Tracking Item Details & Messages
Updated 1/2021

This document provides Spartan Success Network users with information about each tracking item they may be able to initiate for students. Such information includes a description, special instructions, and a preview of the email that students will receive.

NOTE: When initiating items with an asterisk (*), information you include in the “Comment” field will be sent directly to the student as shown in the corresponding template. Thus, comments should be written to the student—not about 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.

Click on the title of a tracking item below to be taken directly to its corresponding information.

### FLAGS
- Academic Performance Concern*
- Attendance Concern*
- Classroom Conduct Concern*
- Course Withdrawal
- Five Flags Raised
- In Danger of Failing*
- No Show
- Six Unexcused Absences
- Three Flags Raised
- Warning Grade*
- Well-Being Concern*

### KUDOS
- Keep Up the Good Work*
- Outstanding Academic Performance*
- Showing Improvement*

### REFERRALS
- Academic Advising Center Referral
- Academic Support Center Referral
- Business Office Referral
- Career Development Center Referral
- Counseling Services Referral
- LTS Help Desk Referral
- Residence Life Referral
- Retention Referral
- Spartan Food Pantry Referral
- Student Accessibility Services Referral
- Study Abroad Center Referral
- Writing Center Referral

### RESTRICTED TRACKING ITEMS
ACADEMIC PERFORMANCE CONCERN

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

May Be Raised By: Instructors

Course Context: Required

Comment: Optional (Write to the student: “Your Comment” will be embedded in the email as shown below)

Message Sent to Student: (System populates bracketed fields)

Dear [Student First Name]:

I'm contacting you because I am concerned about your work in [Course Name].

[Your Comment]

Please contact me to discuss your work and identify resources to help you succeed.

Sincerely,

Professor [Your Name]
[Your Email]
[Your Phone]
ATTENDANCE CONCERN

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

May Be Raised By: Instructors

Course Context: Recommended

Comment: Optional (Write to the student: “Your Comment” will be embedded in the email as shown below)

Message Sent to Student: (System populates bracketed fields)

Dear [Student First Name]:

I am contacting you because I am concerned about your attendance in [Course Name].

[Your Comment]

Please remember that attending class is the first step to accomplishing your goals. Missing class content can negatively affect your grades and academic performance.

Please contact me to discuss your attendance and identify resources to help you succeed.

Sincerely,

Professor [Your Name]
[Your Email]
[Your Phone]
**CLASSROOM CONDUCT CONCERN**

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

**May Be Raised By:** Instructors

**Course Context:** Required

**Comment:** Optional (Write to the student: “Your Comment” will be embedded in the email as shown below)

**Message Sent to Student:** (System populates bracketed fields)

Dear [Student First Name]:

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.

[Your Comment]

Please contact me to discuss this concern and identify resources to help you succeed.

Sincerely,

Professor [Your Name]
[Your Email]
[Your Phone]
**COURSE WITHDRAWAL**

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

**May Be Raised By:** N/A

**Course Context:** System will specify

**Comment:** N/A

**Message Sent to Student:** (System populates bracketed fields)

Dear [Student First Name]:

The Records Office has processed your withdrawal from [Course Name]. Please follow-up 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.

I wish you the best as you continue working toward your academic goals.

Sincerely,

Joshua Landau, Ph.D.
Associate Provost
**FIVE FLAGS RAISED**

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

**May Be Raised By:** N/A

**Course Context:** N/A

**Comment:** N/A

**Message Sent to Student:** (System populates bracketed fields)

Dear [Student First Name]:

At YCP, our goal is to support every student. One of the ways we accomplish this is by using a Spartan Success Network (SSN) tool known as a “flag.” Specifically, a flag is raised to communicate concern for a student and/or to notify a student when there is a potential for negative academic consequences. In other words, flags are like guard rails designed to help you stay on the path to a successful academic experience.

You are receiving this message because you have accumulated five flags. As the Associate Provost for Student Success, my job is to help you connect with appropriate support to stay on track, and I take this job seriously. Please know that you are not in trouble. However, it is important that you work with us to address this situation.

Your first step is to meet with your academic advisor (who is also being notified that you have five flags); 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 may contact the SSN team at spartansuccessnetwork@ycp.edu.

Sincerely,

Joshua Landau, Ph.D.
Associate Provost
**IN DANGER OF FAILING**

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

**May Be Raised By:** Instructors

**Course Context:** Recommended

**Comment:** Optional (Write to the student: “Your Comment” will be embedded in the email as shown below)

**Message Sent to Student:** (System populates bracketed fields)

Dear [Student First Name]:

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.

