

# Santa Monica College GPS Faculty Handbook

SMC GPS (Gateway to Persistence & Success) Early Alert (The new Early Alert System)

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## **What is SMC's GPS system (Gateway to Persistence and Success)-Early Alert?**

Success is a moving target, and students need different kinds of encouragement at different times. The challenge is knowing which students are facing what obstacles – and then getting that information into the hands of the people who can help.

SMC GPS is an early warning and student-tracking platform that allows faculty and staff to engage with students by giving praise for academic excellence or manage a concern that the student is struggling with. Faculty provide can students with direct feedback regarding their course performance in the form of kudos, flags, and referrals. With SMC GPS, you can connect with your students on a whole new level.

## Tracking Items-Flags/Referrals/To-Dos/Kudos

As faculty, the majority of your work in SMC GPS will be in raising tracking items. **Tracking items**, such as kudos, flags, and referrals, are opportunities for you to provide students with feedback regarding their performance in your course. Each tracking item has a unique workflow associated with it.

**Kudos** provides a student with positive reinforcement and encouragement. They will stay active on a student's profile for the remainder of the academic year. Kudos you can raise as an instructor include:

- **Keep Up The Good Work:** for students who continue to or have improved during the course
- **You Are Off To A Good Start:** for students who started their semester off with a bang.
- **You've Got This:** for students who might enjoy a little encouragement.
- **Way to Go! Your Efforts Are Paying Off:** for students who are improving.
- **Thanks for hanging in there with us!:** For student shaving issues with the remote environment

**Instructor Managed Flags** are both raised and closed by the instructor in a given course. These tracking items are designed to facilitate conversation between the student and the instructor. These flags should be closed when a concern is resolved or escalated. Here are the following options:

**Faculty Raised and Lowered Flags:** These flags notify the student to see their instructor regarding.

- **Attendance Concerns:** for students missing 2-3 classes
- **Low Quiz/Test Scores(s):** for students whose low exam scores may negatively impact their grade
- **Missing/Late Assignments:** for students who have missed two or more assignments

**Faculty Raised Support Flags:**

- **Student Needs Help Paying for Books and/or Materials:** Raise this flag when your student comes to you looking of help to buy school materials
- **Outcome:** A notification goes out to Counseling and Financial Aid offices. Counseling will reach out to the student for support.

**Referrals Flags** are designed to alert a service area when a student needs additional support. These items are raised by the instructor in a given course, and closed by either the service area or the instructor. Instructors can expect to receive a communication from the service area after service is rendered, letting them know if/how the concern was successfully addressed. Referrals include:

- **Academic Counseling Referral:** Refers a student to Counseling Services when a student has questions on EdPlan, schedule, academic difficulties, or general counseling questions.
  - **Excessive Absences Concerns:** Refers a student to Counseling Services to discuss options.
  - **Financial Help Referral:** Refers a student to a Counselor and notifies the Financial Aid office.
  - **In Danger of Failing:** Refers a student to Counseling Services to discuss options.
  - **Student Needs Help Navigating Remote Learning Environment-** Refer student to Student ITHelp
  - **English or Math Tutoring Referral:** Refers a student to tutoring services on campus.
- Note:** Students are not required to attend a tutoring session.

**To-Dos** provide Counseling a resource to refer student to services on campus. Students are task to go see the specific service suggested. To-Dos you can raise as a counseling include:

- **Go to the Admissions Office:** refers a student to seek out support from SMC Admissions.
- **Go to the Career Center:** refers a student to seek out support from the SMC's Career Center.
- **Go to the Disabled Student Center- DSPS:** refers a student to seek out support from the SMC's Disabled Student Center-DSPS.

- **Go to the Financial Aid Office:** refers a student to seek out support from the SMC's Financial Aid Office.
- **Go to the Wellness and Wellbeing Center:** refers a student to seek out support from the Wellness and Wellbeing Center.

## Progress Surveys & Timelines

Faculty can raise tracking items individually at any time, but progress surveys allow you to provide feedback to all of your students at once.

There will be two progress surveys per semester and one during summer/winter. Fall and spring will happen on or around the weeks 3 and 9 of the semester. Summer/winter will deploy around the 2<sup>nd</sup> week of the term. These surveys will be open for one to two week(s). The survey includes a selection of kudos, flags, and referrals for you to choose from. This is your time to give your students feedback on how they are doing by acknowledging their successes, or refer them to support. It is as easy as checking a box!

Review procedures and video on how to [complete your progress survey](#).

Starfish

Search for Students

OVERVIEW MY STUDENTS TRACKING INTAKE ZOOM IN ATTENDANCE PROGRESS SURVEYS (4)

CHOOSE SURVEY

Microbiology II (SCI-BIOL202-600-201901): 3 Question Flag Survey

Microbiology II (SCI-BIOL202-600-201901): 3 Question Flag Survey

SAVED February 26, 2019 at 8:01 AM

DUE March 15, 2019 at 8:51 AM

A weekly "testing" survey which allows you to quickly alert student support services about students in need of assistance.

Search

| Name                             | Worklife Interfering     | Poor Attendance          | Behavior Concern         |
|----------------------------------|--------------------------|--------------------------|--------------------------|
| Adam, Egon<br>eadam5389          | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Albright, Randy<br>ralbright5391 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Andrews, Randy<br>randrews5395   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Batu, Sean<br>sbatu5392          | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

RESET SUBMIT

## Access & Login

How to login? Go to [www.smc.edu](http://www.smc.edu) and click on Logins or go to [SMC.edu/GPS](http://SMC.edu/GPS) to login. SMC GPS access is the same login credentials as WebISIS and your campus account.

