879 966">Please <a href="#">fill out the online School Withdrawal/Leave of Absence Form</a> to confirm 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, please note that you will lose matriculation status and will be required to apply for readmission.</p> <p data-bbox="1102 1015 1879 1120">If you have any questions, please contact the Academic Advising Center: <a href="mailto:academicadvising@ycp.edu">academicadvising@ycp.edu</a>, 717-815-1531, Campbell Hall room 200.</p> <p data-bbox="1102 1169 1228 1201">Sincerely,</p> <p data-bbox="1102 1250 1375 1356">Yasmin Gold <a href="mailto:ygold@excellent.edu">ygold@excellent.edu</a> 444-333-2222</p>

[RETURN TO MENU](#)

## REFERRALS

### *Academic Advising Center Referral*

Use this referral when a student needs assistance related to academic program requirements, policies, and procedures.

TEMPLATE	SAMPLE
<p>Dear [Student First Name]:</p> <p>York College has a variety of resources to support student success, and I recommend that you connect with the <a href="#">Academic Advising Center</a>.</p> <p>To schedule an appointment with an Academic Advising staff member:</p> <ol style="list-style-type: none"><li>1. Access Spartan Success Network by logging in to <b>MyYCP</b> and clicking on the green star icon labeled <b>Spartan Success</b>. Once logged in, you'll immediately be taken to your My Success Network.</li><li>2. Click on the <b>Show Other Services</b> button; scroll down to find and click on <b>Academic Advising Center</b>.</li><li>3. Click on the <b>triangle</b> next to a staff member's name and select <b>Schedule</b>.</li><li>4. Click on <b>Academic Advising</b> and select the <b>topic</b> that best meets your needs. Click <b>Continue</b> in the lower right hand corner.</li><li>5. Adjust the <b>date range</b> to reflect the time period in which you need to meet. Select the <b>day and time</b> that works best for you. Click <b>Continue</b>.</li><li>6. Review the details of your appointment and feel free to include a comment about what you'd like to discuss. Click the <b>Confirm</b> button to reserve your appointment.</li></ol> <p>If you have any difficulty scheduling an appointment online, please reply to this email or call 717-815-1531.</p> <p>York College is committed to supporting your academic success, and connecting with the Academic Advising Center will be an important step toward reaching your goals.</p> <p>Sincerely,</p> <p>[Creator Name] [Creator Email] [Creator Phone]</p>	<p>Dear Rachel:</p> <p>York College has a variety of resources to support student success, and I recommend that you connect with the <a href="#">Academic Advising Center</a>.</p> <p>To schedule an appointment with an Academic Advising staff member:</p> <ol style="list-style-type: none"><li>1. Access Spartan Success Network by logging in to <b>MyYCP</b> and clicking on the green star icon labeled <b>Spartan Success</b>. Once logged in, you'll immediately be taken to your My Success Network.</li><li>2. Click on the <b>Show Other Services</b> button; scroll down to find and click on <b>Academic Advising Center</b>.</li><li>3. Click on the <b>triangle</b> next to a staff member's name and select <b>Schedule</b>.</li><li>4. Click on <b>Academic Advising</b> and select the <b>topic</b> that best meets your needs. Click <b>Continue</b> in the lower right hand corner.</li><li>5. Adjust the <b>date range</b> to reflect the time period in which you need to meet. Select the <b>day and time</b> that works best for you. Click <b>Continue</b>.</li><li>6. Review the details of your appointment and feel free to include a comment about what you'd like to discuss. Click the <b>Confirm</b> button to reserve your appointment.</li></ol> <p>If you have any difficulty scheduling an appointment online, please reply to this email or call 717-815-1531.</p> <p>York College is committed to supporting your academic success, and connecting with the Academic Advising Center will be an important step toward reaching your goals.</p> <p>Sincerely,</p> <p>Yasmin Gold ygold@excellent.edu 444-333-2222</p>

[RETURN TO MENU](#)

## Academic Support Center Referral

Use this to refer a student to tutoring and/or to academic coaching.

