



# Spartan Success Network (SSN) Training

## MODULE 2: TRACKING ITEMS: FLAGS & KUDOS

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SPARTAN SUCCESS NETWORK



**Starfish**  
retention solutions

# SSN Resources for Faculty and Staff



## 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](#)
- [Flag Response Plan](#)
- [Navigating Counseling Services and Student Accessibility Services Referrals Successfully](#)

<https://www.ycp.edu/spartansuccess>

# Purpose of Flags and Kudos



- What are some situations in which you might want to reach out to a student directly with your concerns?
- How do you currently communicate concern to your students?

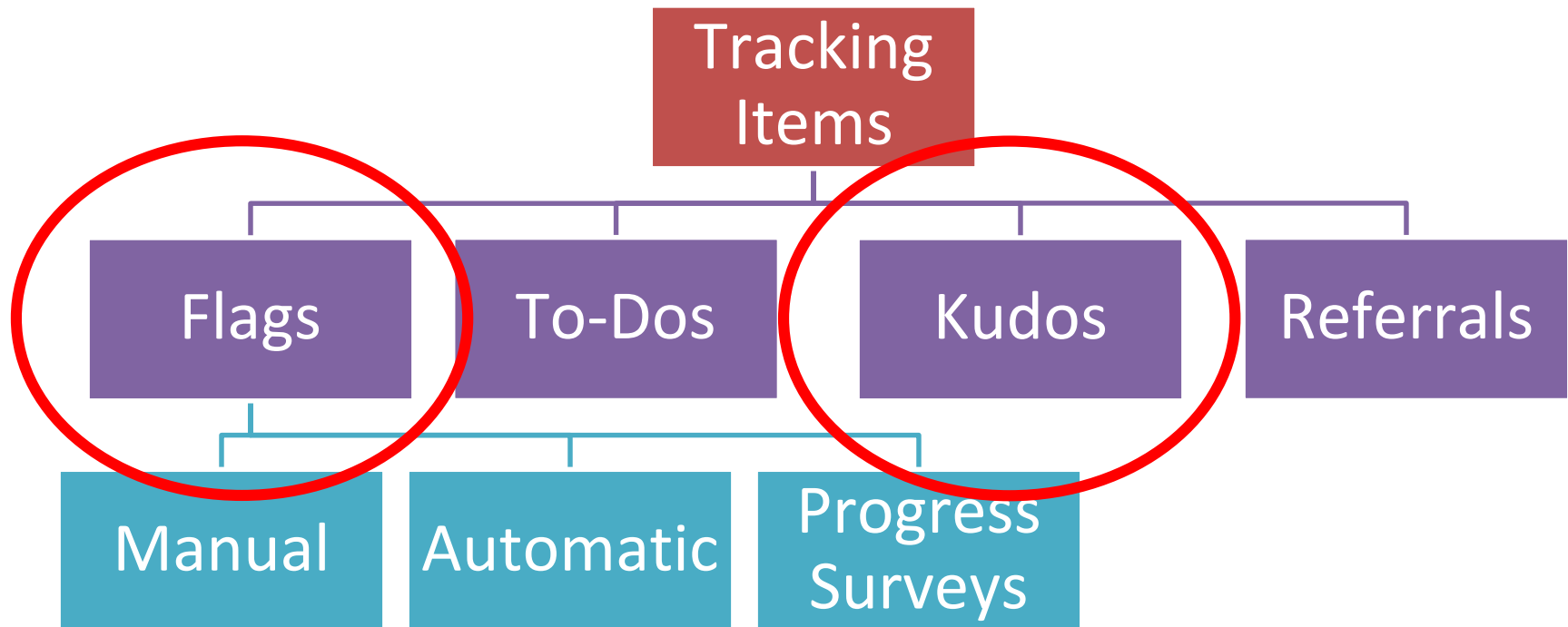
# Discussion

- What are some situations in which you think other YCP staff should know about your concerns?
- How do you currently communicate concern about your students to other YCP staff?