### SMC SIGN-ON

**Username**

**Password**

Show password

[Student Forgot Password](#)  
[Faculty Forgot Password](#)

**Login**



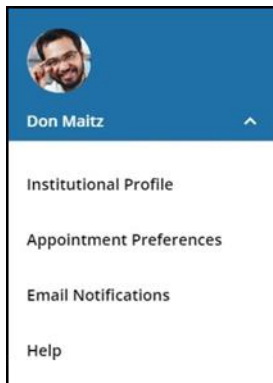
## Setting up Your Profile

The first time you login to SMC GPS, you will be prompted to set-up your profile. Please update **Institutional Profile** and **Email Notification**.

**Note:** Faculty will be given the option to use the appointment system for Fall 2020. This process is optional.

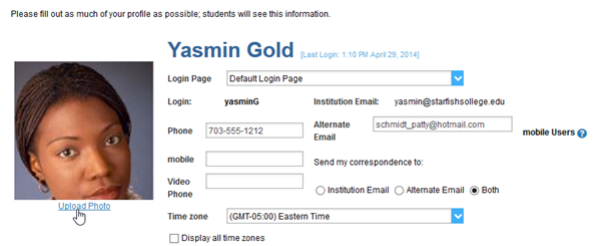
Instructions:

1. Click on the “Hamburger Menu”. The hamburger menu are the three diagonal lines on the top left-hand corner of the page.
2. The drop down will show your name as well as the access you have to your students. Click your name at the top navigation bar and select the **Institutional Profile** tab.



3. Please update your information on this page.
4. You can also choose which page you log into by clicking on the **Login Page**. Choose a couple different options and see which you like best. Our suggestion is **Students- My Students**.
5. Help students put a face to your name by using the **Upload Photo** link. Browse and select a photo file (.jpg, .png, or .gif), and then click the **Upload Now** button to update your photo.

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

A screenshot of a profile setup form for a user named Yasmin Gold. The form includes a profile picture of a woman, a "Logout Photo" link, and various input fields. The "Login Page" is set to "Default Login Page". The "Login" field contains "yasminG" and the "Institution Email" is "yasmin@starfishcollege.edu". There are fields for "Phone" (703-555-1212) and "Alternate Email" (schmid\_patt@hotmail.com). A "mobile Users" link is present. There are also fields for "Video Phone", "Send my correspondence to:" (with radio buttons for "Institution Email", "Alternate Email", and "Both"), and "Time zone" (set to "(GMT-05:00) Eastern Time"). A checkbox for "Display all time zones" is at the bottom.

6. Your **Phone** and **Institutional Email** fields will be auto-populated by MIS.
7. Double check that the **Time zone** selected matches your time zone (**PST**).
8. Add information to the **General Overview** and **My Biography** sections to let students know a bit more about you. This information will appear when students open your profile. Click the **Submit** button to save your changes.

**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 guides 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.

**Note:** You can check out the SMC GPS website for an easy video tutorial on how to [update your profile](#).

## Email Notifications

You can determine how frequently you would like to receive notifications, receive summary emails, as well as what types of tracking notifications you are receiving. Follow the directions to set your email notifications. **Faculty will want to choose (“an item is cleared” and “an item is assigned to me”).**

**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 Exchange calendar

**Important:** In order for this setting to take effect, you must share your calendar with starfish@smc.edu. [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

## Tracking Item Notifications

Send me an immediate email whenever:  an item is raised  an item is cleared  an item is assigned to me

## Setting up Your Office Hours

To setup office hours at any point or make any changes, use the buttons on your **Home** page to add office hours. The Home screen is located under your name. You can check out the short tutorial on how to [set up your office hours](#).

**Note:** Your office hours are posted in the students “Success Network”.

The screenshot shows a web form titled "Add Office Hours". At the top right are "Never Mind" and "Submit" buttons. The form contains the following fields:

- Title:** Text input with "Office Hours" entered.
- What day(s)?** A dropdown menu set to "Weekly", followed by "Repeats every" and a dropdown set to "1", and "week(s)". Below this are checkboxes for days of the week: Mon, Tue, Wed, Thu, Fri, Sat, Sun.
- What time?** Two text input fields: "Enter Start Time" and "Enter End Time" with "to" between them.
- Where?** A "Type" dropdown menu set to "in an office". Below it are "Details" and "Instructions" text input fields. "Details" contains "Enter an office location" and "Instructions" contains "Knock once and enter".
- Office hours Type:** A dropdown menu set to "Scheduled And Walk-ins". Below it is the text "Take either scheduled appointments or walk-ins".
- How long?** Two dropdown menus, both set to "15 minutes". The first is labeled "minimum appointment length" and the second is labeled "maximum appointment length".

Below the main form are two tabs: "Instructions" and "Start/End Date". The "Instructions" tab is active, showing a text area with the text "These will be sent to anyone who makes an appointment." and an empty text input field below it.

At the bottom of the form are "Required fields" and "Never Mind" and "Submit" buttons.

1. Complete the fields presented to specify:
  - **What day(s) do you have office hours?** Check the boxes for each day.
  - **What time are your office hours?** Enter a start and end time.
  - **Where are they?** Select the **Type** of setting and enter the **Details** in the field provided (e.g. the building and room number of your office). Additional options can be created from your profile page.
  - It is not necessary to enter **Instructions**, as students will not be making appointments through this system.
2. Click the **Submit** button to save your office hours.



## Completing Progress Surveys

Progress Surveys will launch at specific times during the semester. You will be given the opportunity to raise tracking items for all students in a course at once. You will receive an email reminder when there is a new survey for you to complete. Each individual survey presents a student roster for one course section on whom you can raise flags. Remember, you have one week to complete each survey.

1. Select the progress survey link on your GPS Home page to go the Progress Surveys tab.  
**(only visible when you have active surveys).**

The selected survey opens, listing your students on the left, and items you may raise across the top.

2. Check the box for each desired item/ student combination.

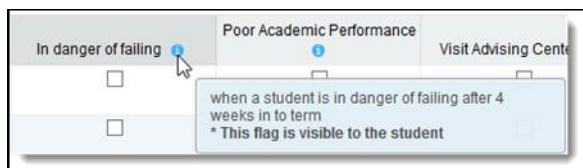
Click the comments icon (🗨️) to open a text box for your notes.

