



# Spartan Success Network (SSN) Training

## MODULE 1: ACCESS and NAVIGATION



SPARTAN SUCCESS NETWORK



**Starfish**  
retention solutions

# Training Agenda



- Why did we create the Spartan Success Network?
- Brief FERPA refresher
- Moodle attendance and gradebook
- Navigating student rosters

# SSN Resources for Faculty and Staff

[www.ycp.edu/spartansuccess](http://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](#)

# Why did we create the Spartan Success Network?

- SSN replaces hidden databases and aggregates student data in a shared area to help you:
  - Have more access to/a better picture of student profiles and performance than ever before
  - Identify and easily communicate with other people in a student's network
  - Receive guidance and timely support from Retention Coordinators in addressing concerns about students
  - Demonstrate and document due diligence in supporting students
- SSN is a virtual tool, but it does not replace good advising

# FERPA refresher

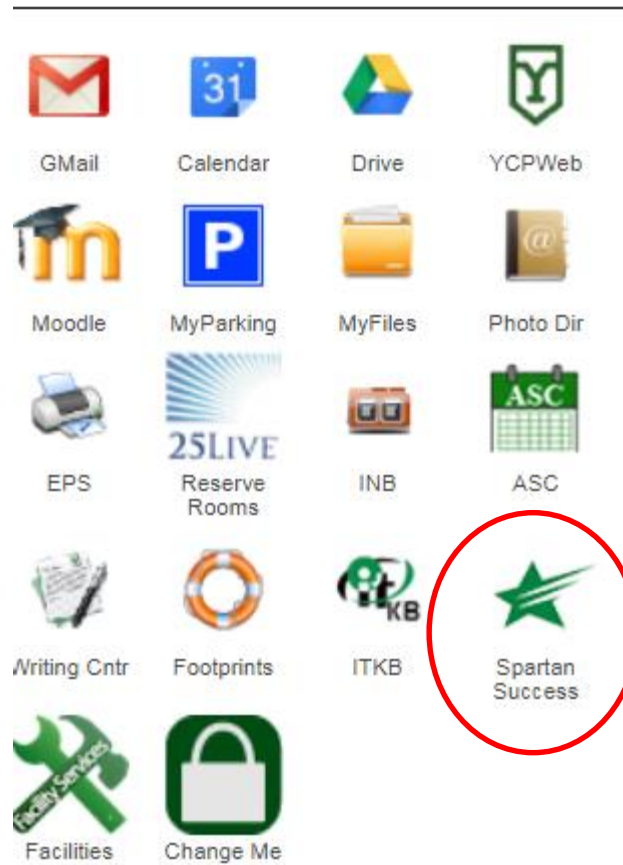
- Our relationship is with the student; they are responsible for their education, their choices, and for meeting their graduation requirements.
- Without a student-signed FERPA waiver, we cannot notify parents or legal guardians regarding:
  - students' grades
  - academic actions
  - financial matters
  - certain conduct violations
- Student records and information can be shared with school officials in an **“educational right to know”** way, which is why using the Spartan Success Network by select school officials does not violate FERPA.

# The Importance of Using Moodle @ YCP



- Moodle data is automatically fed into the SSN
- Allows us to more quickly identify struggling students
- Better analytic data for future decision making (curricula, student success initiatives, etc.)
- Two tasks in Moodle:
  - 1. Take attendance everyday**
    - SSN only needs to know about absences
    - PLEASE do not change labels in Moodle
    - Warning: Merged courses can cause some difficulties
    - Check out instructions at [www.ycp.edu/spartansuccess](http://www.ycp.edu/spartansuccess)
  - 2. Use the Moodle gradebook**
    - The LTS staff are great resources for configuring your gradebook

# How to Access the SSN



Click on the Spartan Success star

# Navigating the SSN

☰ Starfish

🔍 Search for Students

🕒 Office Hours   📅 Appointment   👥 Group Session   🗓️ Event   🛠️ Scheduling Wizard   ⌚ Reserve Time

📢 System Announcement: Welcome to Spartan Success Network. If you have any questions, send an email to [spartansuccessnetwork@ycp.edu](mailto:spartansuccessnetwork@ycp.edu).

