



Spartan Success Network (SSN) Training

MODULE 3: TRACKING ITEMS: REFERRALS & TO-DOs



SPARTAN SUCCESS NETWORK



Starfish
retention solutions

Training Agenda

- Tracking items: Referrals & To-Dos
 - When to make a Referral
 - Purpose of To-Dos

SSN Resources for Faculty and Staff

www.ycp.edu/spartansuccess



RESOURCES FOR FACULTY, STAFF AND STUDENTS

Faculty and Staff Help

Student Help

SSN Faculty Liaisons

Contact Information

Faculty and Staff Help

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

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

Training Modules

- [Training Modules Slides](#)

Access and Navigation

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

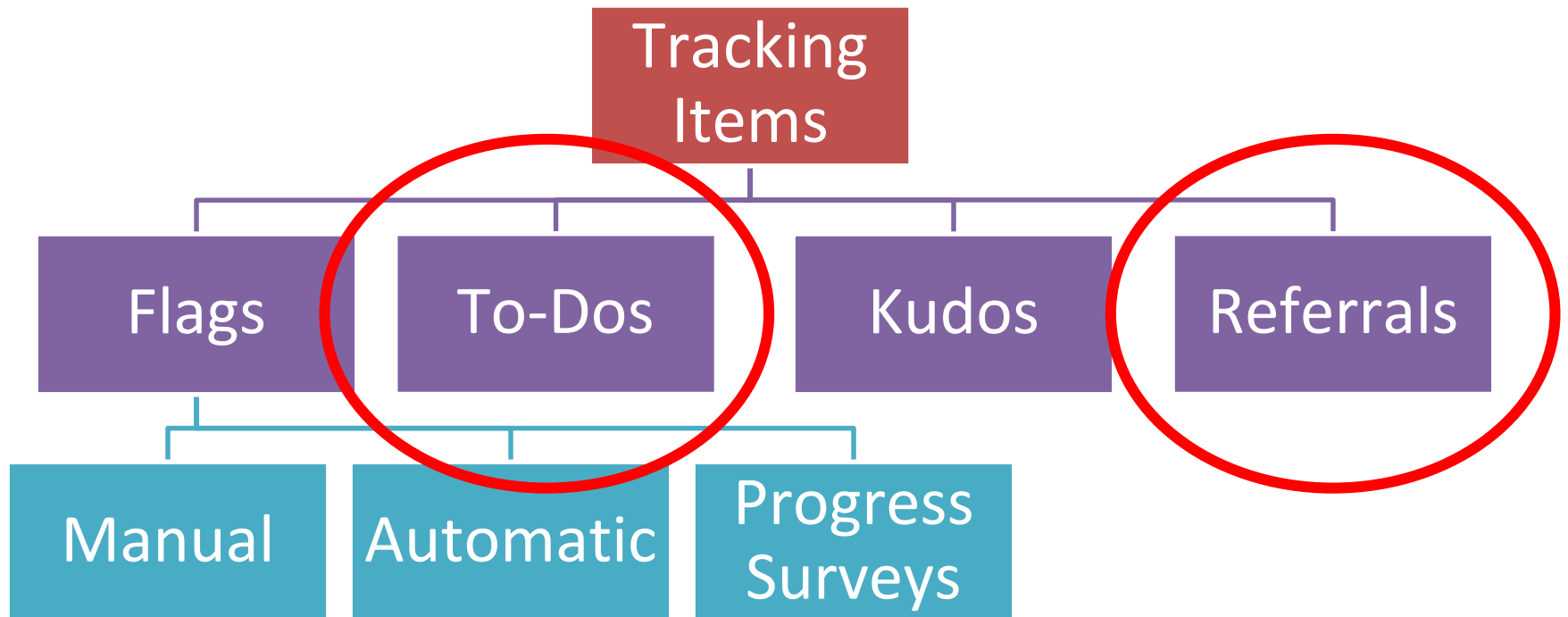
Flags, Kudos, Referrals, and To-Dos

- [Student Attendance Verification Survey Instructions](#)
- [Student Performance Progress Survey Instructions](#)
- [Email Templates: Tracking Item Notifications to Students](#)

Direct Student Feedback: Tracking Items

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

Demonstrates our due diligence when it comes to documenting student circumstances