Click the information icon (ℹ️) associated with an item to verify whether or not the student can view the flag and related comments.

**PLEASE NOTE:** All messages on Kudos, Flags, and Referrals, will be part of public record and visible by the student.

The screenshot shows a web interface for a progress survey. At the top, there are tabs for Overview, My Students, Tracking, Attendance, and Progress Surveys. The current survey is titled "Introduction to Creative Writing (ENGL200.01.201403): Midterm Re...". Below the title, there are buttons for "Save Draft", "Never Mind", and "Submit". A message states: "Please consider any students who have performed poorly or particularly well through midterms. Please consider providing a specific referral recommendation for support. You can click on the hyperlink on the student's name to open his or her student folder. Just close the folder to return to the Survey page. Remember to 'Save Draft' periodically if you are doing a little bit at a time so that you don't lose your changes. Once you submit the survey you cannot change it!" Below this is a search bar with the text "Search: Name" and a "Go" button. The main area is a table with columns for "Name", "No Feedback", "In danger of failing", "Poor Academic Performance", "Visit Advising Center", and "Great Work!". The table lists several students with their names and IDs. The "In danger of failing" column has a checked box for the first student, "Albright, Randi". The "Poor Academic Performance" column has a checked box for "Kellard, Mackenzie" and "Bantick, Devica". At the bottom, there are buttons for "Save Draft", "Never Mind", and "Submit", and a note "Total items selected: 3".

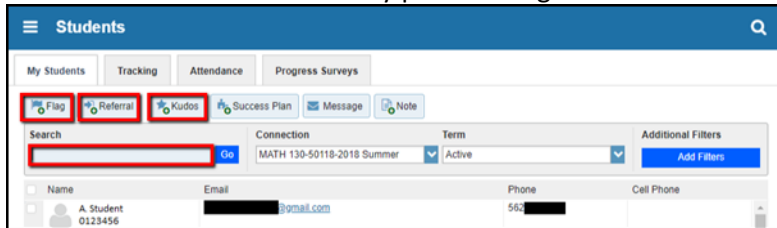
3. Click the Submit button only when you are finished providing feedback. The items you selected will be raised on your students when you submit the survey. Once your survey has been submitted, you will not be able to change your selections. Use the **Save Draft** option if you aren't ready to submit your survey yet.



**Note:** Watch the [Two Minute Tip on completing a progress survey](#) for a demonstration of this feature.

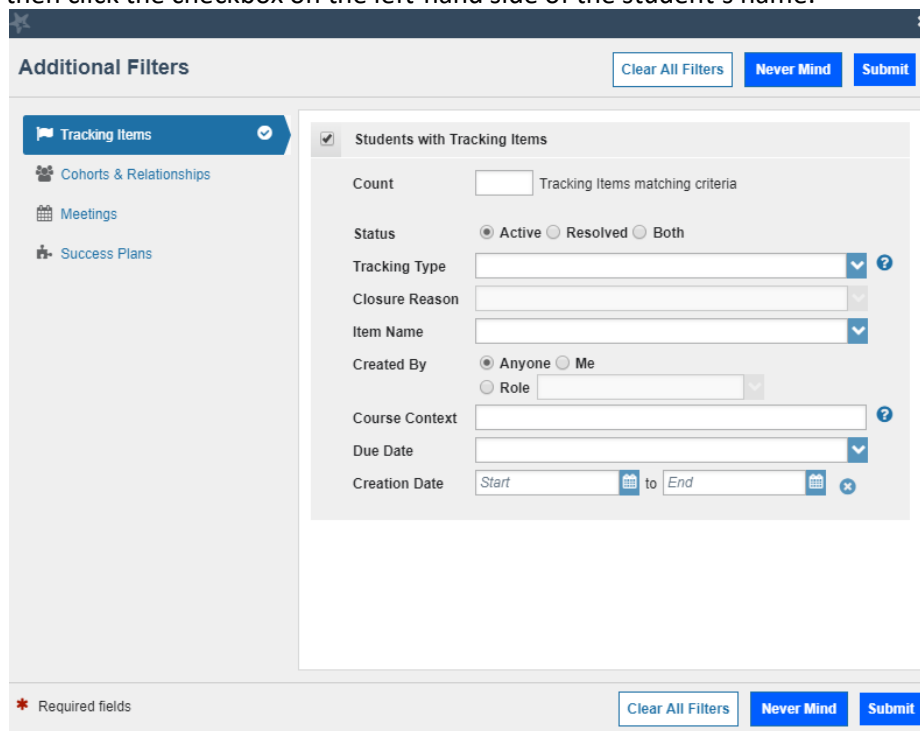
## Raising Tracking Items

SMC GPS allows you to raise **kudos** to encourage students and let them know they are on the right track, **flags** for students to alert them of potential concerns, or **referrals** to connect them with support services. This can be done at any point throughout the semester.



1. Click on the **MY STUDENTS** tab in the menu on the left-hand side of the screen to see a list of all your students.
2. Click on the desired student or search by typing the students name or ID # into the **Search box**. **Note:** you will need to put an “S” in front of the student’s ID #: Example: S1212123.

You can also filter your students by selecting the **Add Filters** button on the right-hand side of the screen, then click the checkbox on the left-hand side of the student’s name.



You may select multiple students to raise the same item for all.

**Please note: The same message will be sent to all students if you are entering comments.**

3. Click the button for Kudo, Flag, or Referral.
4. A list of items that you have permission to raise on this student will be displayed. Select the desired tracking item.