TEMPLATE	SAMPLE
<p>Dear [Student First Name]:</p> <p>York College has a variety of resources to support student success, and I recommend that you connect with the <a href="#">Academic Support Center</a>.</p> <p>To schedule an appointment and/or to view tutors' availability, please log on to MyYCP, click on the Academic Support Center icon (the "ASC" calendar), and select the appropriate service. If you have any questions, please reply to this email or call 717-815-1296.</p> <p>York College is committed to supporting your academic success, and connecting with the Academic Support Center will be an important step toward reaching your goals.</p> <p>Sincerely,</p> <p>[Creator Name] [Creator Email] [Creator Phone]</p>	<p>Dear Rachel:</p> <p>York College has a variety of resources to support student success, and I recommend that you connect with the <a href="#">Academic Support Center</a>.</p> <p>To schedule an appointment and/or to view tutors' availability, please log on to MyYCP, click on the Academic Support Center icon (the "ASC" calendar), and select the appropriate service. If you have any questions, please reply to this email or call 717-815-1296.</p> <p>York College is committed to supporting your academic success, and connecting with the Academic Support Center will be an important step toward reaching your goals.</p> <p>Sincerely,</p> <p>Yasmin Gold ygold@excellent.edu 444-333-2222</p>

[RETURN TO MENU](#)



## Business Office Referral

Use this to refer a student who is having trouble with college bills.

TEMPLATE	SAMPLE
<p>Dear [Student First Name]:</p> <p>York College has a variety of resources to support student success, and I recommend that you connect with the <a href="#">Business Office</a>.</p> <p>Please contact the Business Office Director, Linda Fetrow (lfetrow@ycp.edu), or Assistant Director, Vicki Clouser (vclouser@ycp.edu), to schedule an appointment.</p> <p>York College is committed to supporting your academic success, and connecting with the Business Office will be an important step toward reaching your goals.</p> <p>Sincerely,</p> <p>[Creator Name] [Creator Email] [Creator Phone]</p>	<p>Dear Rachel:</p> <p>York College has a variety of resources to support student success, and I recommend that you connect with the <a href="#">Business Office</a>.</p> <p>Please contact the Business Office Director, Linda Fetrow (lfetrow@ycp.edu), or Assistant Director, Vicki Clouser (vclouser@ycp.edu), to schedule an appointment.</p> <p>York College is committed to supporting your academic success, and connecting with the Business Office will be an important step toward reaching your goals.</p> <p>Sincerely,</p> <p>Yasmin Gold ygold@excellent.edu 444-333-2222</p>

[RETURN TO MENU](#)

## Career Development Center Referral

Use this referral when a student needs assistance with career exploration, the job searching process, graduate school application materials, and experiential education opportunities.

TEMPLATE	SAMPLE
<p>Dear [Student First Name]:</p> <p>York College has a variety of resources to support student success, and I recommend that you connect with the <a href="#">Career Development Center</a>.</p> <p>To schedule an appointment with a Career Development Center staff member:</p> <ol style="list-style-type: none"><li>1. Log on to MyYCP and click on the Spartan Career Path icon (the green "C")</li><li>2. On your Spartan Career Path homepage, click on <i>Schedule an Appointment</i> under <i>My Appointments</i> 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)</li><li>3. Click on the <i>Choose</i> button and select the arrow next to Career Development Center to see appointment topics</li><li>4. Select the main topic for your appointment and click <i>Done</i></li><li>5. Leave the <i>Date Range</i>, <i>Time Range</i>, and <i>Length</i> fields blank</li><li>6. Click <i>Check Availability</i></li><li>7. Select an appointment date and time that works for you</li><li>8. Enter <i>Additional Notes</i> to give the staff member details about what you'd like to discuss during your appointment</li><li>9. Click <i>Submit Request</i></li></ol> <p>If you have any questions about the above steps, please reply to this email or call 717-815-1452.</p> <p>York College is committed to supporting your academic success, and connecting with the Career Development Center will be an important step toward reaching your goals.</p> <p>Sincerely, [Creator Name] [Creator Email] [Creator Phone]</p>	<p>Dear Rachel:</p> <p>York College has a variety of resources to support student success, and I recommend that you connect with the <a href="#">Career Development Center</a>.</p> <p>To schedule an appointment with a Career Development Center staff member:</p> <ol style="list-style-type: none"><li>1. Log on to MyYCP and click on the Spartan Career Path icon (the green "C")</li><li>2. On your Spartan Career Path homepage, click on <i>Schedule an Appointment</i> under <i>My Appointments</i> 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)</li><li>3. Click on the <i>Choose</i> button and select the arrow next to Career Development Center to see appointment topics</li><li>4. Select the main topic for your appointment and click <i>Done</i></li><li>5. Leave the <i>Date Range</i>, <i>Time Range</i>, and <i>Length</i> fields blank</li><li>6. Click <i>Check Availability</i></li><li>7. Select an appointment date and time that works for you</li><li>8. Enter <i>Additional Notes</i> to give the staff member details about what you'd like to discuss during your appointment</li><li>9. Click <i>Submit Request</i></li></ol> <p>If you have any questions about the above steps, please reply to this email or call 717-815-1452.</p> <p>York College is committed to supporting your academic success, and connecting with the Career Development Center will be an important step toward reaching your goals.</p> <p>Sincerely, Yasmin Gold ygold@excellent.edu 444-333-2222</p>