Appointments

Recent Changes

Show All Activity

Changed in Past 24 hours

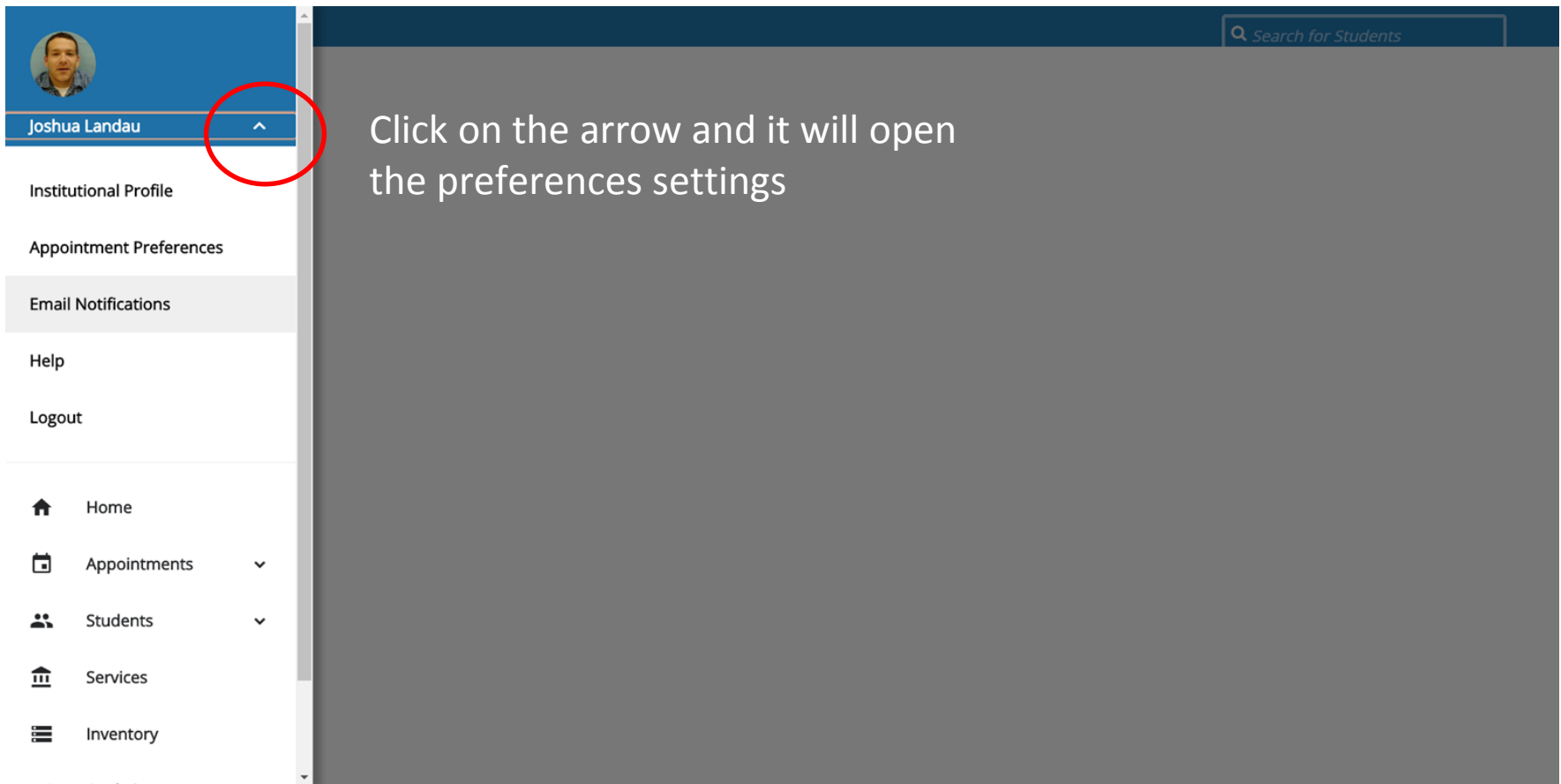
No recent changes

Click on the three lines to see the pull-down menu



# Preference settings

These settings allow you to set your preferences regarding your **Institutional Profile**, **Appointment Preferences**, and **Email Notifications**