**Raise Flag for SHOTA ARAKI** Never Mind Save

\* Flag

\* Course Context

Comment

**Low Quiz/Test Scores**  
Raise this flag when a student receives a low grade on a test or multiple quizzes.

**Missing/Late Assignments**  
Raise this flag when a student is missing or late with multiple assignments.

**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):

- SMC Counselors
- SMC Program Counselor
- COURSE

\* Required fields Never Mind Save

Select the course from the Course Context drop-down list, and enter notes in the Comment box if necessary. This text will be sent to the student in an email.

**PLEASE NOTE:** All messages on Kudos, Flags, and Referrals, will be part of public record and visible by the student.

4. Click the Save button to send to the student.

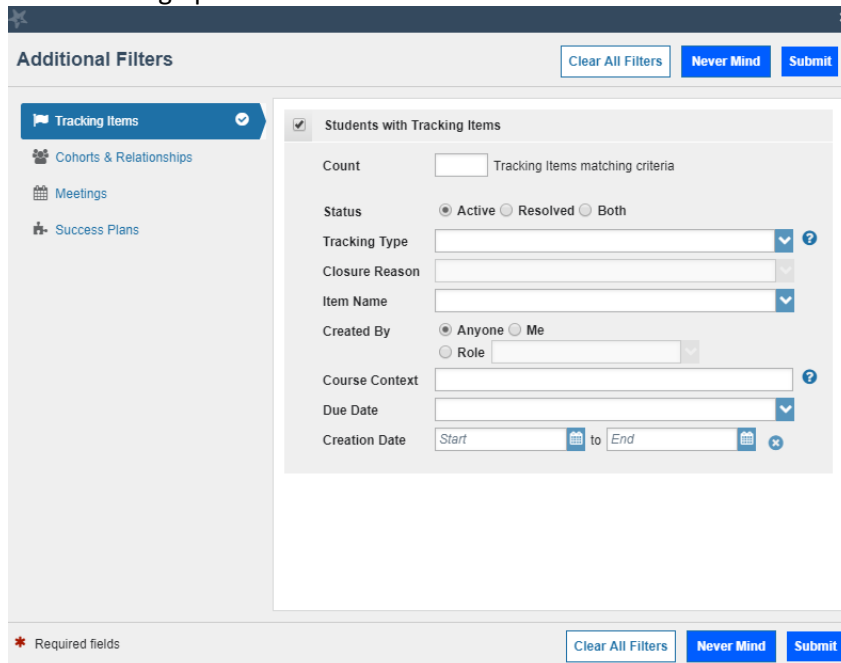
**Note:** The “Student View” indicates whether the student can view the flag and the notes you include in the Comment box.

The Permissions area lists roles that have permission to view the selected flag and the notes you include in the Comment box.

## Filtering Student Lists

SMC GPS comes equipped with filters that can help you target specific students in your course(s) based on various criteria.

1. From the Students screen, use the Connection or Term drop-down menus to filter your student group based on those criteria. You may also select the **Tracking** tab (**MY STUDENTS, FLAGS/REFERRALS/TO-DOS/KUDOS, STUDENT PROGRESS SURVEY**) at the top of this screen for more filters specific to tracking items.
2. To add more filters, click on the blue **Add Filters** button on the right-hand side of the screen. This will bring up the Additional Filters menu

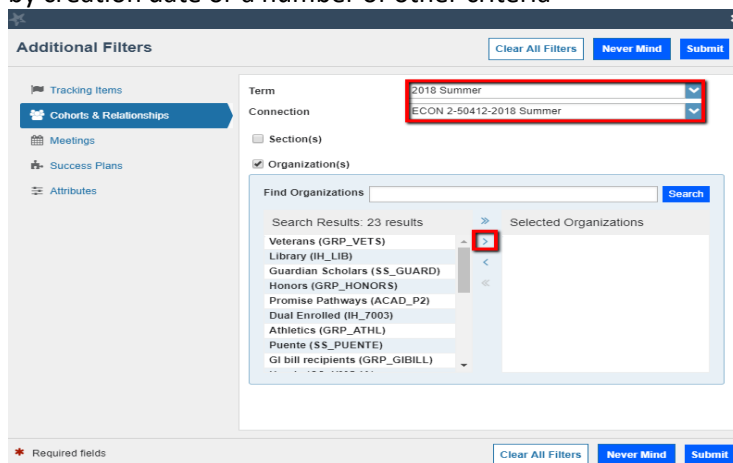


The screenshot shows the 'Additional Filters' window with the 'Tracking Items' tab selected. The left-hand menu includes 'Tracking Items', 'Cohorts & Relationships', 'Meetings', and 'Success Plans'. The main area is titled 'Students with Tracking Items' and contains the following filters:

- Count: [ ] Tracking Items matching criteria
- Status:  Active  Resolved  Both
- Tracking Type: [ ]
- Closure Reason: [ ]
- Item Name: [ ]
- Created By:  Anyone  Me  
 Role: [ ]
- Course Context: [ ]
- Due Date: [ ]
- Creation Date: Start [ ] to End [ ]

Buttons at the top right: Clear All Filters, Never Mind, Submit. Buttons at the bottom right: Clear All Filters, Never Mind, Submit. A red asterisk indicates required fields.

3. The first screen will allow you to filter your students based on tracking items. You can view all students for whom you have raised a specific flag (whether still open or closed) as well as sort by creation date or a number of other criteria



The screenshot shows the 'Additional Filters' window with the 'Cohorts & Relationships' tab selected. The left-hand menu includes 'Tracking Items', 'Cohorts & Relationships', 'Meetings', 'Success Plans', and 'Attributes'. The main area is titled 'Organization(s)' and contains the following filters:

- Term: 2018 Summer
- Connection: ECON 2-50412-2018 Summer
- Section(s):
- Organization(s):

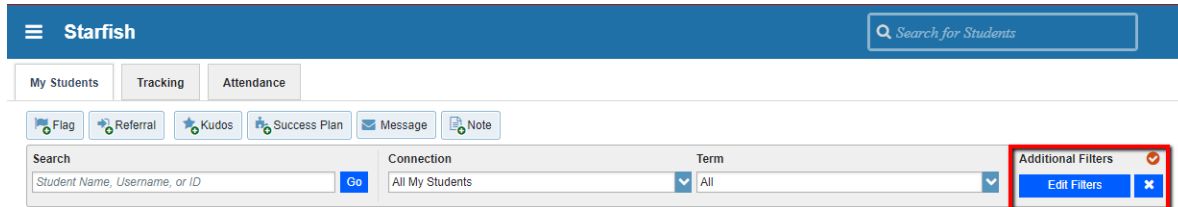
The 'Find Organizations' section shows a search bar and a list of 23 results. The 'Selected Organizations' section is empty. A red box highlights the 'Veterans (GRP\_VETS)' organization in the search results.