[Your Comment]

Please contact me to discuss your options and identify resources to help you succeed.

Sincerely,

Professor [Your Name]
[Your Email]
[Your Phone]
NO SHOW

Description: This flag should be used ONLY when reporting students who are "no shows" to the Registrar's Office. It is intended to identify only those students who have NEVER attended your class.

May Be Raised By: Instructors

Course Context: Automatically included because the flag is raised via a Progress Report

Comment: Not needed

Message Sent to Student: (System populates bracketed fields)

Dear [Student First Name]:

Although you are officially enrolled in [Course Name], it does not appear that you are participating in this class (e.g., attending class meetings, communicating with the professor, completing course tasks, logging in to Canvas, etc.).

You must begin engaging with the class OR officially withdraw from this class. If you do not take one of these actions, you will receive a "0" 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.

Please contact the instructor of [Course Name] 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.

If you have been participating in this class and believe you have received this notification is in error, please contact me immediately.

Sincerely,

William R. Benton, Jr.
Registrar
wbenton@ycp.edu
717-815-1271
**SIX UNEXCUSED ABSENCES**

**Description:** This flag is automatically raised when students miss six classes in a single course.

**May Be Raised By:** N/A

**Course Context:** System will specify

**Comment:** N/A

**Message Sent to Student:** (System populates bracketed fields)

Dear [Student First Name]:

At YCP, our goal is to support every student. When a student misses six class meetings in a single course, a "flag" is raised in the student's Spartan Success Network (SSN) file. That information gets passed on to the members of the student’s network (e.g., their academic advisor) and to me.

You are receiving this message because you have missed six course meetings in [Course Name]. This does not 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.

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 professor or, alternatively, your academic advisor, you may contact the SSN team at spartansuccessnetwork@ycp.edu.

Sincerely,

Joshua Landau, Ph.D.
Associate Provost
**THREE FLAGS RAISED**

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

**May Be Raised By:** N/A

**Course Context:** N/A

**Comment:** N/A

**Message Sent to Student:** (System populates bracketed fields)

Dear [Student First Name]:

At YCP, our goal is to support every student. One of the ways we accomplish this is by using a Spartan Success Network (SSN) tool known as a “flag.” Specifically, a flag is raised to communicate concern for a student and/or to notify a student when there is a potential for negative academic consequences. In other words, flags are like guard rails designed to help you stay on the path to a successful academic experience.

You are receiving this message because you have accumulated three flags. As the Associate Provost for Student Success, my job is to help you connect with appropriate support to stay on track, and I take this job seriously. Please know that you are not in trouble. However, it is important that you work with us to address this situation.

Your first step is to meet with your academic advisor (who is also being notified that you have three flags); 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 may contact the SSN team at spartansuccessnetwork@ycp.edu.

Sincerely,

Joshua Landau, Ph.D.
Associate Provost
**WARNING GRADE**

**Description:** 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.

**May Be Raised By:** Instructors

**Course Context:** Automatically included because the flag is raised via a Progress Report

**Comment:** Required (Write to the student: “Your Comment” will be embedded in the email as shown below)

When writing your comment, please include the:
1. Student’s current overall course grade
2. Main reason(s) for that grade
3. Proportion of course grades (e.g., percentage, points) that have been completed

**Message Sent to Student:** (System populates bracketed fields)

Dear [Student First Name]:

[Your Comment]

Sincerely,

Professor [Your Name]
[Your Email]
[Your Phone]
**WELL-BEING CONCERN**

**Description:** 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.

**May Be Raised By:** Most roles

**Course Context:** Optional

**Comment:** Optional (Write to the student: “Your Comment” will be embedded in the email as shown below)

**Message Sent to Student:** (System populates bracketed fields)

Dear [Student First Name]:

I am contacting you because I’m concerned about your well-being.

[Your Comment]

Please contact me to discuss how I may help you find some support at the college.

Sincerely,

[Your Name]
[Your Email]
[Your Phone]
**KEEP UP THE GOOD WORK**

**Description:** Raise this kudos for students who are performing well.

**May Be Raised By:** Most roles

**Course Context:** Optional

**Comment:** Optional (Write to the student: “Your Comment” will be embedded in the email as shown below)

*If you do not write a comment, the following will be sent to the student by default: “Thank you for your contributions. Keep up the good work!”*

**Message Sent to Student:** (System populates bracketed fields)

Dear [Student First Name]:

[Your Comment]

Sincerely,

[Your Name]
[Your Email]
[Your Phone]
OUTSTANDING ACADEMIC PERFORMANCE

Description: Raise this kudos when a student has outstanding academic performance.