### Counseling Services Referral

*\*\* If your concern involves a potentially life-threatening situation, please call Counseling Services immediately at 717-815-6437, Monday-Friday 8 AM-5 PM. If outside normal business hours, call Campus Safety at 717-815-1314. \*\* A referral to Counseling Services should be considered when you believe a student is having psychological difficulties that are interfering with the student's ability to be successful at York College.*

TEMPLATE	SAMPLE
<p>Dear [Student First Name]:</p> <p>York College has a variety of resources to support student success, and I believe that <a href="#">Counseling Services</a> might benefit you.</p> <p>For more information or to schedule an appointment, call 717-815-6437 or stop by room 120 in the lower level of the Student Union in the Wellness Center.</p> <p>York College is committed to supporting your academic success, and connecting with Counseling Services could be an important step toward reaching your goals.</p> <p>Sincerely,</p> <p>[Creator Name] [Creator Email] [Creator Phone]</p>	<p>Dear Rachel:</p> <p>York College has a variety of resources to support student success, and I believe that <a href="#">Counseling Services</a> might benefit you.</p> <p>For more information or to schedule an appointment, call 717-815-6437 or stop by room 120 in the lower level of the Student Union in the Wellness Center.</p> <p>York College is committed to supporting your academic success, and connecting with Counseling Services could be an important step toward reaching your goals.</p> <p>Sincerely,</p> <p>Yasmin Gold ygold@excellent.edu 444-333-2222</p>

[RETURN TO MENU](#)

## Residence Life Referral

Use this to refer a student who is experiencing challenges with a roommate, with independent living, etc.

TEMPLATE	SAMPLE
<p>Dear [Student First Name]:</p> <p>York College has a variety of resources to support student success, and I recommend that you connect with the <a href="#">Residence Life office</a>.</p> <p>Please contact the Director of Residence Life, Robbie Bacon, to schedule an appointment: rbacon2@ycp.edu.</p> <p>York College is committed to supporting your academic success, and connecting with Residence Life will be an important step toward reaching your goals.</p> <p>Sincerely,</p> <p>[Creator Name] [Creator Email] [Creator Phone]</p>	<p>Dear Rachel:</p> <p>York College has a variety of resources to support student success, and I recommend that you connect with the <a href="#">Residence Life office</a>.</p> <p>Please contact the Director of Residence Life, Robbie Bacon, to schedule an appointment: rbacon2@ycp.edu.</p> <p>York College is committed to supporting your academic success, and connecting with Residence Life will be an important step toward reaching your goals.</p> <p>Sincerely,</p> <p>Yasmin Gold ygold@excellent.edu 444-333-2222</p>

[RETURN TO MENU](#)

## Retention Referral

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.