Buttons at the top right: Clear All Filters, Never Mind, Submit. Buttons at the bottom right: Clear All Filters, Never Mind, Submit. A red asterisk indicates required fields.

4. **FOR COUNSELING ONLY-** Click the **Cohorts and Relationships** option in the left-hand menu of the Additional Filters window to sort your students based on membership in various organizations, such as Athletics, EOPS, or STEM). You may select students in a specific section or sort through all of your students by selecting the appropriate option under Term and

Connection. Select the organization on the left-hand side, and click the individual arrow button in the middle of the window to select that organization. **Please note: Due to FERPA regulations, some organizations have restricted access, such as DSPS.**

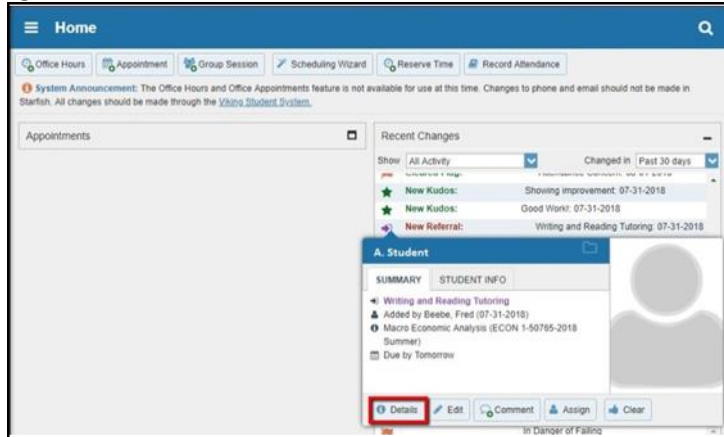
**Important:** Once you have added filters, they will remain active on the screen, regardless of whether you close the window / log in and back out again. **To remove the filters, select the X button to the right of the Edit Filters link:**



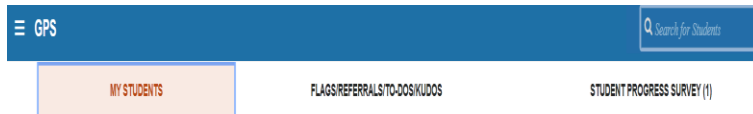
## Checking Tracking Item Status

Progress Concern (Academic) flags and many referrals will be closed by counseling and/or service providers. Once closed, you will receive an email regarding the closure. You may also check the status of an open tracking item using a number of ways:

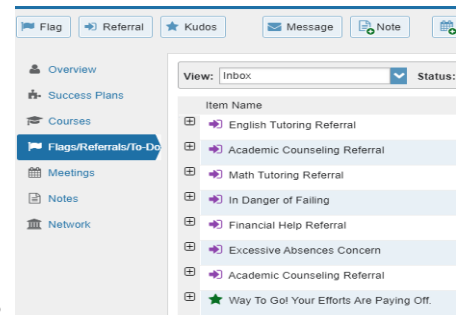
1. From your Home page, find the student in your Recent Changes or Flags I'm Managing windows. Hover over the Referral or Flag icons to the left of a student's name to bring up the pop-up on the right.



2. Click the Details button at the bottom of this window to open the student's folder.
3. From this window, you can see when the item was raised, whether or not it has been assigned to anyone, and whether there are any notes from the service provider.
4. You can reach this same screen by clicking on the students name and going to Flags/Referrals/To-Dos... or clicking on the center tab at the top. searching for the student in the Tracking tab of your Students page, which is accessible from the main menu drop-down in the upper left-hand corner.



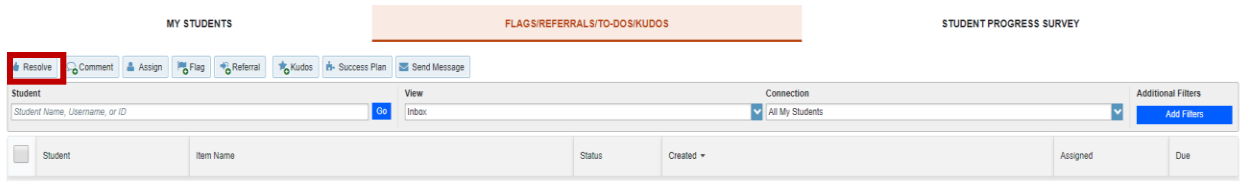
OR



## Closing Flags and Referrals Items

Instructors are responsible for closing **Flags** once the concern has been addressed. Instructors can also close flags and referrals if selected in error. Counselors and Tutoring will close **Referrals**.

