

-For help using the C2C system, Blackboard, and more, go to the Faculty Resources (<https://www.laguardia.edu/coronavirus/faculty-resources/>) page

-For quick C2C info and screenshots, see the appendix of this document

-Refer students to the Student Resources (<https://www.laguardia.edu/student-resources/>) page for guides, videos, and more

-The LaGuardia YouTube channel (<https://www.youtube.com/c/LaGuardiaCollege/playlists>) also has videos on accessing student e-mail, Blackboard, and more

-For a list of all campus departments and offices, go to: <https://www.laguardia.edu/coronavirus/campus-services/>

-If you need assistance using C2C, feel free to e-mail Josh Goldblatt (jogoldblatt@lagcc.cuny.edu)

FACULTY STUDENT SUPPORT CHECKLIST (SPRING 2022)

complete



PREPARING & WELCOMING STUDENTS – COMPLETE BEFORE START OF CLASSES

Remember that students may not be clear on when or how their classes are meeting. Clearly communicate course modality, meeting times, and expectations before the start of classes.

By Thursday, March 3, activate courses in Blackboard

(https://help.blackboard.com/Learn/Instructor/Courses/Course_Availability) even if you are not using Blackboard to deliver instruction or post assignments (See video: <https://www.youtube.com/watch?v=bkktEzt4g8U&feature=youtu.be>)

- Some students expect to see class information on Blackboard. Even if you will not be using Blackboard, posting information will help more students get connected to your course
- Create announcements (https://help.blackboard.com/Learn/Student/Stay_in_the_Loop/Announcements) in each of your Blackboard courses customized to include relevant information about starting the course
- Post 1) your preferred method of communication, (2) modality of the course: in-person, online, or hybrid (3) platform(s) that students will use to access course materials, submit assignments, and/or attend class.

By Friday, March 4, send an introductory email providing information on how to access and begin the course.

- Explain how the course will work (in-person, hybrid, online-synch or online-asynch), including information on required or optional synchronous sessions, when the first assignment is due, and course expectations. (see suggested template https://docs.google.com/document/d/1tY_4AFGFE65iy7i417jvl4WXoGDkMZn8/edit?usp=sharing&oid=105459345501982023101&rtpof=true&sd=true)
- To email students, use the “notify students” button on CUNYfirst Class Rosters (<https://www.qcc.cuny.edu/it/faculty-emailing-students-info.html>), the Blackboard email (<https://help.blackboard.com/Learn/Student/Interact/Email>) function, C2C, or use your own preferred method.
- Consider asking students to confirm receipt of the first email and be sure to check your roster and email students who register after your first email message (and through the first few days of classes).

USING C2C & STUDENT REMINDERS DURING THE SEMESTER

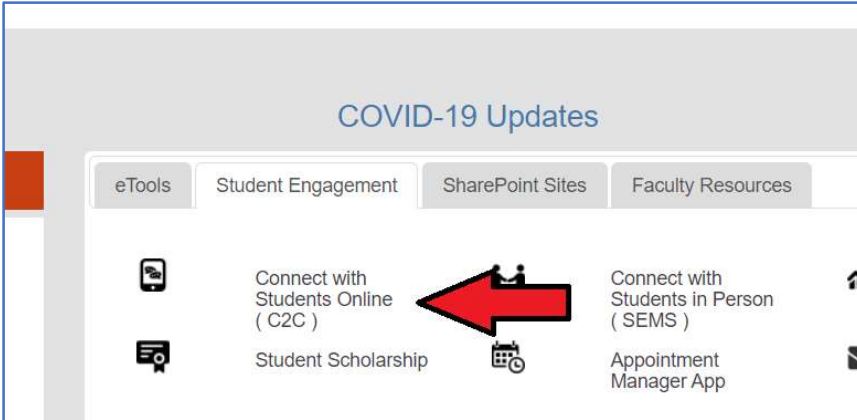
Saturday, March 5 – Classes begin (Monday, March 7 – weekday classes begin)