Search for Students

Joshua Landau

Institutional Profile

Appointment Preferences

Email Notifications

Help

Logout

Home

Appointments

Students

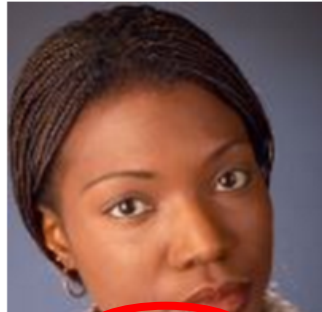
Services

Inventory

Click on the arrow and it will open the preferences settings

# Complete the Institutional Profile

Please fill out as much of your profile as possible; students will see this information.



[Upload Photo](#)

## Yasmin Gold

[Last Login: 1:10 PM April 29, 2014]

Login Page:

Login:  Institution Email:

Phone:  Alternate Email:  [mobile Users ?](#)

mobile:

Video Phone:

Send my correspondence to:  
 Institution Email  Alternate Email  Both

Time zone:

Display all time zones

### Tip:

If you have multiple roles at the campus, leave the title field blank. If your role is the same with all students, feel free to include your title.

### General Overview

A general message should go here. Tell people how you can help them during your office hours.

I teach English Composition and Creative Writing and am also an advisor. Please feel free to stop by or schedule a meeting during my posted office hours. When you sign up for your meeting, be sure to select the reason that best describes what you'd like to talk about. I can help you think through topic choices and outlines and help connect you to reference materials particular to your chosen subject. I can also help you decide which English courses are the best options to meet your degree requirements and career aspirations.

### My Biography

Use this space to tell others about yourself. You can include your educational background, work experience, areas of research and study, or any other information that would be relevant to others on campus. Students are more likely to reach out to you if they know a little about you.

I came to Excellent University in 2011. My research and teaching interests include twentieth-century and contemporary American literature and documentary film and the use of historical fiction as a teaching support in elementary education. In my free time i work with several local organizations focused on promoting literacy and creative writing for youth. I completed my undergraduate studies at Indiana University of Pennsylvania, and my graduate and doctorate degrees from George Mason University in Virginia.

**Tip:**  
Students see your biography before they see your general overview.

# Complete Email Notification settings

Starfish

Search for Students

Institutional Profile

Appointment Preferences

Email Notifications

Never Mind

Submit

NOTE: If you do not receive Spartan Success Network email notifications when expected, please make sure they are not marked as SPAM. Check the SPAM folder in your email client and whitelist Spartan Success Network emails if this is the case.

## Appointments Notifications

- Planning Reminders
- send me a separate email reminder for each appointment
  - send one email reminder with all appointments
  - don't send me an email reminder

Send Planning Reminders: 9:00 am the day of the appointments

Appointment Alerts:  Send me an email 15 minutes before the start of an appointment

Send me an email with a calendar attachment for every:

- change to my appointments
- change to my Office Hours/Group Sessions

Read busy times from my external Google calendar

Paste your Google Calendar private link here

**Important:** In order for this setting to take effect, you must share your private calendar link with Spartan Success Network. [Click here](#) for further instructions.