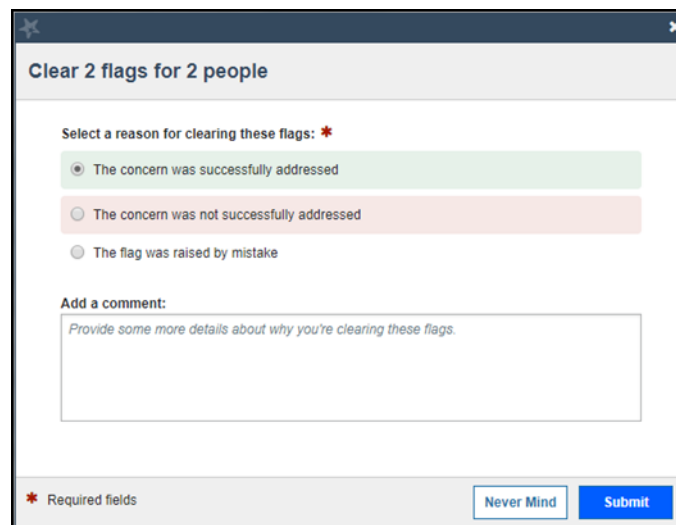
1. Click on the Students link in the menu on the left-hand side of the screen. You will see a list of your students.



The screenshot shows the 'MY STUDENTS' interface. At the top, there are three tabs: 'MY STUDENTS', 'FLAG/REFERRALS/TO-DO/SKUDOS', and 'STUDENT PROGRESS SURVEY'. Below the tabs is a navigation bar with buttons for 'Resolve', 'Comment', 'Assign', 'Flag', 'Referral', 'Kudos', 'Success Plan', and 'Send Message'. The 'Resolve' button is highlighted with a red box. Below the navigation bar is a search and filter section with a 'Student' search box, a 'View' dropdown menu set to 'Inbox', and an 'Additional Filters' section with an 'Add Filters' button. Below this is a table with columns for 'Student', 'Item Name', 'Status', 'Created', 'Assigned', and 'Due'.

2. You can find the desired student by typing their name into the Search box or adding filters on the right-hand side of the screen. You can also use the “View” drop-down menu to select your Flag Inbox.
3. Click the checkbox on the left-hand side of the student’s name, and choose resolve. You may select multiple students to close flags for them all at the same time by checking the box next to each student’s name before clicking **Resolve**.
4. If closing flags for multiple students at once, please note that **the same message will be sent to all students** if you are entering comments. Additionally, **if some items need to be closed as a successful intervention and others as unsuccessful, they must be closed separately**.

**PLEASE NOTE:** All messages on Kudos, Flags, and Referrals will be part of public record and visible by the student.



The screenshot shows a dialog box titled 'Clear 2 flags for 2 people'. It contains a section for selecting a reason for clearing the flags, with three radio button options: 'The concern was successfully addressed' (selected), 'The concern was not successfully addressed', and 'The flag was raised by mistake'. Below this is a text area for adding a comment, with a placeholder text: 'Provide some more details about why you're clearing these flags.' At the bottom, there is a legend for required fields, a 'Never Mind' button, and a 'Submit' button.

## **Overview of Student Folder**

The student folder is displayed whenever you click the hyperlink associated with a student's name.

The right-side panel of the student folder displays student id, phone and contact information as well as a photo of the student if one has been uploaded.

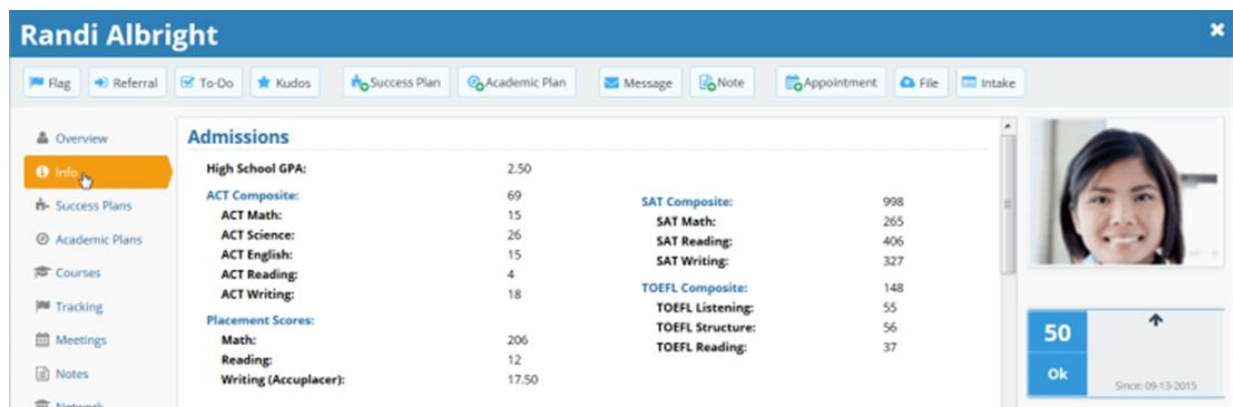
The specific tabs and information displayed to you will be based on configuration decisions made by your institution, the roles you are assigned and associated permissions for each role, and the relationship you have to the particular student.

The ability to view the information in this section is based on your role/relationships with the individual student.



## Info Tab

The Student Folder Info tab may include SIS information such as Admissions and Demographics, Cohorts, and Student Intake.



The screenshot shows the 'Info' tab for a student named Randi Albright. The interface includes a navigation menu on the left with options like Overview, Info (selected), Success Plans, Academic Plans, Courses, Tracking, Meetings, Notes, and Network. The main content area is titled 'Admissions' and displays the following data:

| Admissions            |       |                  |     |
|-----------------------|-------|------------------|-----|
| High School GPA:      | 2.50  |                  |     |
| ACT Composite:        | 69    | SAT Composite:   | 998 |
| ACT Math:             | 15    | SAT Math:        | 265 |
| ACT Science:          | 26    | SAT Reading:     | 406 |
| ACT English:          | 15    | SAT Writing:     | 327 |
| ACT Reading:          | 4     | TOEFL Composite: | 148 |
| ACT Writing:          | 18    | TOEFL Listening: | 55  |
| Placement Scores:     |       | TOEFL Structure: | 56  |
| Math:                 | 206   | TOEFL Reading:   | 37  |
| Reading:              | 12    |                  |     |
| Writing (Accuplacer): | 17.50 |                  |     |

On the right side of the interface, there is a profile picture of the student and a score display showing '50' with an 'OK' button and the text 'Since: 09-13-2015'.