Currently Active Office/Service Referrals

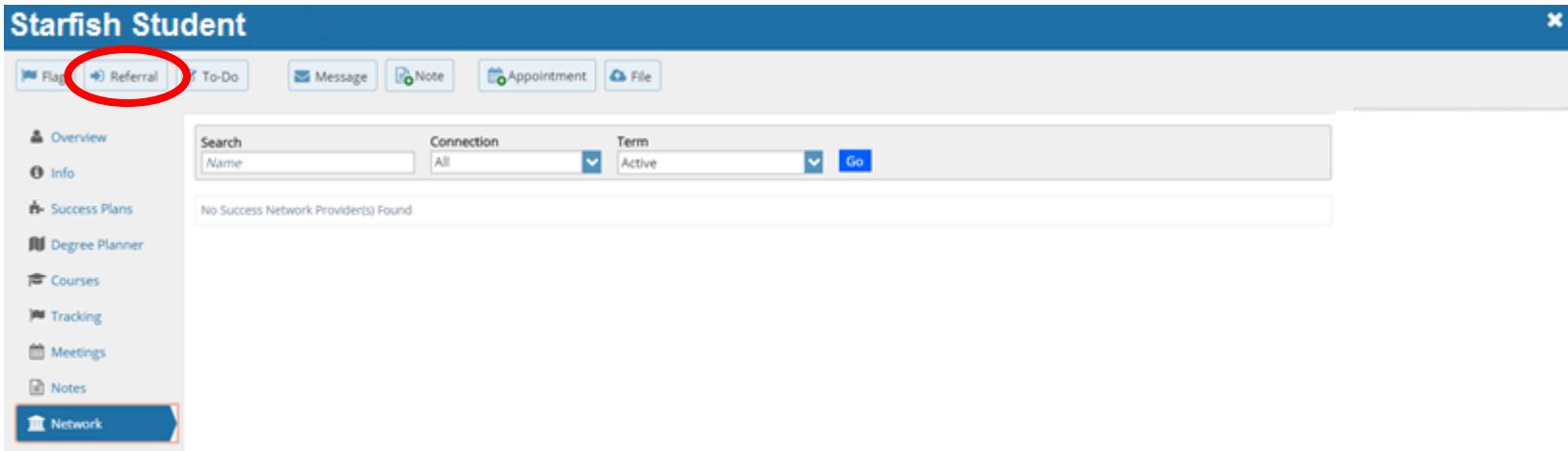


- Academic Advising Center
 - Academic Support Center
 - Business Office
 - Career Development Center
 - Counseling Services
 - Residence Life
 - Retention
 - Student Accessibility Services
 - Study Abroad Center
 - Writing Center
-
- You **MUST** have a discussion with a student **BEFORE** you make the referral.
 - We never want a student to log on and see that Professor Xavier has referred them to Counseling without a conversation first.
 - Obviously, some of these offices handle more sensitive topics (*Counseling and Student Accessibility*) than others. This [document](#) describes how to handle these referrals.
 - **To see descriptions of the services offered by each office/area/center, click on the Services option in the pull-down menu.**

Example: 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.

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



The screenshot shows the Starfish Student interface. At the top, there is a blue header with the text "Starfish Student" and a close button (X). Below the header is a navigation bar with several buttons: "Flag", "Referral", "To-Do", "Message", "Note", "Appointment", and "File". The "Referral" button is circled in red. On the left side, there is a sidebar menu with icons and labels for "Overview", "Info", "Success Plans", "Degree Planner", "Courses", "Tracking", "Meetings", "Notes", and "Network". The main content area has a search bar with "Search" and "Name" fields, a "Connection" dropdown menu set to "All", a "Term" dropdown menu set to "Active", and a "Go" button. Below the search bar, it says "No Success Network Provider(s) Found".

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

Example: Retention Referral

Create Referral for Starfish Student

Never Mind Save

Referral: Retention Referral

Course Context: No Course

Comment: Add comments indicating why the Referral item is being created.

Student View: The student can view this item and the notes entered above.

Permissions: People with the following roles may be able to see this tracking item if they have a relationship with the student(s):

- Academic Support
- Athletic Coach
- General Advisor
- Instructor
- Primary Advisor

More...

Required fields

Never Mind Save

4. Select Retention Referral

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

6. Click Save

To-Dos

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

To-Do Type

Description

Leave of Absence/Withdraw from College Forms

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

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

Questions?

