

Fall 2021 Updates

C2C & Interventions Guide for Faculty

Logging in to C2C

Class Rosters

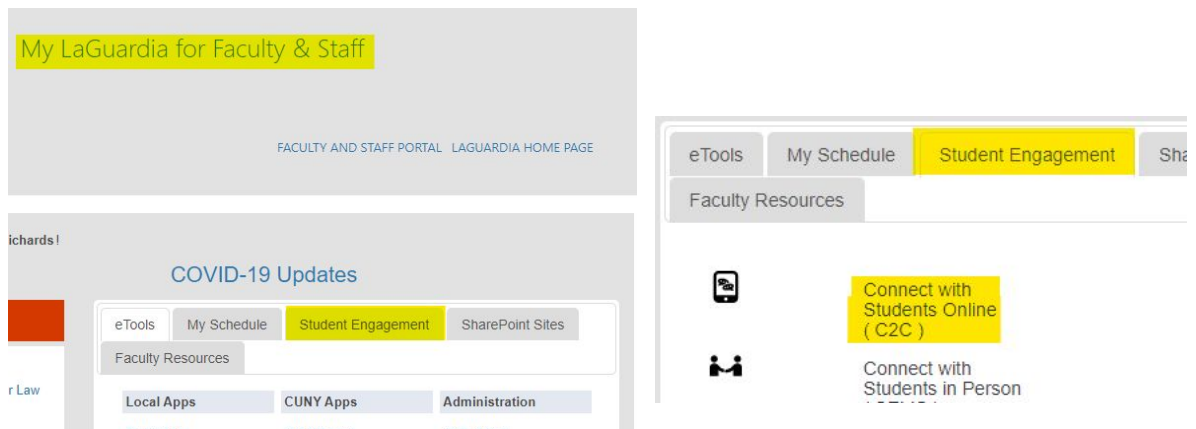
Student Dashboard

Course Communications tab

Advisement & Registration tab

Progress & Notes tab

Logging In



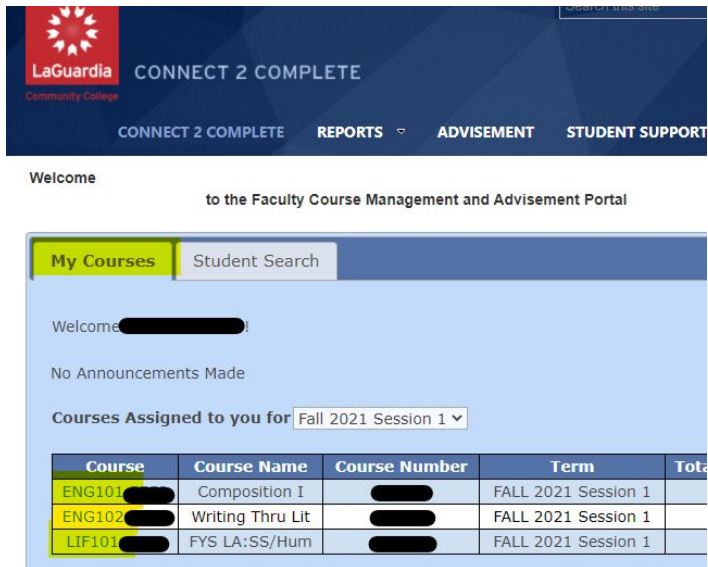
Faculty & Staff Portal →

Student Engagement tab →

Connect with Students Online (C2C)

Class Rosters (My Courses tab)

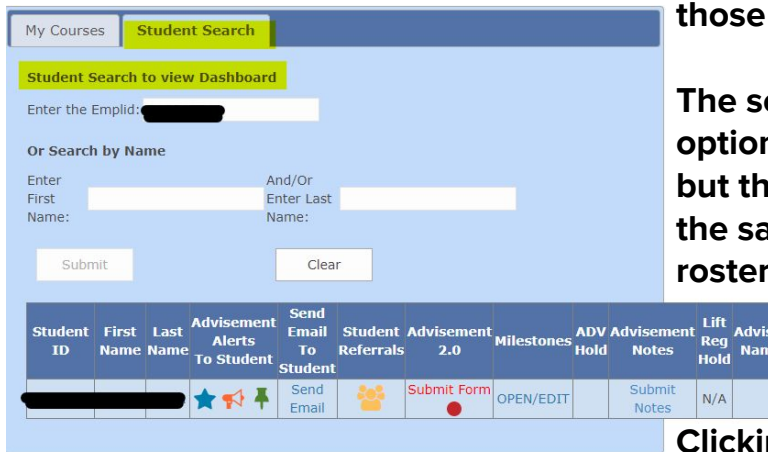
On the My Courses Tab, you will see your classes for the current term. You can access past courses as well. The Course Codes are hyperlinks to rosters.