If you have a work-related relationship with a student that does not give you permission to view this kind of information, or if none of this information is available for a given student, this tab may not appear in that student's folder. **Faculty do not have this role or access.**

## SIS Information

The Info tab presents information imported from your Student Information System (SIS). This may include the Admissions, Demographics, Programs, and Term Status sections. The tab and data sections will only display if the following are true:

- Your institution is sending the relevant file from your SIS
- You have a role that grants you permission to see this information about students with whom you have a relationship.

If values for a particular element within any of the panels is not sent for the student, the row for that value does not display. For example, if Race/Ethnicity is not sent for a particular student, this label would not display in the Demographics panel.

## Cohorts

Cohorts are groups of students in SMC GPS. The Cohorts section may also display if the Cohort feature is in use and the student is a member of a defined SMC Cohort.

## Courses Tab

The Student Folder Courses tab displays information about each of the courses the student is taking/has taken in the term selected. Clicking on the “expand” (window) icon on the far right of the course summary panel for any of the courses listed will expand the course information to include additional detailed panels. Faculty will have access based on the role and your relationship with the student.

**Randi Albright**

Flag Referral To-Do Kudos Success Plan Academic Plan Message Note Appointment File Intake

Overview Info Success Plans Academic Plans **Courses** Tracking Meetings Notes Network

**Search** Term Status  
Course Name or Course Id All All Go Show grades hidden to the student

|   |                 |                |
|---|-----------------|----------------|
| <b>Introduction to Accounting</b><br><b>ACCT101.02.201501</b><br>Instructors: Jules Niniri<br>Midterm Grade: - Absent: 1 Excused: 1 Tardy: 0                      | [Fall 2015]     | 🗨️             |
| <b>Introduction to Creative Writing</b><br><b>ENGL200.01.201403</b><br>Instructors: Don Maltz<br>Official Grade: C Midterm Grade: B Absent: 1 Excused: 1 Tardy: 0 | Credit Hours: 3 | [Fall 2014] 🗨️ |
| <b>Microbiology I</b><br><b>BIOL205.02.201402</b><br>Instructors: Michele Josores<br>Midterm Grade: -   | [Summer 2014]   | 🗨️             |

**50** ↑  
Ok Since: 09-13-2015

99315395F  
ralbright@excellent.edu  
888-555-1212

## Flags/Referrals/To-Dos/Kudos Tab

The Student Flags/Referrals/To-Dos/Kudos tab displays the tracking items that have been raised for this student. Overall, information is presented similarly, but it is limited to items related to this student. Click the "+" sign to the left of an item to expand the item and read additional information associated with the flag. Hover over the Flag Menu icon to access the flag menu pop-up card and select an available action.

The screenshot shows the Starfish Tracking tab interface. At the top, there are navigation tabs: OVERVIEW, MY STUDENTS, TRACKING (selected), INTAKE, ZOOM IN, ATTENDANCE, and PROGRESS SURVEYS (4). Below the tabs is a toolbar with icons for Resolve, Comment, Assign, Flag, Referral, To-Do, Kudos, Success Plan, Send Message, and Download. A search bar labeled "Search for Students" is in the top right. Below the toolbar are filter sections for Student (with a search input and Go button), View (set to Inbox), Connection (set to All My Students), Cohort, and Additional Filters (with an Add Filters button). The main area is a table with columns: Student, Success Score, Item Name, Status, Created, Assigned, and Due. The table lists several tracking items for students like Harper, Mondo; Sanders, Karen; Gray, Jen; Mack, Emma, including items like "Kiosk Tutoring Service Referral", "Work Life Interfering", "Visit freshmen seminar advising", "Failed Assignment", and "Poor Attendance".

| Student                        | Success Score | Item Name  | Status | Created                      | Assigned | Due        |
|--------------------------------|---------------|--|--------|------------------------------|----------|------------|
| Harper, Mondo<br>mharper4828   | 95            | Kiosk Tutoring Service Referral  | Active | Today by Millvee, Patty      |          | 11-27-2019 |
| Sanders, Karen<br>ksanders4398 |               | Work Life Interfering  | Active | Yesterday by Withers, Justin |          |            |
| Gray, Jen<br>jgray4388         | 72            | Visit freshmen seminar advising  | Active | Yesterday by Gold, Yolande   |          |            |
| Mack, Emma<br>emack4384        | 61            | Failed Assignment<br>Context: Western History, Medieval to Modern II (HIST-HIST102-500-201902): Grade above 0% and below 60% in Pop Quiz 1 | Active | Today by System              |          |            |
| Mack, Emma<br>emack4384        | 61            | Failed Assignment<br>Context: Microbiology (SO-BIOL220-500-201902): Grade above 0% and below 60% in Pop Quiz 1                             | Active | Today by System              |          |            |
| Mack, Emma<br>emack4384        | 61            | Poor Attendance<br>Context: Freshmen Seminar (LHIV-FRSH101-600-201903)   | Active | 11-15-2019 by Gold, Yolande  |          |            |

## Notes Tab

The Student Folder Notes tab provides an aggregated look at comments saved about the student whether as part of a flags process, within a meeting, posted directly to the student folder as a note, or sent to the student via SMC GPS's Send Message option. Click on the "+" sign associated with any item to view the details.