TEMPLATE	SAMPLE
<p>Dear [Student First Name]:</p> <p>Based on our conversation about your considering leaving YCP, I wanted to offer a suggestion that may be helpful in your decision-making process. In the Academic Advising Center, Kia Kuresman (Director) and Stacia Lentz (Associate Director) often meet 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. I encourage you to consider meeting with one of them to review your options and their associated processes. They understand that some students may not stay at YCP and simply want to help you pursue whichever path is best for you.</p> <p>To connect with Kia and Stacia:</p> <ol style="list-style-type: none"><li>1. Access Spartan Success Network by logging in to <b>MyYCP</b> and clicking on the green star icon labeled <b>Spartan Success</b>. Once logged in, you'll immediately be taken to your My Success Network.</li><li>2. Click on the <b>Show Other Services</b> button; scroll down to find and click on <b>Academic Advising Center</b>.</li><li>3. Click on the <b>triangle</b> next to Stacia's or Kia's name and select <b>Schedule</b>.</li><li>4. Click on <b>Academic Advising</b> and select <b>Complete Withdrawal/Leave of Absence</b>. Click <b>Continue</b> in the lower right hand corner.</li><li>5. Adjust the <b>date range</b> to reflect the time period in which you need to meet. Select the <b>day and time</b> that works best for you. Click <b>Continue</b>.</li><li>6. Review the details of your appointment and feel free to include a comment about what you'd like to discuss. Click the <b>Confirm</b> button to reserve your appointment.</li></ol> <p>If you have any difficulty scheduling an appointment online, please reply to this email or call 717-815-1531.</p> <p>Sincerely,</p> <p>[Creator Name] [Creator Email] [Creator Phone]</p>	<p>Dear Rachel:</p> <p>Based on our conversation about your considering leaving YCP, I wanted to offer a suggestion that may be helpful in your decision-making process. In the Academic Advising Center, Kia Kuresman (Director) and Stacia Lentz (Associate Director) often meet 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. I encourage you to consider meeting with one of them to review your options and their associated processes. They understand that some students may not stay at YCP and simply want to help you pursue whichever path is best for you.</p> <p>To connect with Kia and Stacia:</p> <ol style="list-style-type: none"><li>1. Access Spartan Success Network by logging in to <b>MyYCP</b> and clicking on the green star icon labeled <b>Spartan Success</b>. Once logged in, you'll immediately be taken to your My Success Network.</li><li>2. Click on the <b>Show Other Services</b> button; scroll down to find and click on <b>Academic Advising Center</b>.</li><li>3. Click on the <b>triangle</b> next to Stacia's or Kia's name and select <b>Schedule</b>.</li><li>4. Click on <b>Academic Advising</b> and select <b>Complete Withdrawal/Leave of Absence</b>. Click <b>Continue</b> in the lower right hand corner.</li><li>5. Adjust the <b>date range</b> to reflect the time period in which you need to meet. Select the <b>day and time</b> that works best for you. Click <b>Continue</b>.</li><li>6. Review the details of your appointment and feel free to include a comment about what you'd like to discuss. Click the <b>Confirm</b> button to reserve your appointment.</li></ol> <p>If you have any difficulty scheduling an appointment online, please reply to this email or call 717-815-1531.</p> <p>Sincerely,</p> <p>Yasmin Gold ygold@excellent.edu 444-333-2222</p>

## Student Accessibility Services Referral

A referral to Student Accessibility Services should be considered when a student discloses a disability but does not have accommodations or when you've noticed issues that indicate there may be an un-diagnosed disability.

TEMPLATE	SAMPLE
<p>Dear [Student First Name]:</p> <p>York College has a variety of resources to support student success, and I believe that Student Accessibility Services (SAS) might benefit you. SAS provides eligible students with academic accommodations to help create equal access to education.</p> <p>You may obtain general information and apply for accommodations by visiting <a href="http://www.ycp.edu/sas">www.ycp.edu/sas</a>. You also may contact:</p> <ul style="list-style-type: none"><li>• Linda Miller, SAS Director - <a href="mailto:lmille18@ycp.edu">lmille18@ycp.edu</a>, 717-815-1785</li><li>• Lauren Weber, SAS Case Manager – <a href="mailto:lweber3@ycp.edu">lweber3@ycp.edu</a>, 717-815-1443</li></ul> <p>York College is committed to supporting your academic success, and connecting with Student Accessibility Services could be an important step toward reaching your goals.</p> <p>Sincerely,</p> <p>[Creator Name] [Creator Email] [Creator Phone]</p>	<p>Dear Rachel:</p> <p>York College has a variety of resources to support student success, and I believe that Student Accessibility Services (SAS) might benefit you. SAS provides eligible students with academic accommodations to help create equal access to education.</p> <p>You may obtain general information and apply for accommodations by visiting <a href="http://www.ycp.edu/sas">www.ycp.edu/sas</a>. You also may contact:</p> <ul style="list-style-type: none"><li>• Linda Miller, SAS Director - <a href="mailto:lmille18@ycp.edu">lmille18@ycp.edu</a>, 717-815-1785</li><li>• Lauren Weber, SAS Case Manager – <a href="mailto:lweber3@ycp.edu">lweber3@ycp.edu</a>, 717-815-1443</li></ul> <p>York College is committed to supporting your academic success, and connecting with Student Accessibility Services could be an important step toward reaching your goals.</p> <p>Sincerely,</p> <p>Yasmin Gold <a href="mailto:ygold@excellent.edu">ygold@excellent.edu</a> 444-333-2222</p>

[RETURN TO MENU](#)

## Study Abroad Center Referral

Use this referral when a student needs assistance with exploring study abroad or other international opportunities and understanding the process for study abroad.