# 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



**IMPORTANT:** Flags will replace the previous YCP Web functions: **Student Referral Services** and **Student Retention Alerts**

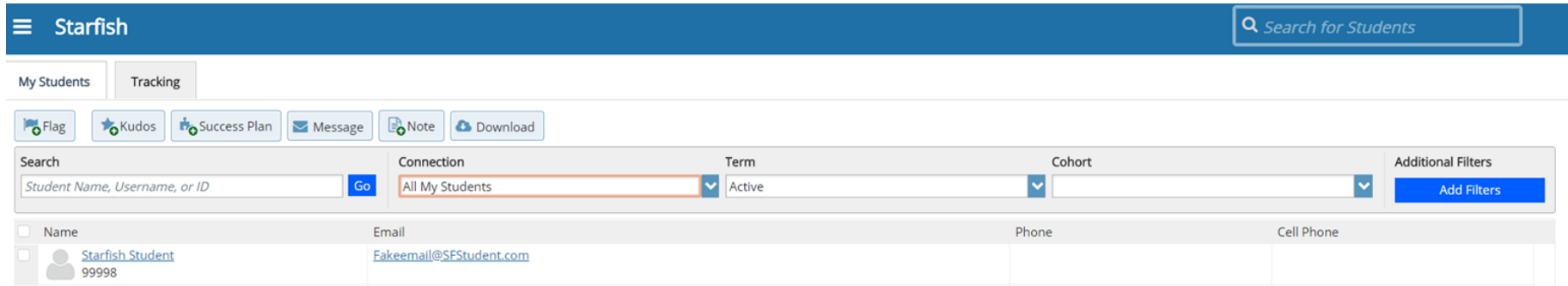
# Manually raised flags

Flag Type	Description
Academic Performance Concern	Raise this flag if a student is demonstrating a pattern of unsatisfactory, disorganized, unprepared, incomplete, and/or late work.
Attendance Concern	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 Moodle attendance tracking.
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.
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.
In Danger of Failing	Raise this flag at any point during the semester if a student is in danger of failing your course
General FYI	If you simply wish to share information about a student with their advisor and do not expect any action to take place, raise this flag. The student will not be notified.

Manual flags do require action on your part, otherwise they will not be raised. An example of how to raise a manual flag is on the next few slides.

# Example: Attendance Concern

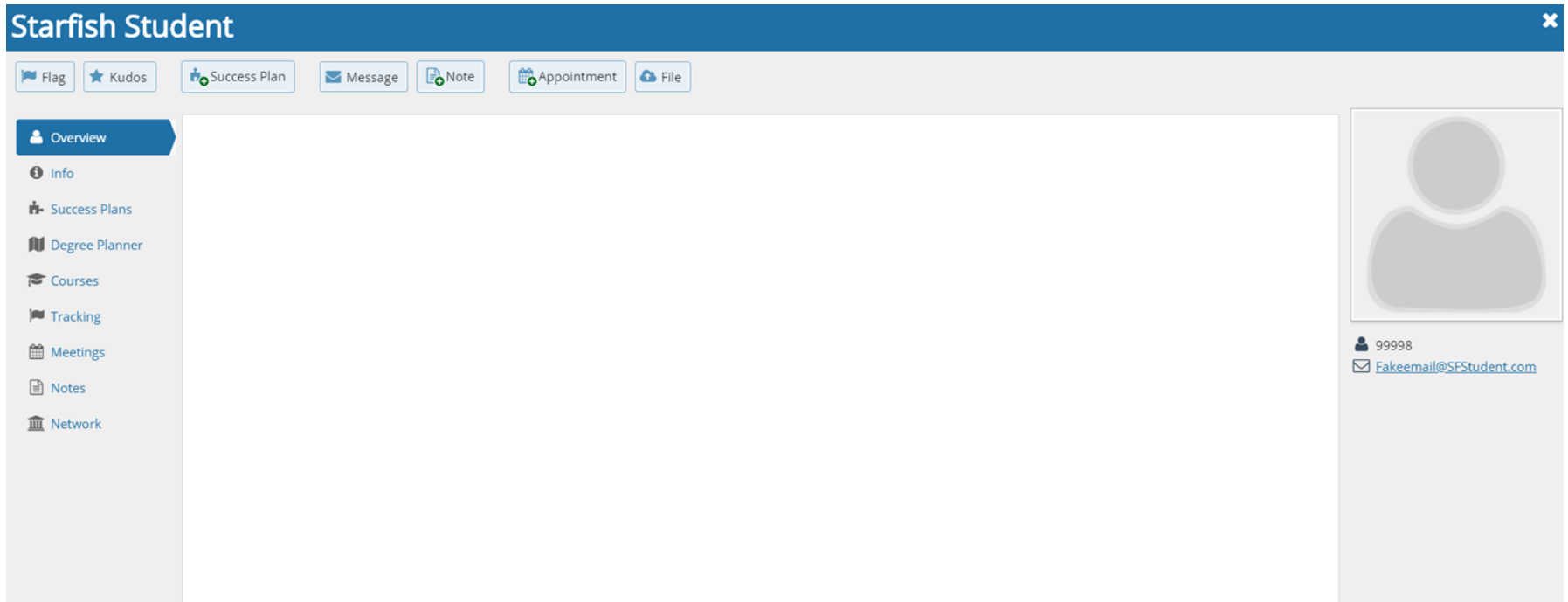
1. Navigate to the Student's SSN record via your course roster or using the search box