May Be Raised By: Instructors

Course Context: Optional; automatically included if raised via a Progress Report

Comment: Optional (Write to the student: “Your Comment” will be embedded in the email as shown below)

If you do not write a comment, the following will be sent to the student by default: “I just wanted to take a moment and let you know that your academic performance in this class is outstanding!”

Message Sent to Student: (System populates bracketed fields)

Dear [Student First Name]:

[Your Comment]

Sincerely,

Professor [Your Name]
[Your Email]
[Your Phone]
**SHOWING IMPROVEMENT**

**Description:** Raise this kudos when a student has shown improvement.

**May Be Raised By:** Most roles

**Course Context:** Optional

**Comment:** Optional (Write to the student: “Your Comment” will be embedded in the email as shown below)

*If you do not write a comment, the following will be sent to the student by default: “I just wanted to point out that your performance has improved. Please keep up the hard work because it is paying off.”*

**Message Sent to Student:** (System populates bracketed fields)

Dear [Student First Name]:

[Your Comment]

Sincerely,

[Your Name]
[Your Email]
[Your Phone]
Description: Initiate this to-do when a student is confident that they will not be returning to the college AFTER COMPLETING the most recent or current term. NOTE: If the student wants to withdraw from the current term, DO NOT use this to-do; rather, direct them to the Student Affairs Office (full-time students) or the Records Office (part-time students).

May Be Raised By: Most roles

Course Context: Not needed

Comment: Optional (Your comment will be recorded in the system and viewable by the student, but it is not embedded in the message below.)

Message Sent to Student: (System populates bracketed fields)

Dear [Student First Name]:

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.

Please [fill out the online School Withdrawal/Leave of Absence Form](#) 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.

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

Sincerely,

[Your Name]
[Your Email]
[Your Phone]
ACADEMIC ADVISING CENTER REFERRAL

**Description:** Use this referral when a student needs assistance related to academic program requirements, policies, and procedures. NOTE: Please make this referral only after discussing the associated concerns/questions with the student; the referral is a tool for following-up on a conversation with a student.

**May Be Raised By:** Most roles

**Course Context:** Optional

**Comment:** Optional (Your comment will be recorded in the system and viewable by the student, but it is not embedded in the message below.)

**Message Sent to Student:** (System populates bracketed fields)

Dear [Student First Name]:

York College has a variety of resources to support student success, and I recommend that you connect with the Academic Advising Center.

To schedule an appointment with an Academic Advising staff member:

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.

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.

Sincerely,

[Your Name]
[Your Email]
[Your Phone]
**ACADEMIC SUPPORT CENTER REFERRAL**

**Description:** Use this to refer a student to tutoring and/or to academic coaching. NOTE: Please make this referral only after discussing the associated concerns/questions with the student; the referral is a tool for following-up on a conversation with a student.

**May Be Raised By:** Most roles

**Course Context:** Optional

**Comment:** Requested: please specify if you are recommending tutoring, academic coaching, or both. (Your comment will be recorded in the system and viewable by the student, but it is not embedded in the message below.)

**Message Sent to Student:** (System populates bracketed fields)

Dear [Student First Name]:

York College has a variety of resources to support student success, and I recommend that you connect with the **Academic Support Center**.

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.

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.

Sincerely,

[Your Name]
[Your Email]
[Your Phone]
**BUSINESS OFFICE REFERRAL**

**Description:** Use this to refer a student who is having trouble with college bills. NOTE: Please make this referral only after discussing the associated concerns/questions with the student; the referral is a tool for following-up on a conversation with a student.

**May Be Raised By:** Most roles

**Course Context:** Optional

**Comment:** Optional (Your comment will be recorded in the system and viewable by the student, but it is not embedded in the message below.)

**Message Sent to Student:** (System populates bracketed fields)

Dear [Student First Name]:

York College has a variety of resources to support student success, and I recommend that you connect with the Business Office.

Please contact the Business Office Director, Linda Fetrow (lfetrow@ycp.edu), or Assistant Director, Vicki Clouser (vclouser@ycp.edu), to schedule an appointment.

York College is committed to supporting your academic success, and connecting with the Business Office will be an important step toward reaching your goals.

Sincerely,

[Your Name]
[Your Email]
[Your Phone]
CAREER DEVELOPMENT CENTER REFERRAL

Description: Use this referral when a student needs assistance with career exploration, the job searching process, graduate school application materials, and experiential education opportunities. NOTE: Please make this referral only after discussing the associated concerns/questions with the student; the referral is a tool for following-up on a conversation with a student.