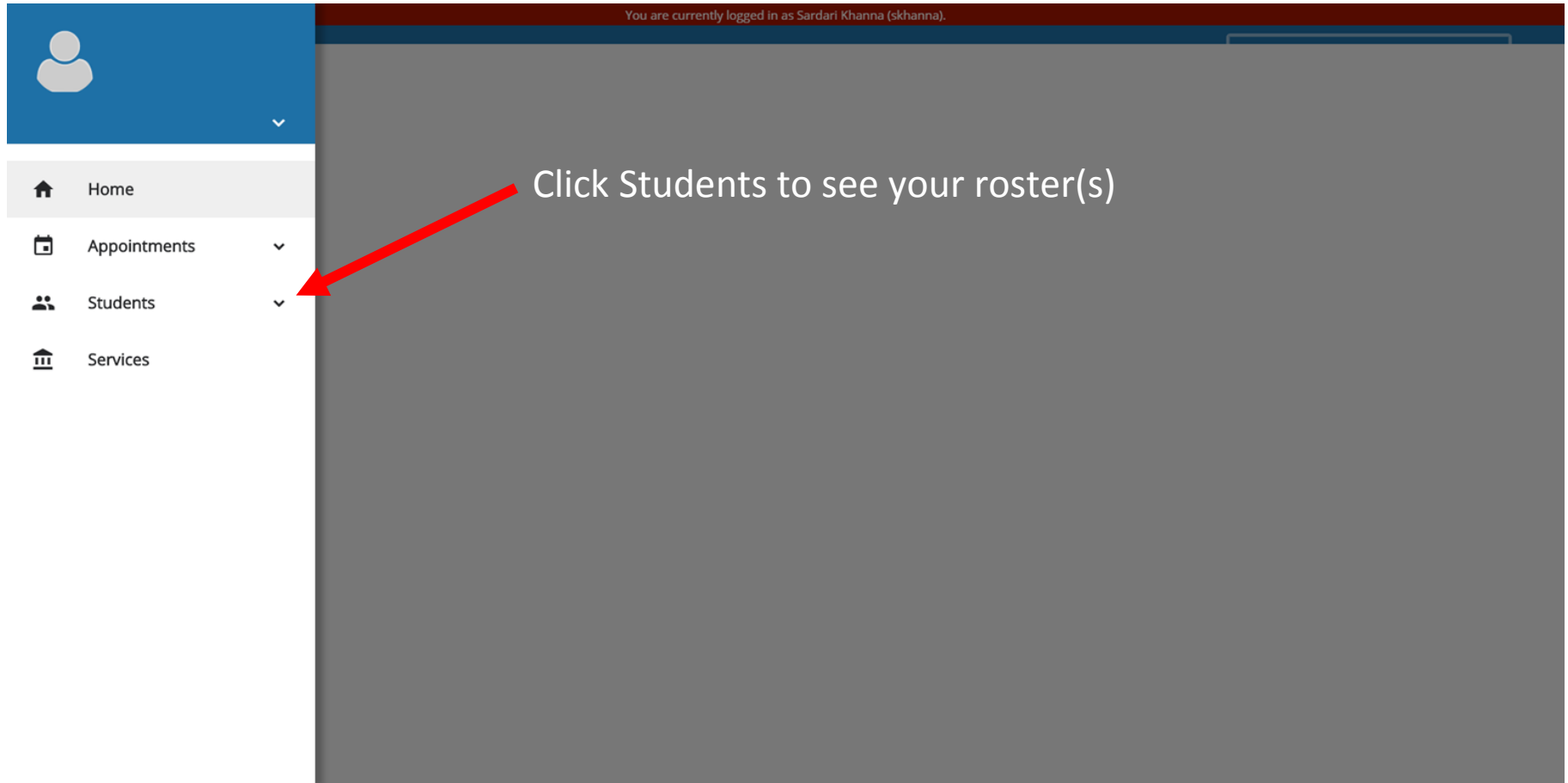
## Summary Emails

Send me a summary email of all tracking item and appointment activity:

- Daily at 2:00 am
- Weekly on Monday at 9:00 am

# Navigating the SSN

You are currently logged in as Sardari Khanna (skhanna).



