





## Reference guide for Tracking items, Roles and Responsibilities

Tracking Item	Description	
 Flag: <b>Attendance/Participation Concern</b>	A faculty/instructor will raise this flag on a student who has stopped or is no longer attending/participating in class.	
<b>Workflow</b>		
<b>Flag Raised by</b>	<b>Flag Follow-up</b>	<b>Flag Cleared by</b>
Faculty/Instructor	Student and Faculty/Instructor	Faculty/Instructor
<p>The student who had a flag raised by a Faculty/Instructor will receive this confirmation email from SupportNET:</p> <p><i>*NOTE: Comments may be added by the Faculty/Instructor when raising a flag). For example: You have missed 3 classes.</i></p>	<p><b>Subject: We miss you in [Course Name]</b></p> <p>Dear [Student's First Name],</p> <p>Class isn't the same without you!</p> <p>We want you to be successful in your academic studies and attending class is the first step to accomplishing your goals. Missing class content can affect your grades, academic performance, and possibly have financial consequences. It's not too late for you to change your attendance habits.</p> <p>Here are my additional comments: <i>(*Comments will load here if listed.)</i></p> <p>Your classmates have found helpful resources available in their <b>My Success Network</b> feature in Southeast SupportNET. Check it out!</p> <p>Sincerely,</p> <p>[Faculty/Instructor Name]  <b>Southeast SupportNET</b></p>	
<b>Example Feedback:</b>	No action is necessary. However, anyone who is a part of the student's Success Network (i.e. Primary Advisor, Academic Coach, etc.) may discuss the attendance concern.	
<b>Close the Loop:</b>	A team member and/or flag raiser may comment or close the flag. Student File > Tracking > 'hover' over item > Comment or Clear	



# SUPPORTNET


SOUTHEAST'S STUDENT SUCCESS NETWORK

Tracking Item	Description	
 Flag: <b>In Danger of Failing</b>	A Faculty/Instructor will raise this flag on a student who is in danger of failing a course.	
<b>Workflow</b>		
<b>Flag Raised by</b>	<b>Flag Follow-up</b>	<b>Flag Cleared by</b>
Faculty/Instructor	<b>*Primary Advisor</b> (or Faculty/Instructor)	Faculty/Instructor/Primary Advisor
<p>The student who had a flag raised by a Faculty/Instructor will receive this confirmation email from SupportNET:</p> <p><b>#Primary Advisor will receive an automatic email regarding the flag</b></p> <p><i>*NOTE: Comments may be added by the Faculty/Instructor when raising a flag. For example: You have missed 3 classes.</i></p>	<p><b>Subject: ALERT: Action Required in [Course name] [Student ID]</b></p> <p>Dear [Student's First Name],</p> <p>You are not yet progressing to a passing grade in [Course Name / Course Number/Section]. It is common for students to go through challenges like this and overcome them.</p> <p>Instructor's Notes: <i>(*Comments will load here if listed.)</i></p> <p>Contact me right away to discuss your options and develop a plan of action.</p> <p>Students who use campus services are more likely to be successful. Check out services in your <b>My Success Network</b> in Southeast SupportNET.</p> <p>Sincerely,</p> <p>[Instructor Name]  <b>Southeast SupportNET</b></p>	
<p>Example Feedback:</p>	<p>Primary Advisor should reach out to the student via email, phone, or in person to address the concern raised by the faculty member. Drop deadlines and financial aid/scholarship consequences should be discussed. Other referrals may be made as needed.</p>	
<p>Close the Loop:</p>	<p>A team member and/or flag raiser may comment or close the flag.            Student File &gt; Tracking &gt; 'hover' over item &gt; Comment or Clear</p>	



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Tracking Item	Description	
 Flag: <b>I Need Help</b>	<p>This is a flag that is <u>raised by the student</u> requesting help. A student selects this “I Need Help” option when they need help but are not sure where to start. The student is instructed to include as much detail as they feel comfortable and enter the best way to contact you, including your phone number and email address.</p> <p><b>The primary advisor is be notified via email.</b></p>	
Workflow		
Flag Raised by	Flag Follow-up	Flag Cleared by
Student	<b>*Primary Advisor</b>	<b>*Primary Advisor</b>
<p>The student who raised a flag will receive this confirmation email from SupportNET for all “I need help” options:</p> <p>Student Options include:</p> <ol style="list-style-type: none"> <li>1. I Need Help</li> <li>2. I Need Help-Financial</li> <li>3. I Need Help in a Course</li> </ol>	<p><b>Subject: Help is on the way!</b></p> <p>Dear [Student’s First Name],</p> <p>Thanks for being proactive in finding assistance. We have received the following request from you.</p> <p><b>Category:</b> [Flag Name]  <b>Raised On:</b> [Raised Date]  <b>Your Comments:</b> [Raise Notes]</p> <p>You'll receive a response to your question shortly. We look forward to helping you!</p>	
<p>The Primary Advisor will also receive this confirmation email from SupportNET.</p> <p>Alternate confirmation emails for:</p> <ol style="list-style-type: none"> <li>1. I Need Help-Financial             <ol style="list-style-type: none"> <li>a. SFS emailed</li> </ol> </li> <li>2. I Need Help in a Course             <ol style="list-style-type: none"> <li>a. Fac/Instr emailed</li> </ol> </li> </ol>	<p><b>Subject: Student requesting assistance - [Student First Name] [Student ID]</b></p> <p>Dear [Advisor’s First Name],</p> <p>I am requesting the following assistance from you:</p> <p><b>Category:</b> [Flag Name]  <b>My Name:</b> [Student Full Name] [Student Id]  <b>Raised On:</b> [Raised Date]  <b>Comments:</b> [Raise Notes]</p> <p>Thank you in advance for your assistance!</p>	
<p>Here are a few suggested responses from Primary Advisor to be sent to the student who has raised a flag.</p>	<p>I see that you raised a flag in SupportNET regarding XXXX, I’d like to talk to you about how we can support you in this.</p> <p>I suggest your contacting XXXX to find help with your situation.  <i>(Primary Advisors may want to make a referral to Campus Resources listed in SupportNET under “Services”)</i></p>	
<p>Close the Loop:</p>	<p>A team member and/or flag raiser may comment or close the flag.            Student File &gt; Tracking &gt; ‘hover’ over item &gt; Comment or Clear</p>	



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SOUTHEAST'S STUDENT SUCCESS NETWORK

Tracking Item		Description
 Flag: <b>ALERT – See Comments/Notes</b>	<b>THE STUDENT DOES NOT SEE THIS FLAG:</b> This type of flag should be created to flag any type of behavioral concern that you would want to alert others about. <b>**Be conscientious about your comments as others around campus will be able to view them**</b>	
Workflow		
Flag Raised by	Flag Follow-up	Flag Cleared by
Faculty/Instructor/Staff	NONE	Faculty/Instructor/Staff
Email:	<b>**Student Does not see this Flag</b> <b>No emails are sent to the student</b>	
Feedback:	No feedback is needed. This is an informational flag only.	
Close the Loop:	A team member and/or flag raiser may comment or close the flag. Student File > Tracking > 'hover' over item > Comment or Clear	