May Be Raised By: Most roles

Course Context: Optional

Comment: Optional (Your comment will be recorded in the system and viewable by the student, but it is not embedded in the message below.)

Message Sent to Student: (System populates bracketed fields)

Dear [Student First Name]:

York College has a variety of resources to support student success, and I recommend that you connect with the Career Development Center.

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 next to 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 is committed to supporting your academic success, and connecting with the Career Development Center will be an important step toward reaching your goals.

Sincerely,

[Your Name]
[Your Email]
[Your Phone]
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.

Description: 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. NOTE: Please make this referral only after discussing the associated concern with the student; the referral is a tool for following-up on a conversation with a student.

May Be Raised By: Most roles

Course Context: Optional

Comment: Optional (Your comment will be recorded in the system and viewable by the student, but it is not embedded in the message below.)

If you include a comment, please be mindful of the sensitive nature of a counseling referral.

Message Sent to Student: (System populates bracketed fields)

Dear [Student First Name]:

York College has a variety of resources to support student success, and I believe that Counseling Services might benefit you.

For more information or to schedule an appointment, call 717-815-6437 or email counseloringservices@ycp.edu.

York College is committed to supporting your academic success, and connecting with Counseling Services could be an important step toward reaching your goals.

Sincerely,

[Your Name]
[Your Email]
[Your Phone]
**LTS HELP DesK REFERRAL**

**Description:** Use this referral when a student needs assistance related to technology problems such as computer issues; internet connection problems; and/or issues using Canvas, Zoom, or another application needed for engaging with class. This referral also may be used to direct a student to the Loaner Laptop Program. NOTE: Please make this referral only after discussing the associated concerns/questions with the student; the referral is a tool for following-up on a conversation with a student.

**May Be Raised By:** Most roles

**Course Context:** Optional

**Comment:** Optional (Your comment will be recorded in the system and viewable by the student, but it is not embedded in the message below.)

**Message Sent to Student:** (System populates bracketed fields)

Dear [Student First Name]:

York College has a variety of resources to support student success, and I recommend that you connect with the LTS Help Desk to address the technology problems you are encountering.

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, or the main desk in Schmidt Library.

Sincerely,

[Your Name]
[Your Email]
[Your Phone]
RESIDENCE LIFE REFERRAL

Description: Use this to refer a student who is experiencing challenges with a roommate, with independent living, etc. NOTE: Please make this referral only after discussing the associated concerns/questions with the student; the referral is a tool for following-up on a conversation with a student.

May Be Raised By: Most roles

Course Context: Optional

Comment: Optional (Your comment will be recorded in the system and viewable by the student, but it is not embedded in the message below.)

Message Sent to Student: (System populates bracketed fields)

Dear [Student First Name]:

York College has a variety of resources to support student success, and I recommend that you connect with the Residence Life office.

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

York College is committed to supporting your academic success, and connecting with Residence Life will be an important step toward reaching your goals.

Sincerely,

[Your Name]
[Your Email]
[Your Phone]
RETENTION REFERRAL

Description: 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. NOTE: Please make this referral only after discussing the associated concerns/questions with the student; the referral is a tool for following-up on a conversation with a student.

May Be Raised By: Most roles

Course Context: Optional

Comment: Optional (Your comment will be recorded in the system and viewable by the student, but it is not embedded in the message below.)

Message Sent to Student: (System populates bracketed fields)

Dear [Student First Name]:

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, 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. I encourage you to consider meeting with her to review your options and their associated processes. 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 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.

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

Sincerely,

[Your Name]
[Your Email]
[Your Phone]
**SPARTAN FOOD PANTRY REFERRAL**

**Description:** Use this referral when a student indicates that they are experiencing food/basic needs insecurity. NOTE: Please make this referral only after discussing the associated concerns/questions with the student; the referral is a tool for following-up on a conversation with a student.

**May Be Raised By:** Most roles

**Course Context:** Optional

**Comment:** Optional (Your comment will be recorded in the system and viewable by the student, but it is not embedded in the message below.)

**Message Sent to Student:** (System populates bracketed fields)

Dear [Student First Name]:

York College has a variety of resources to support student success, and I believe that the Spartan Food Pantry might benefit 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 on Tuesdays and Fridays
  - 15 minute appointments
  - One person per appointment
  - Masks and disposable gloves required
  - Link to the shopping appointment scheduler: [https://calendly.com/spartan-food-pantry/15min](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 is committed to supporting your success, and connecting with the Spartan Food Pantry could be an important step toward reaching your goals.

Sincerely,

[Your Name]
[Your Email]
[Your Phone]
**STUDENT ACCESSIBILITY SERVICES REFERRAL**

**Description:** 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 undiagnosed disability. NOTE: Please make this referral only after discussing the associated concerns/questions with the student; the referral is a tool for following-up on a conversation with a student.