The screenshot shows the 'Starfish' interface. At the top, there is a search bar labeled 'Search for Students'. Below it, there are tabs for 'My Students' and 'Tracking'. A row of action buttons includes 'Flag', 'Kudos', 'Success Plan', 'Message', 'Note', and 'Download'. A search section contains a text input field with the placeholder 'Student Name, Username, or ID', a 'Go' button, and dropdown menus for 'Connection' (set to 'All My Students'), 'Term' (set to 'Active'), and 'Cohort'. An 'Additional Filters' button is also present. Below the search section is a table with columns for Name, Email, Phone, and Cell Phone. One student record is visible with the name 'Starfish Student', SSN '99998', and email 'Fakeemail@SFStudent.com'.

Name	Email	Phone	Cell Phone
Starfish Student 99998	<a href="mailto:Fakeemail@SFStudent.com">Fakeemail@SFStudent.com</a>		

2. Click on the Student's SSN name

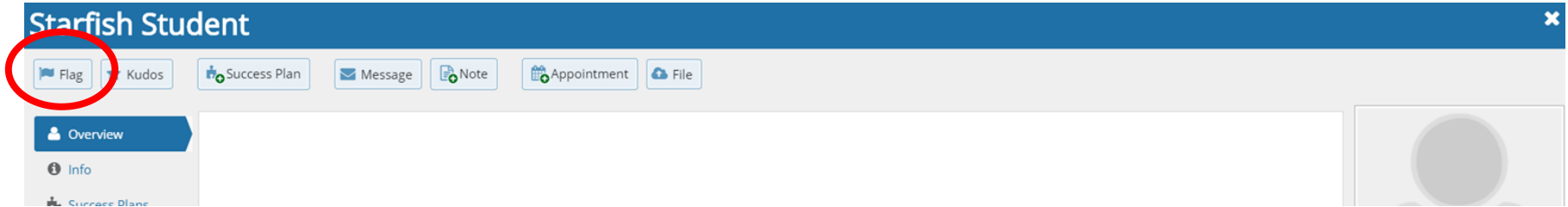


The screenshot shows the 'Starfish Student' profile page. The header includes the name 'Starfish Student' and a close button. Below the header are action buttons for 'Flag', 'Kudos', 'Success Plan', 'Message', 'Note', 'Appointment', and 'File'. A left sidebar contains a navigation menu with options: Overview (selected), Info, Success Plans, Degree Planner, Courses, Tracking, Meetings, Notes, and Network. The main content area is mostly blank. On the right side, there is a large placeholder for a profile picture. Below the placeholder, the SSN '99998' and email 'Fakeemail@SFStudent.com' are displayed.



# Example: Attendance Concern

3. Click on the Flag button



4. Select the Attendance Concern Flag

5. Select the relevant course

6. Write a message to the student

7. Take note of the other campus members that can see this flag

The 'Raise Flag for Starfish Student' dialog box is shown. It has a title bar with a star icon and a close button. The dialog contains the following fields and sections:

- Flag:** A dropdown menu with 'Attendance Concern' selected.
- Course Context:** A dropdown menu with 'No Course' selected.
- Comment:** A text area containing the message: 'I am very concerned with your recent attendance. You have been late to the past 4 class meetings. One of the strategies for success is to be in class for all of the lecture material. I would really like to chat with you about what is happening so we can find a way to help you be successful in my class,'.
- Student View:** A section with a lock icon and the text: 'The student can view this item and the notes entered above.'
- Permissions:** A section with a lock icon and the text: 'People with the following roles may be able to see this tracking item if they have a relationship with the student(s):'. Below this is a list of roles:
  - Academic Leadership
  - General Advisor
  - Primary Advisor
  - Retention Coordinator
  - Student Services Leadership
- More...:** A link to view more details.
- Required fields:** A red asterisk icon and the text 'Required fields' at the bottom left.
- Buttons:** 'Never Mind' and 'Save' buttons are located at the top right and bottom right of the dialog.