Student Search tab

The Student Search tab lets you look up students outside of those in your class.

The search brings up a few options for alerts, referrals, etc, but this tab does not provide the same options as the course rosters because it is used primarily by staff and faculty advisors.



Clicking the EMPLID will take you to the student's Dashboard.

Roster → Course Communication tab

ENG101.8000 (Composition I)
Total Head Count : 22

Need Help?

ThumbsUp HeadsUp Reminder

Course Communication								Advisement & Registration	Progress & Notes
No	Student ID	Last Name	First Name	Grade	Send Alert to Student	Alerts History	Send Email To Student		
1	241	[REDACTED]	[REDACTED]		ThumbsUp, HeadsUp, Reminder		Send Email		
2	241	[REDACTED]	[REDACTED]		ThumbsUp, HeadsUp, Reminder		Send Email		

The Course Communication Tab links to each student’s Dashboard and provides ways to communicate with students.

Course Communication → Student ID

ENG101.8000 (Composition I)
Total Head Count : 22

Course Communication								Advisement & Registration	Progress & Notes
No	Student ID	Last Name	First Name	Grade	Send Alert to Student	Alerts History	Send Email To Student		
1	241	[REDACTED]	[REDACTED]		ThumbsUp, HeadsUp, Reminder		Send Email		
2	241	[REDACTED]	[REDACTED]		ThumbsUp, HeadsUp, Reminder		Send Email		

Student Dashboard

EMPLID: [REDACTED]
Name (First/Last): [REDACTED]
Phone: [REDACTED]
Email Address: [REDACTED]
Preferred Email Address: [REDACTED]
Plan/Subplan: LIBART-AA/
Liberal Arts, Soc Sci and Hum [as of 09/11/2020]
Major: [REDACTED]
Degree Map: Click Here for Degree Map
Map/All Majors: Click Here for Degree Map Directory
Council/Team: Liberal Arts & English/Liberal Arts: Social Science & Humanities
Admit Status: CONTINUING
GPA/Total Credits: [REDACTED]
Adv 2.0 Info: [REDACTED] (Professional Advisor)

NO IMAGE AVAILABLE

Student Academics C2C SEMS Advisement DegreeWorks ePortfolio

Click the student’s EMPLID to access their Dashboard, where you can find contact information and details about the student’s time at LaGuardia. You can access the Dashboard through any roster tab.

Student Dashboard tabs



- The Student Academics tab gives access to their current schedule and course history.
- The C2C, SEMS, and Advisement tabs give access to the student's history of Interventions, SEMS check-ins and consultations, and Advising Notes.
- The Degree Works tab gives access to a stripped down copy of the student's degree audit, and ePortfolio gives quick access to their ePortfolio.

These and other features are available if you wish to access them. However, there are more direct ways for faculty to access the features they use most.

Course Communication → Alerts

No	Student ID	Last Name	First Name	Grade	Send Alert to Student	Alerts History	Send Message to Student
1	24	[REDACTED]	[REDACTED]	[REDACTED]			

All Alerts (Thumbs Up, Heads Up, and Reminder) are sent to the student's My LaGuardia and as a push notification to their LaGuardia App.

Use the icons in the Send Alerts column to contact individual students

Submit Single Message to Multiple Students

ThumbsUp HeadsUp Reminder

Check your email for important announcements

Submit for Selected Students

Submit for all Students from all Pages

Cancel

... or use Submit Single Message to Multiple Students at the bottom of the page to communicate with the whole class (All Students) or to smaller groups by selecting recipients in the column at the far left on the roster (Selected Students).

Alerts & Alerts History

The 'Send Alert to Student' form includes a dropdown menu with 'Other' selected, a text input field, and 'Submit' and 'Cancel' buttons. Below it, the 'Alerts History' table has a 'View Prior Alerts' button highlighted with a red box and an arrow pointing to the right.

Each category of Alerts includes a dropdown menu with several prepared messages, or you can select Other to draft your own Alert in the text box. After you select or draft your message, Submit.

You can View Prior Alerts that you have submitted.