**May Be Raised By:** Most roles

**Course Context:** Optional

**Comment:** Optional (Your comment will be recorded in the system and viewable by the student, but it is not embedded in the message below.)

*If you include a comment, please be mindful of the sensitive nature of a disability-related referral.*

**Message Sent to Student:** (System populates bracketed fields)

Dear [Student First Name]:

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.

You may obtain general information and apply for accommodations by visiting www.ycp.edu/sas. You also may contact:

- Linda Miller, SAS Director - lmille18@ycp.edu, 717-815-1785
- Lauren Weber, SAS Case Manager – lweber3@ycp.edu, 717-815-1443

York College is committed to supporting your academic success, and connecting with Student Accessibility Services could be an important step toward reaching your goals.

Sincerely,

[Your Name]  
[Your Email]  
[Your Phone]
STUDY ABROAD CENTER REFERRAL

Description: Use this referral when a student needs assistance with exploring study abroad or other international opportunities and understanding the process for study abroad. NOTE: Please make this referral only after discussing the associated concerns/questions with the student; the referral is a tool for following-up on a conversation with a student.

May Be Raised By: Most roles

Course Context: Optional

Comment: Optional (Your comment will be recorded in the system and viewable by the student, but it is not embedded in the message below.)

Message Sent to Student: (System populates bracketed fields)

Dear [Student First Name]:

York College has a variety of resources to support student success, and I recommend that you connect with the Study Abroad Center.

To schedule an appointment with our Coordinator of Study Abroad and Global Education:

1. Click here to go to the Study Abroad Center’s profile in Spartan Success Network.
2. Click on the three dots next to Annie Nguyen’s name and select Schedule.
3. Click on Study Abroad Center and select Meet about Study Abroad. 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, and please include a comment about what you’d like to discuss. Click the Confirm button to reserve your appointment.

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

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.

Sincerely,

[Your Name]
[Your Email]
[Your Phone]
**Writing Center Referral**

**Description:** Use this to refer a student to the Writing Center. NOTE: Please make this referral only after discussing the associated concerns/questions with the student; the referral is a tool for following-up on a conversation with a student.

**May Be Raised By:** Most roles

**Course Context:** Optional

**Comment:** Optional (Your comment will be recorded in the system and viewable by the student, but it is not embedded in the message below.)

**Message Sent to Student:** (System populates bracketed fields)

Dear [Student First Name]:

York College has a variety of resources to support student success, and I recommend that you connect with the Writing Center.

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.

York College is committed to supporting your academic success, and connecting with the Writing Center will be an important step toward reaching your goals.

Sincerely,

[Your Name]  
[Your Email]  
[Your Phone]
RESTRICTED TRACKING ITEMS

The following tracking items can be raised only by select roles/individuals because they have been designed for specific and/or sensitive purposes, populations, etc. The information below is included in this document to facilitate complete and transparent sharing of SSN functions. Any questions may be directed to spartansuccessnetwork@ycp.edu.

FLAGS

- **Chemistry Recitation Invitation** - Raised by the Chemistry Department Chair to invite students to register for CHM106 based on their initial performance in CHM134.
- **Course Cancellation** - Raised by the Registrar's Office to inform a student and their network when a course for which the student is registered is being cancelled.
- **Health Services Notice** - A Health Services staff member will raise this flag to inform a student's network that they likely will be missing classes per the recommendation of a healthcare professional.
- **Need to Modify Fall Schedule** - This flag is raised only by Summer Academic Advisors (as part of New Spartan Days) when a student needs to adjust their fall schedule.
- **Retroactive Withdrawal from the College** - This flag may be raised by Records Office staff to inform certain members of a student's network as well as administrative offices that they have withdrawn from the College retroactively.
- **Withdrawal from the College (During the Semester)** - This flag may be raised by Records Office staff to inform a student's network and relevant administrative offices that they have withdrawn from the College.

KUDOS

- **Fall Schedule Approved** - This kudos is created only by Summer Academic Advisors to communicate approval of incoming students' schedules during/after New Spartan Days.

TO-DOS

- **Fully Remote Learning Approval** - Raised by Student Accessibility Services or Registrar's Office staff when a student will be learning fully remotely.
- **Review Transfer Credits with Summer Academic Advisor** - Raised by the Registrar's Office staff when a student earns AP, IB, CLEP, or dual enrollment credit that likely requires a change to the student's fall schedule. Notifies both the student and their Summer Academic Advisor that a discussion is needed.