8. Click on **Save**



# Email Templates

- When a tracking item is raised, the system sends an email to the student that contains both **pre-populated content** and **space for personalization**
  - Templates are available at [www.ycp.edu/spartansuccess](http://www.ycp.edu/spartansuccess)
- For the manually raised flags, you will be responsible for writing a message to the student
  - You are writing to the student--not to the SSN
  - Other members of a student's network likely will have access
  - Be personal, direct, and factual; provide them with some direction
    - *"I have not seen you in class this week; please come see me during office hours"*
    - *"You have missed the last 2 assignments; please do a better job of turning in your assignments"*
    - *"Your test scores are great, but you need to do a better job on the assignments"*
- Because you are raising the Flag, the corresponding email is signed by you

# Sample Flag Language



## Academic Performance Concern


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


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

Salutations and signatures are pre-populated

All you have to do is type your personalized message to the student

# SSN Flag examples: More details are better

Item Name	Status	Created ▲	Due	Assignee	Context
 In Danger of Failing	Active				
<hr/> <b>Journal</b>					
<b>Raise Comment</b> Your grade in this class is currently below 70%.					

Item Name	Status	Created ▲	Due	Assignee	Context
 Warning Grade	Active				
<hr/> <b>Journal</b>					
<b>Raise Comment</b> This is a friendly reminder that you are in danger of not passing this course. Lab is 25% of the course grade and according to Moodle, there are 2 experiments that have not been graded. I hope you are working with Professor Leake to take care of that. You must get a 68% or higher in lab to be eligible for passing the course. Although your current exam average is 65%, there is still plenty of opportunity to bring that up with Exam 3, 4 and the Final Exam. In lecture, it looks like you are understanding things pretty well. If you need some additional guidance or assistance, please don't hesitate to come see me.					

# Automatically raised flags

Flag Type	Description
Six Unexcused Absences	This flag is automatically raised when students miss six classes in a single course. NOTE: Attendance information is pulled directly from Moodle.
Course Withdrawal	This flag will be raised automatically when a student completes the withdrawal process. <b>NOTE: The withdrawal process will be different than in the past.</b>
Three Flags Raised	This flag will be raised automatically when a student has accumulated three manually raised flags in the system.
Five Flags Raised	This flag will be raised automatically when a student has accumulated five flags—whether initiated by the system or a user.

These flags are automatically raised by the system when certain thresholds are exceeded. Other than entering attendance via Moodle, you do not have to do anything to activate these flags.

# Survey-based flags

Flag Type	Description
No Show	A student has never attended your class <b>**Replaces paper-based no show reporting**</b>
Warning Grades	A student is performing below average <b>**Replaces the YCPWEB-based warning grade process**</b>

Survey flags require you to respond to a Progress Survey. Once you submit a Progress Survey the appropriate flag will be raised.

**\*\*Note that these surveys will replace the paper-based processes that we have typically used in the past.\*\***

# Progress Surveys

Surveys will replace some familiar processes:

1. Paper-based attendance verification will occur through Moodle attendance and a survey
2. Warning grades will be collected via progress surveys

*If you are team-teaching or otherwise sharing a course, all instructors will receive email survey notifications.*

*We would like ONE of the instructors to complete the survey whereas the other instructor can simply hit submit.*

# Student- raised flags

Flag Type	Description
I Need Help in a Course	Student-initiated flag to request assistance in a course
I'm Thinking about Withdrawing from a Course	Student-initiated flag that they will raise when they are thinking about or would like to withdraw from a course

Student raised flags do require action on your part. In these cases, you will need to reach out to the student to help them through their next steps.



# Flags: Commenting & Clearing



Keep the student's network in the loop by updating flags; for example:

## **Comment**

- To summarize pending action that you and the student discussed
- To document that a student has not responded to your outreach attempts
- To inform others in the network that you want the flag to remain active

## **Clear**

- To close-the-loop and indicate that the issue has been addressed

# Kudos : Acknowledging positive performance



Keep Up the Good  
Work

Outstanding  
Academic  
Performance



Beware of Kudos  
fatigue!



Showing  
Improvement

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# Questions?



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