Click Students to see your roster(s)













- Home
- Appointments
- Students
- Services

# Navigating the SSN

My Students   Tracking   Attendance

Flag   Referral   To-Do   Kudos   Success Plan   Message   Note   Download

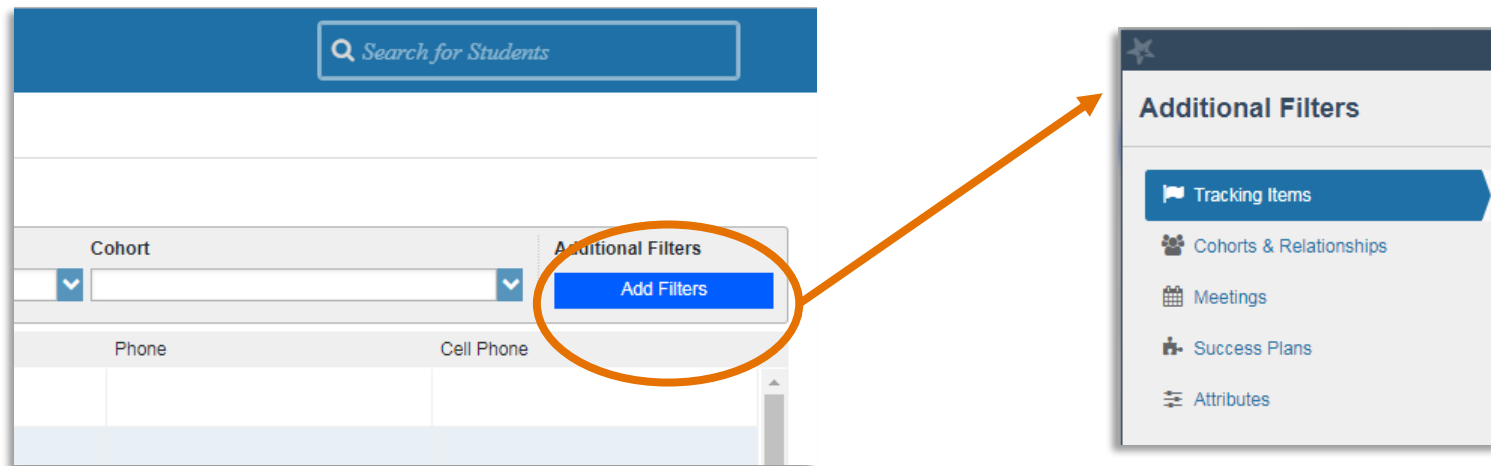
Search:     Connection:    Term:    Cohort:    Additional Filters:

Name	Email	Phone	Cell Phone
 Kasey Pollard epollard	Kasey.Pollard@starfishcollege.edu		
 Mariela Moyer lmoyer	Mariela.Moyer@starfishcollege.edu		
 Tom Safavian tsafavian	Tom.Safavian@starfishcollege.edu		
 Xie Reiland xreiland	Xie.Reiland@starfishcollege.edu		
 Justine Henderson fhenderson	Justine.Henderson@starfishcollege.edu		
 Ashleigh Conway zconway	Ashleigh.Conway@starfishcollege.edu		
 Natalie Raymond jraymond	Natalie.Raymond@starfishcollege.edu		
 Brandt Jenna rbrandt	Xie.Reiland@starfishcollege.edu		
 Callahan Abby vcallahan	Justine.Henderson@starfishcollege.edu		
 Carroll Tiffany bcarroll	Ashleigh.Conway@starfishcollege.edu		
 Cherry Laci mcherry	Natalie.Raymond@starfishcollege.edu		
 Cobb Thalia mcherry	Ron.Wilkinson@starfishcollege.edu		