<ul style="list-style-type: none"> - Note that CUNYfirst rosters update in real time, but Blackboard, Web Attendance, and C2C rosters may take up to 24 hours 	
<p>Monday, March 7 to Friday, March 11 (during first week of class)</p> <ul style="list-style-type: none"> - Submit “Technology” Intervention for students in need of laptops or wifi, and for students who cannot access their CUNY/LaGuardia accounts. Students may directly request help here https://www.laguardia.edu/home/Student-Help/ for accessing accounts, or can request devices by e-mailing DeviceRequest@lagcc.cuny.edu - Remind students of importance of accessing My LaGuardia, Mobile App, & student e-mail 	
<p>By Monday, March 14, submit “Not Reporting for Class/Attendance” C2C Intervention (see screenshots below)</p> <ul style="list-style-type: none"> - Use this intervention for students you have not heard from during first week of class; do not complete Verification of Attendance until closer to deadline (March 21) 	
<p>Monday, March 21 – Verification of Enrollment Rosters due</p>	
<p>Going forward...</p> <ul style="list-style-type: none"> - As needed, begin sending C2C Alerts. You can use the prepared messages or create your own for students who are missing classes or assignments but can still turn that around (alerts are viewable to student in MyLaGuardia or through text message) - As needed, begin submitting C2C Interventions for students who need advisor support. Interventions are sent to assigned advisors for follow-up with students. Please summarize your communication attempts with the student and what you are asking the advisor to do in your request <ul style="list-style-type: none"> o For students who seriously disengage from class, you can use the Urgent, Danger of Failing C2C Intervention but try other outreach first 	
<p>Before Monday, April 25 (*tentative registration date)</p> <ul style="list-style-type: none"> - Announce to students that registration is opening 4/25 (tentative)! Remind students of the importance of meeting with an advisor before registration opens. Students can make an appointment or send a message to their advisor in MyLaGuardia - You can view student registration status in C2C (screenshot below). Nudge students who haven’t registered! - Share these registration tutorial videos (CUNYfirst https://youtu.be/-2jmzPNytFY or Visual Schedule Builder https://youtu.be/DMEDhg2n8IQ) - Explain that students can see their assigned advisor in MyLaGuardia & make an appointment 	
<p>Continuing After Monday, April 25</p> <ul style="list-style-type: none"> - Continue to send C2C Alerts to students and C2C Interventions to advisors - When it becomes impossible for a student to pass the class, notify student in writing. Student then has time to decide if withdrawing is a better option 	
<p>Friday, May 27, submit “Will Fail Course, Needs Advisement” Intervention, after you have communicated with student, when it is clear student can no longer pass the course</p>	
<p>Tuesday, June 7 – Last day of classes/Withdrawal period ends</p> <ul style="list-style-type: none"> - Make one final push to encourage students to register. View C2C to see which students are registered 	

Appendix

- For a video overview of submitting interventions, see here <https://youtu.be/iaozToMjeFA>
- See the screenshots below for a quick overview of C2C

Access C2C through the Faculty Portal



Once in C2C, in the Progress & Notes tab, you can "Submit Interventions"




The screenshot shows the "Progress & Notes" tab in the C2C system. It displays a table with the following columns: ID, Last Name, First Name, Student Success Plan, Milestones, Advisement Notes, Student Referrals, and Submit Intervention. The first row of the table has a red box around the "Submit Intervention" button, and a red arrow points to it.

ID	Last Name	First Name	Student Success Plan	Milestones	Advisement Notes	Student Referrals	Submit Intervention
9	[REDACTED]	[REDACTED]	Submit Form ●	OPEN/EDIT	Submit Note	[REDACTED]	Intervention
8	[REDACTED]	[REDACTED]	Submit Form ●	OPEN/EDIT	Submit Notes	[REDACTED]	Intervention
3	[REDACTED]	[REDACTED]	Submit Form ●	OPEN/EDIT	Submit Notes	[REDACTED]	Intervention
0	[REDACTED]	[REDACTED]	Submit Form ●	OPEN/EDIT	Submit Notes	[REDACTED]	Intervention

The screenshot shows the "Submit Intervention" form. It has a "Select Reason Code:" dropdown menu with the selected option "NOT REPORTING FOR CLASS/ATTENDANCE". Below this is a text box with the following text: "Use before Verification of Enrollment to minimize WN grades and reversals, and for attendance issues during the semester." Below that is another text box with the text: "Student has not attended class. I sent an e-mail but have not heard back. The student can contact me immediately to still start the course." Below the text boxes is a "Please Elaborate on Reason/Steps Already Taken:" label and a large text area. At the bottom, there are two buttons: "Send" and "Cancel". A red arrow points to the "Send" button.

Use the Course Communication tab to send student alerts that go to MyLaGuardia/the Mobile App and/or text message

Course Communication Advisement & Registration Progress & Notes

No	Student ID	Last Name	First Name	Grade	Send Alert to Student
1	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	   You have missed multiple assignment: ▾ <input checked="" type="radio"/> INCLUDE TEXT MESSAGE <input type="radio"/> DON'T INCLUDE TEXT MSG <input type="button" value="Submit"/> <input type="button" value="Cancel"/>

Click the EMPLID of a student to see the Student Dashboard, which includes course enrollment history, advising notes, advisor assignment, contact information, and much more

No	Student ID	Last
1	[REDACTED]	A
2	[REDACTED]	BE
3	[REDACTED]	BHA

EMPLID: [REDACTED]

Name (First/Last): [REDACTED] Z

Phone: 91 [REDACTED] 6

Email Address: J [REDACTED]

Preferred Email Address: J [REDACTED]

Plan/Subplan: UNDHILT-AAS/NURSING

Major: Undeclared Pre-Health Science/Nursing [as of 08/23/2021]

Degree Map: [Click Here for Degree Map](#)

Degree Map(All Majors): [Click Here for Degree Map Directory](#)

Council/Team: Health Sciences/Nursing

Admit Status: CONTINUING

GPA/Total Credits: 1.753 / 10.000

Adv 2.0 Info: Roosevelt Smith (Professional Advisor)

Student Academics C2C SEMS Advisement DegreeWorks ePortfolio Communications

In the Advisement tab, see if a student has been advised or is enrolled next term

Advisement & Registration		Progress & Notes				
Name	First Name	SRVC Ind	ADV Hold	ADV Status	Enrollment Current Term	Enrollment Next Term
LIE	ASHLEY			NOT ADVISED	Sess I only	Not Enrolled
TRAN	MATTHEW	⊘	ADV/C	ADVISED	Not Enrolled	Not Enrolled