2.laguardia.edu/_layouts/15/Lagcc.SharePoint2013.C2/FacultyStudentNotes.aspx?studentID=23555171&facultyID=11005551&cc

Need Help?

Student Details				
Type	Notes	Course Name	Date and Time	Delete
⚠	Please check your LaGuardia email or Blackboard for important information about LIB200.	LIB200 1508-L A Sem; Hum	3/10/2021 11:54:46 AM	🗑
⚠	You must check your LaGuardia email or Blackboard for information about class. If you do not communicate with me by 3/17, you will be withdrawn from the class for non-attendance.	LIB200 1508-L A Sem; Hum	3/12/2021 4:27:12 PM	🗑

Course Communication tab → Email

Course Communication		Advisement & Registration	Progress & Notes					
No	Student ID	Last Name	First Name	Grade	Send Alert to Student	Alerts History	Send Email To Student	
1	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	👍 ⚠ 🔔	View Prior Alerts	Send Email	

for Alerts Send Email

for Alerts Send Email

Send An Email to All Students

Student Email-ID: [REDACTED]

Send a Copy to Student Preferred Email: Yes No

Would you like to copy this email to your Mailbox: Yes No

Would you like to include Tip Sheet URL? Yes No

Type your Subject:

Email Body:

1500/1500 Character left

Select a File to Attach: No file chosen

You can send to the student's preferred email, if provided, and add attachments.

Roster → Advisement & Registration tab



Course Communication			Advisement & Registration				Progress & Notes			
No	Student ID	Last Name	First Name	SRVC Ind	ADV Hold	ADV Status	Enrollment Current Term	Enrollment Next Term	PAI Info	Advisor Name

On this tab, you can see if a student is enrolled for Session II or next term (after registration opens) and find their advisor's name (when assigned).

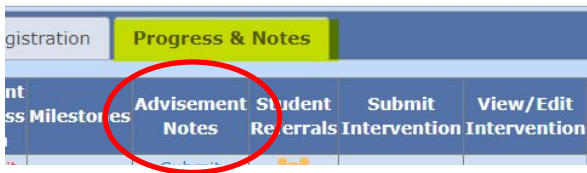
Roster → Progress & Notes tab



Course Communication			Advisement & Registration			Progress & Notes			
No	Student ID	Last Name	First Name	Student Success Plan	Milestones	Advisement Notes	Student Referrals	Submit Intervention	View/Edit Intervention

On this tab, you can access students' SSP and Milestones progress, add Advisement Notes, make Student Referrals, and **Submit, View, and Edit Interventions.**

Progress & Notes → Advisement Notes



When you click Submit, there is no confirmation and the window remains open until you exit out.

A screenshot of the 'Advisement Notes' form. It includes a text area with the text 'Told student about English classes they can take for the Flex Core as they consider the English major.' Below the text area is a yellow 'Submit' button and a grey 'Cancel' button.

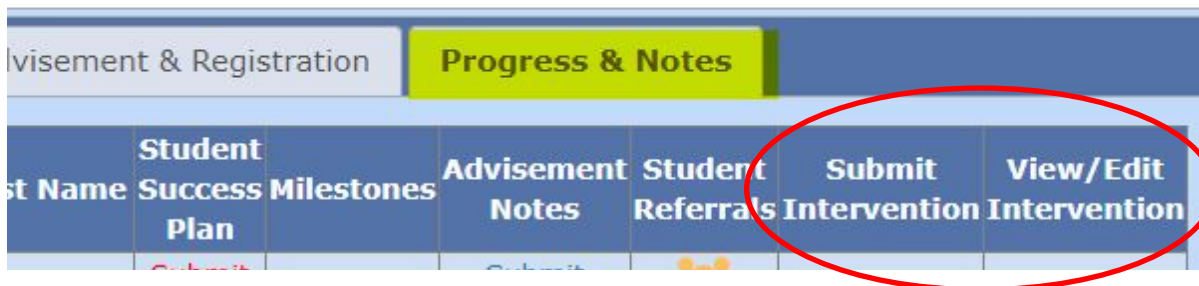
Any time you speak with a student about anything advising-related (rather than related to your course), you can add an **Advisement Note** to document the conversation and avoid any “but my professor said” misunderstandings.

You can view **Advisement Notes** through the student’s Dashboard.

A screenshot of a table showing 'Advising Notes'. The table has columns for 'Created By', 'Created', 'Contact Type', and 'Comments'.