Page 1 of 3   Total items selected: 0   Displaying Students 1 - 25 of 54

# Adding Filters

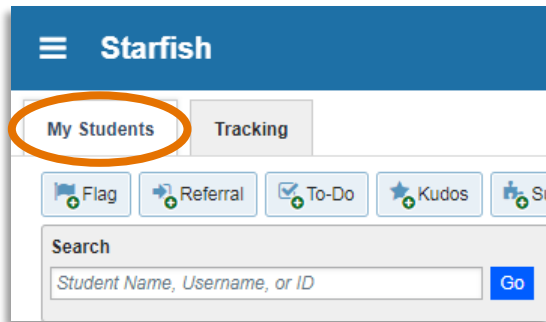
Clicking on “Add Filters” opens a new window containing a menu of filtering options



# How do I find my students?

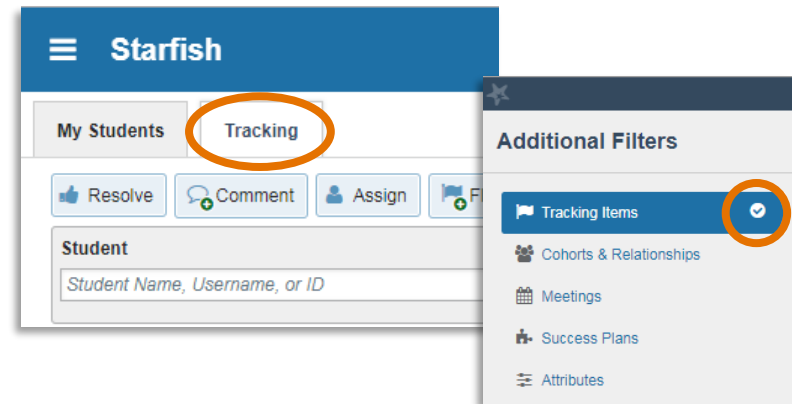
## Student-Based Filtering

- No default filters
- May begin with largest possible population



## Tracking Item-Based Filtering

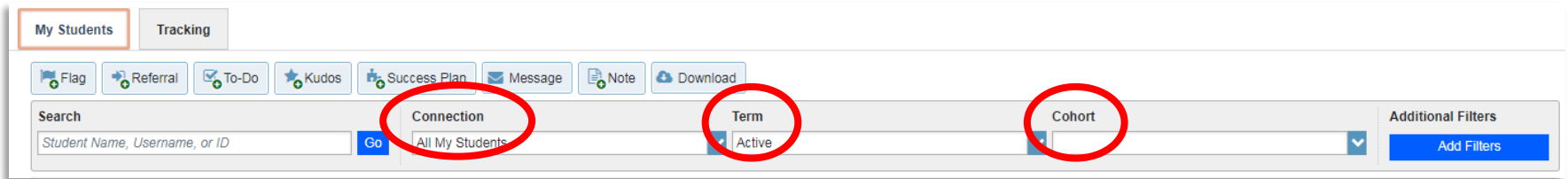
- Default filter: students who have any type of active Tracking Item: Flag, Kudos, Referral, or To-Do



\*The students you have access to depends on your term-based role(s) and relationship(s)

# CAUTION.....

Be aware of the settings for **Connection**, **Term**, and **Cohort** menus. If these settings are not properly applied you might not be able to see your students.



## Connections

Your available options are based on your roles and relationships with students.

## Terms

Active: includes terms in which the student is registered (in progress and future)

All: includes past, current, and future terms during which the student is registered

## Cohorts

What you have access to depends on your role(s)

You can search for any student using the blue *Search for Students* box in the upper right hand corner of the webpage





# Possible Next Steps with Filtered Rosters

- Click on a column label to sort the roster by that column (alphabetically, chronologically, etc.)
  - A triangle will appear next to the column that has been used for sorting
  - Click on the column again to reverse the order (e.g., from A-Z to Z-A)

The screenshot displays the Spartan Success Network interface. At the top, there is a blue header with the text "Spartan Success Network" and a search bar labeled "Search for Students". Below the header, there are two tabs: "My Students" and "Tracking". A row of action buttons includes "Resolve", "Comment", "Assign", "Flag", "Referral", "To-Do", "Kudos", "Success Plan", "Send Message", and "Download".

