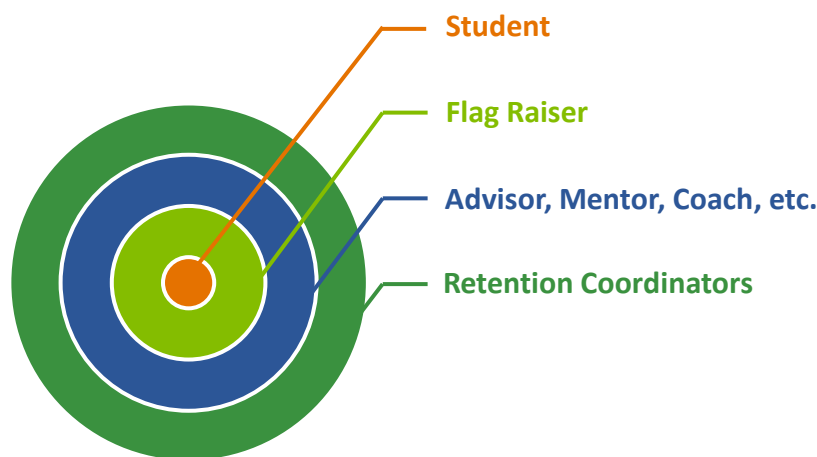




# Responding to and Escalating Flags through a Student's Network

## Philosophy

The Spartan Success Network (SSN) flag response process operates within the context of a student's network, which is best described as a series of concentric circles (below). At the center is the student, and each encompassing circle represents an individual or other resource in their network: the further a circle is from the center, the less direct connection there is with the student. In an effort to harness the power of familiarity and rapport, concerns that are raised via flags ideally will be addressed by those who are closest to the student. As needed, flags will be "assigned" to individuals in subsequent circles for additional outreach. Ultimately, the use of flags and other tracking items will demonstrate and document our efforts as a campus community to support student success.



## Process

SSN team members monitor flag activity every weekday and will document actions taken in the form of comments; team members are particularly mindful of:

- Flag patterns and volume (e.g., multiple, similar flags across classes)
- Student performance and attendance trends that align with historical concerns and risks
- Well-being-related concerns (i.e., signs of emotional, social, physical, or personal distress)
  - *NOTE: Concerns about threatening behavior or safety should be directed to Campus Safety immediately*

Individuals who raise or are assigned to a flag are asked to document its outcome by subsequently commenting on or clearing the flag; doing so is important because it:

- Leaves a thorough record of the individual's efforts
- Provides important data related to student success
- Allows the SSN team to "triage" more efficiently; for example, helpful information includes but is not limited to:
  - Whether or not the student responded to the flag/outreach
  - Pending action that was discussed with the student
  - Requests to keep a flag "active" (e.g., the original flag raiser wants to be the one to clear it)

Flags will be escalated to Retention Coordinators after network members who are "closer" to the student are unable to connect with them and/or have continued concerns about the student

- *NOTE: Escalation will occur automatically per monitoring by the SSN team, but flag raisers and other members of a student's network may send an email to [spartansuccessnetwork@ycp.edu](mailto:spartansuccessnetwork@ycp.edu) to request additional support*
- Retention Coordinators will make every effort to connect with the student; depending on the circumstances, this may involve actions such as mobilizing Residence Life staff or referring a student to the CARE Team
  - *NOTE: Actions taken by the Retention Coordinators will be documented as comments on the associated flag(s); in the case of a student with multiple flags, the comment may appear on an automatic flag (e.g., Five Flags Raised) or on the most recent flag*
- If the student does not respond to Retention Coordinators, monitoring will continue but outreach may stop:
  - To preserve the potential for a positive future connection with the student and
  - In recognition that students are independent thinkers and decision-makers