Created By	Created	Contact Type	Comments
[Redacted]	8/27/2021 2:20:16 PM	Virtual Office	Advised for FA21 semester; reviewed program reqs; discussed developmental MAT need; created SEP; FA21/I: MAT 117, ENG 101, HUA 110; FA21/II: ENG 102, HUA 103; lifted ADV hold; referred to Virtual Reg Lab.
[Redacted]	8/27/2021 1:26:02 PM	Virtual Office	[Redacted]

Progress & Notes → Interventions



Based on feedback from the community, some changes have been made to Interventions. The general submission process is the same.

Submitting Interventions

Advisement & Registration		Progress & Notes			
Student Name	Success Milestones Plan	Advisement Notes	Student Referrals	Submit Intervention	View/Edit Intervention
●	OPEN/EDIT	Submit Notes		Intervention	VIEW/EDIT
●	OPEN/EDIT	Submit Notes		Intervention	

Click the link to open the Intervention window. Instructions and explanations of the Reason Codes are available, just click to open the accordion.

Intervention Instructions

Reason Code - Intended Usage

SUBMIT INTERVENTION

Select Reason Code

Use before notification of Enrollment to minimize

Intervention Instructions

Submitting an intervention will send information to a student's assigned advisor. Please use the intervention feature when you have attempted to reach out and help but the student could benefit from advisor assistance.

When submitting any intervention, please explain any steps that you've taken, including meetings and communication, as well as unsuccessful outreach attempts. Also explain what action is needed from the advisor. Please review the Reason Code - Intended Usage drop-down for more information

Do NOT submit interventions for:

- Financial Aid/Finance questions or needs (refer student to Student Financial Services)
- Successful students only needing course advisement/registration (tell student to communicate with their assigned advisor)

For a full list of campus services and contact information, please refer to the Student Handbook.

Reason Code - Intended Usage

Intervention Instructions

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- Financial Aid/Finance questions or needs (refer student to Student Financial Services)
- Successful students only needing course advisement/registration (tell student to communicate with their assigned advisor)

Intervention Reason Codes

Select Reason Code:

Use before Verification of Enrollment to minimize

NOT REPORTING FOR CLASS/ATTENDANCE ▾
NOT REPORTING FOR CLASS/ATTENDANCE
TECHNOLOGY
MISSING ASSIGNMENTS/PARTICIPATION
URGENT; DANGER OF FAILING
WILL FAIL COURSE NEEDS ADVISEMENT

Not Reporting for Class and **Attendance** have been combined and may be used at any point in the semester.

Missing Assignments/ Participation should be used as long as the student can still pass the class.

Urgent; Danger of Failing is for “last chance” situations, after a previous intervention request or other outreach.

Technology interventions includes checkboxes for the student’s issue and will be sent to the appropriate person/office (probably not an advisor) for follow-up.

Will Fail Course, Needs Advisement is informational rather than a request for immediate intervention; an advisor will reach out to the student before the next session/semester to adjust their schedule.

Submitting Interventions

SUBMIT INTERVENTION

Select Reason Code:

MISSING ASSIGNMENTS/PARTICIPATION ▾

Student is attending class but has not submitted multiple assignments/ is not engaging in class and is in danger of low or fail (use at any point as long as student has a chance to pass)

Please Elaborate on Reason/Steps
Already Taken:

Send

Cancel

View/Edit Interventions

Click the note icon to View or Edit existing interventions.

Message & Notes	Student Referrals	Submit Intervention	View/Edit Intervention
		Intervention	
		Intervention	

Student Interventions

Actions	SUBMITTED BY	CR
	RICHARDS, LEAH ANNE	9/16/2



You can review details of and update existing Interventions.

You can also review all advisors' notes relating to the intervention.

STATUS & PROGRESS

STATUS: CLOSED-UNRESOLVED PRIORITY: LOW

COMMENTS:

Response	Responded By	Response Date
Multiple efforts to contact student were made. Efforts were unsuccessful. Will continue outreach attempts in hope to reconnect and reengage student.		12/19/2020 10:49:32 AM
Initial Outreach made 12/15		12/15/2020 3:07:03 PM

View/Edit Interventions

STATUS & PROGRESS

STATUS: NEW

Enter comments here

2000/2000 Character left

SAVE & CLOSE

PRIORITY: LOW

If this menu is visible, please do not use it. It serves no purpose for faculty and is only used by advisors internally.

You can close an existing intervention or add new information. If you close an intervention, please briefly summarize the nature of the resolution.

The expanded Status codes are also being used by advisors.