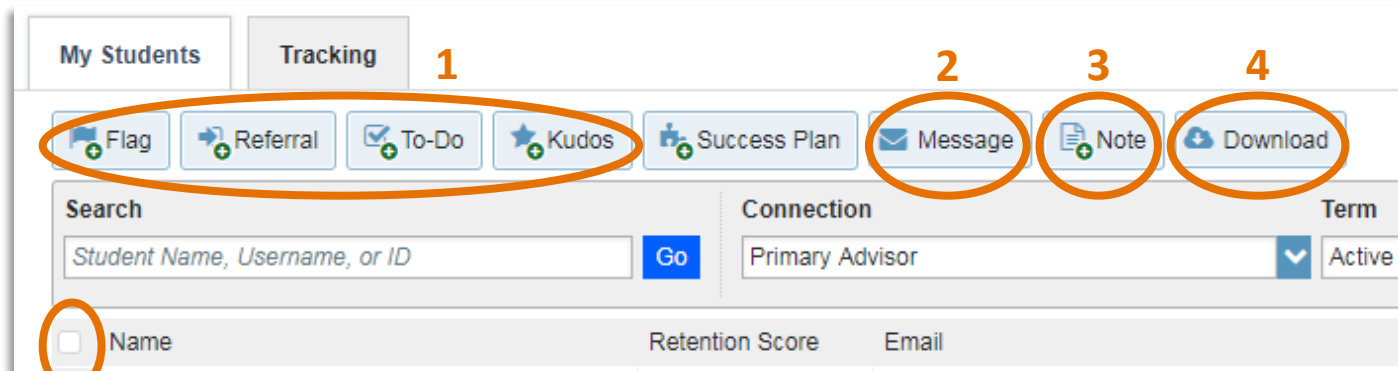
The main content area features a search bar for "Student" with the placeholder text "Student Name, Username, or ID" and a "Go" button. To the right of the search bar are three dropdown menus: "View" (set to "Inbox"), "Connection" (set to "All My Students"), and "Cohort".

Below these filters is a table header with the following columns: "Student", "Retention Score", "Item Name", "Status", "Created", and "Assigned". The "Created" column header has a small downward-pointing triangle next to it, indicating it is the current sort criterion. An orange box highlights the entire table header area, and a red circle highlights the triangle on the "Created" column.

# Possible Next Steps with Filtered Rosters:

## My Students Tab

- Initiate Tracking Items (1), a Message (2), and/or a Note (3) in “bulk”
  - Ensure comments are generic enough to apply to all the selected students
  - The system will record whether or not each student opened the Message in the Notes section of the student folder
- Download (4) the filtered roster into an Excel file (only available for some users/roles)



Check this box to select all students on the roster (one page at a time)

# SSN Activities: Time Sensitive vs. On-Going



- Some actions in SSN are time sensitive and need to be done by a “due date”
- Other actions are completed on an on-going or as-needed basis

SSN Action	When to Complete
Take Moodle Attendance	Begin on first day of class and continue throughout semester
Complete No-Show Verification (AKA Student Attendance Verification Survey)	Shortly after the drop/add deadline (the exact due date is communicated via email each semester)
Submit Warning Grades (AKA Student Performance Progress Survey)	During the warning grade reporting period (between the 7 <sup>th</sup> and 8 <sup>th</sup> weeks of the semester)
Initiate Kudos	When you want to acknowledge that a student is doing well or improving their academic performance
Raise Flags	When a student demonstrates a pattern of academic and/or some non-academic difficulties
Comment on/Clear Flags	As activity related to a Flag occurs
Document Meetings/Correspondence	As needed—particularly for academic advising meetings
Initiate Referrals & To-Dos	After discussing concerns/questions with the student and the appropriate resource(s) or action(s) has been identified