TEMPLATE	SAMPLE
<p>Dear [Student First Name]:</p> <p>York College has a variety of resources to support student success, and I recommend that you connect with the <a href="#">Study Abroad Center</a>.</p> <p>To schedule an appointment with our Coordinator of Study Abroad and Global Education:</p> <ol style="list-style-type: none"><li>1. Access Spartan Success Network by logging in to <b>MyYCP</b> and clicking on the green star icon labeled <b>Spartan Success</b>. Once logged in, you'll immediately be taken to your My Success Network.</li><li>2. Click on the <b>Show Other Services</b> button; scroll down to find and click on <b>Study Abroad Center</b>.</li><li>3. Click on the <b>triangle</b> next to Annie Nguyen's name and select <b>Schedule</b>.</li><li>4. Click on <b>Study Abroad Center</b> and select <b>Meet about Study Abroad</b>. Click <b>Continue</b> in the lower right hand corner.</li><li>5. Adjust the <b>date range</b> to reflect the time period in which you need to meet. Select the <b>day and time</b> that works best for you. Click <b>Continue</b>.</li><li>6. Review the details of your appointment and please include a <b>comment</b> about what you'd like to discuss. Click the <b>Confirm</b> button to reserve your appointment.</li></ol> <p>If you have any questions about the above steps, please reply to this email or call 717-815-1452.</p> <p>York College is committed to supporting your intercultural development, and connecting with the Study Abroad Center will be an important step toward finding an international experience that fits your academic and professional goals.</p> <p>Sincerely,</p> <p>[Creator Name] [Creator Email] [Creator Phone]</p>	<p>Dear Rachel:</p> <p>York College has a variety of resources to support student success, and I recommend that you connect with the <a href="#">Study Abroad Center</a>.</p> <p>To schedule an appointment with our Coordinator of Study Abroad and Global Education:</p> <ol style="list-style-type: none"><li>1. Access Spartan Success Network by logging in to <b>MyYCP</b> and clicking on the green star icon labeled <b>Spartan Success</b>. Once logged in, you'll immediately be taken to your My Success Network.</li><li>2. Click on the <b>Show Other Services</b> button; scroll down to find and click on <b>Study Abroad Center</b>.</li><li>3. Click on the <b>triangle</b> next to Annie Nguyen's name and select <b>Schedule</b>.</li><li>4. Click on <b>Study Abroad Center</b> and select <b>Meet about Study Abroad</b>. Click <b>Continue</b> in the lower right hand corner.</li><li>5. Adjust the <b>date range</b> to reflect the time period in which you need to meet. Select the <b>day and time</b> that works best for you. Click <b>Continue</b>.</li><li>6. Review the details of your appointment and please include a <b>comment</b> about what you'd like to discuss. Click the <b>Confirm</b> button to reserve your appointment.</li></ol> <p>If you have any questions about the above steps, please reply to this email or call 717-815-1452.</p> <p>York College is committed to supporting your intercultural development, and connecting with the Study Abroad Center will be an important step toward finding an international experience that fits your academic and professional goals.</p> <p>Sincerely,</p> <p>Yasmin Gold ygold@excellent.edu 444-333-2222</p>

[RETURN TO MENU](#)

## Writing Center Referral

Use this to refer a student to the Writing Center.

TEMPLATE	SAMPLE
<p>Dear [Student First Name]:</p> <p>York College has a variety of resources to support student success, and I recommend that you connect with the <a href="#">Writing Center</a>.</p> <p>To schedule an appointment, please log on to MyYCP, click on the Writing Center icon (the paper and pen), and log in to the system. If you have any questions, please reply to this email.</p> <p>York College is committed to supporting your academic success, and connecting with the Writing Center will be an important step toward reaching your goals.</p> <p>Sincerely,</p> <p>[Creator Name] [Creator Email] [Creator Phone]</p>	<p>Dear Rachel:</p> <p>York College has a variety of resources to support student success, and I recommend that you connect with the <a href="#">Writing Center</a>.</p> <p>To schedule an appointment, please log on to MyYCP, click on the Writing Center icon (the paper and pen), and log in to the system. If you have any questions, please reply to this email.</p> <p>York College is committed to supporting your academic success, and connecting with the Writing Center will be an important step toward reaching your goals.</p> <p>Sincerely,</p> <p>Yasmin Gold ygold@excellent.edu 444-333-2222</p>

[RETURN TO MENU](#)