**Rachel Lands**

Flag Referral To-Do Kudos Success Plan Message Note Appointment File Intake

Overview Info Success Plans Careers Degree Planner Courses Tracking Meetings **Notes** Network

| Created In Term | Written By       | Note Type     |
|-----------------|------------------|---------------|
| Active          | Academic Advisor | Email Comment |

| Type    | Subject           | Written By   | Date       |
|---------|-------------------|--|------------|
| Message | Sample Message    | Yvette Gold<br>Role: Instructor, Academic Advisor, General Advisor | Today      |
| Message | Can Gale see this | Yvette Gold<br>Role: Instructor, Academic Advisor, General Advisor | 11-06-2019 |
| Message | Silent mode off   | Yvette Gold<br>Role: Instructor, Academic Advisor, General Advisor | 10-29-2019 |
| Message | Lets talk soon    | Yvette Gold<br>Role: Instructor, Academic Advisor, General Advisor | 10-29-2019 |
| Message | Hi Rachel         | Yvette Gold  | 10-24-2019 |

Email Message Sample Message Sent Today at 12:35 pm Read Today at 12:37 pm

**Profile**

**82**  
Low Risk  
Since: 11-10-2019

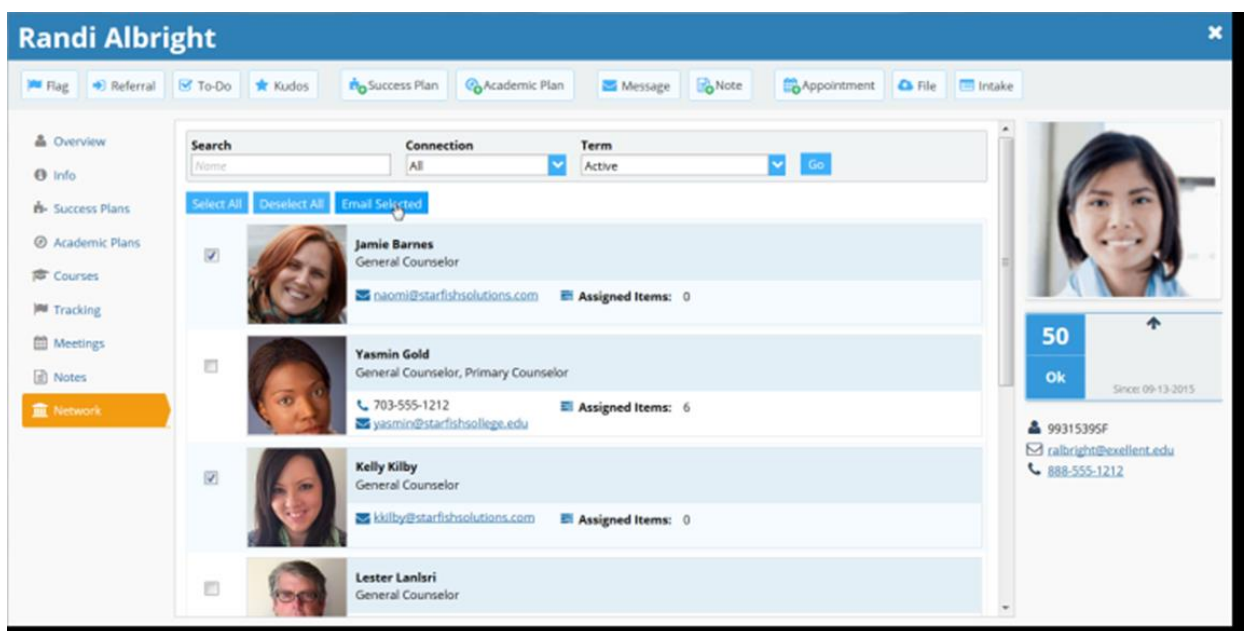
riands2  
brian.mikesell@hobsons.com  
5132842342@pxt.att.net

## Network Tab

The Network tab lists those individuals with whom the student has a relationship and presents their email and phone contact information. GPS also provides an Email Selected button that allows you to select one or more people from the list and send a message about the student via GPS. This list is filtered based on settings your SMC's administrator specifies in GPS regarding which roles are available on the student's Network tab.

### Contact Other Users with a Connection to a Student

Users with relationships to a given student may communicate regarding the student's progress in a few different ways. If you navigate to a student's folder by clicking the hyperlink of a student's name, you can access the Network tab.



The screenshot shows the GPS interface for student Randi Albright. The top navigation bar includes buttons for Flag, Referral, To-Do, Kudos, Success Plan, Academic Plan, Message, Note, Appointment, File, and Intake. A left sidebar lists various tabs: Overview, Info, Success Plans, Academic Plans, Courses, Tracking, Meetings, Notes, and Network (which is highlighted in orange). The main content area displays a list of users connected to the student. At the top of this list are search and filter options: a search box labeled 'Name', a 'Connection' dropdown menu set to 'All', and a 'Term' dropdown menu set to 'Active', with a 'Go' button. Below these are three buttons: 'Select All', 'Deselect All', and 'Email Selected'. The list contains four entries, each with a profile picture, name, title, contact information, and 'Assigned Items' count:

| Selected                            | Name          | Title                                | Contact Info                               | Assigned Items |
|-------------------------------------|---------------|--------------------------------------|--|----------------|
| <input checked="" type="checkbox"/> | Jamie Barnes  | General Counselor                    | naomi@starfishsolutions.com                | 0              |
| <input type="checkbox"/>            | Yasmin Gold   | General Counselor, Primary Counselor | 703-555-1212<br>yasmin@starfishcollege.edu | 6              |
| <input checked="" type="checkbox"/> | Kelly Kilby   | General Counselor                    | kkilby@starfishsolutions.com               | 0              |
| <input type="checkbox"/>            | Lester Lansri | General Counselor                    |  |                |

On the right side of the interface, there is a profile card for Randi Albright, showing her photo, a score of 50, and contact information: 99315395F, ralbright@excellent.edu, and 888-555-1212.

From here, you can view other users with connections to this student.

If you would like to send a message to one of these users, select the box to the left of the person's name, and then click **Email Selected**.

**Note:** Clicking on the email address of the user, rather than clicking **Email Selected**, would open a normal email within your email system to send an email to this person. This would be an email sent outside of GPS. **Always use the "Email Selected" option for emails that should be captured within the GPS system.** This allows your student to see the email and documents it in the GPS system.