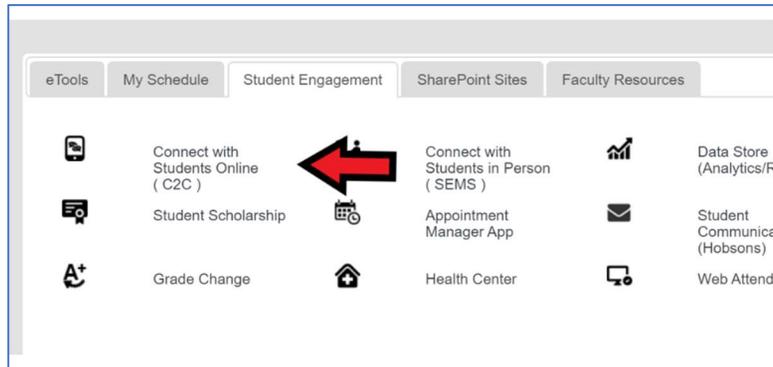


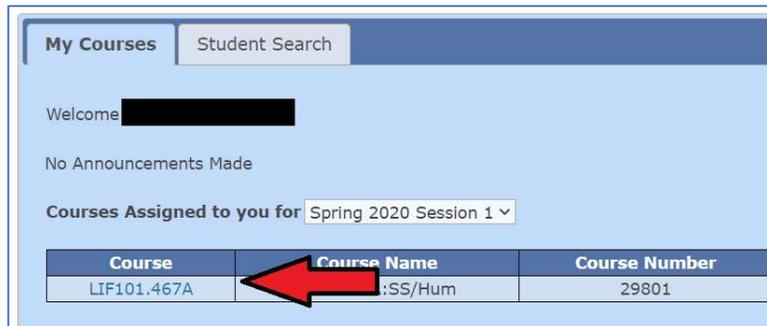
C2C: Connect with Students Online is a communication and information hub that supports student success. Please see this guide for a broad overview of the system.

1. How to Access C2C – Page 2
2. Course Communication/Alerts – Page 3
3. Course Communication/Email – Page 4
4. Advisement & Registration – Page 5
5. Student Dashboard – Page 6
6. Progress & Notes – Page 7
7. Student Success Plan (SSP) – Page 8
8. Interventions – Page 9
9. My LaGuardia Student View – Page 10
10. Responding to Student My LaGuardia Messages – Page 11

1. **Log into C2C through the Student Engagement tab in Faculty Portal**



Click the course of interest (you can also search for a specific student if you wish)



You are now in your class list! There are three tabs: 1) Course Communication 2) Advisement & Registration 3) Progress & Notes

No	Student ID	Last Name	First Name	Grade	Send Alert to Student	Alerts History	Send Email To Student
1				A-			Send Email
2				B			Send Email
3				A			Send Email

Grades will appear only after submitted at end of session

2. Course Communication/Alerts

No	Student ID	Last Name	First Name	Grade	Send Alert to Student	Alerts History	Send Email To Student
<input checked="" type="checkbox"/>	[Redacted]	[Redacted]	[Redacted]	A-	 Other <input type="text"/> Use "Other" to customize! <input type="button" value="Submit"/> <input type="button" value="Cancel"/>		Send Email
<input type="checkbox"/>	2	[Redacted]	[Redacted]	B	 You have mi: <input type="text"/> You have been withdrawn from the course due to non-attendance. Please ta You have missed multiple assignments. Please talk to me about getting bac You have missed multiple classes. Please talk to me about getting back on t You have not been attending class and you're missing work, but there is stil Other <input type="text"/>		
<input checked="" type="checkbox"/>	3	[Redacted]	[Redacted]	A	 Other <input type="text"/>		Send Email

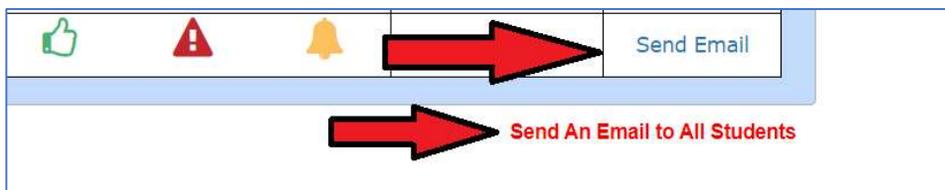
Course Alerts allow you to send important messages to students which students see in MyLaGuardia and as notifications through the Mobile App. Advisors can also see the information and reinforce your messages. Click the Thumbs Up, Alerts, and Reminder icons to view pre-written messages, or select "Other" to type your own message. Send to one, some, or all students (use the checkboxes on the left)

			Send Email
		View Prior Alerts	Send Email
		View Prior Alerts	Send Email
			Send Email

Click "View Prior Alerts" to see any alerts you have sent

Type	Notes	Course Name	Date and Time	Delete
	Hi, Kemi. I sent you an e-mail to try to set up a meeting. I haven't heard from you or received any work in a while. Please get in touch as I want to support you!	LIF101.467A- First Yr LA:SS/Hum	4/2/2020 3:27:40 PM	
	You have missed multiple assignments. Please talk to me about getting back on track.	LIF101.467A- First Yr LA:SS/Hum	4/2/2020 3:27:56 PM	

3. Course Communication/Emailing Students



Student Email-ID: VANDITA.SUBICK@LIVE.LAGCC.CUNY.EDU

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

Select The Attachment URL:

- Advising Tips
- Financial Health Tips
- Tutoring Tips
- Registration Tips
- Transfer Tips
- College Events/Activities
- Campus Connections
- Degree Planning Tips
- Study Tips

Type your Subject:

Email Body:

1500/1500 Character left

You can use the e-mail feature to e-mail one student or use the "Send An Email to All" feature.

If the student's preferred e-mail is different than their LaGuardia account, you can send a copy to the preferred e-mail.

By selecting "Yes" for Tip Sheets, you can send various tip sheets to students.

4. **Advisement & Registration – view advisement and registration information**

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	PAR Info	Advisor Name
1	[REDACTED]	[REDACTED]	[REDACTED]			ADVISED	Sess I only	Sess I only	ELIGIBLE	[REDACTED] Professional Advisor
2	[REDACTED]	[REDACTED]	[REDACTED]	⊘	ADV/C	NOT ADVISED	Sess I only	Not Enrolled	ACCEPTED	[REDACTED] Professional Advisor
3	[REDACTED]	[REDACTED]	[REDACTED]	⊘		ADVISED	Sess I & II	Sess I only	ELIGIBLE	[REDACTED] Professional Advisor

By clicking the EMPLID for the student, you can view the Student Dashboard (see next page for more info). The dashboard is accessible in each tab.

By clicking SRVC Ind (Service Indicator), you can view any holds that may prevent a student from registering.

Encourage students to meet with their advisor, and also feel free to guide the student yourself! **In the Progress and Notes section, you can document any advising conversation you have with a student. Help advise students and encourage students to meet with advisors!**

See Enrollment Status for the Current Term and Next Term, including if the student is enrolled for Session II. Encourage students to register!

See who the assigned advisor is and encourage students to set up a meeting if they have not yet been advised.

PAR Info shows status for the Proactive Advisement and Registration Initiative, in which professional advisors select schedules for students and register them for the following term. Students receive multiple communications asking them to review the schedule and approve or make changes.

By hovering your mouse on the PAR Info statuses, you can see more details. Important statuses to keep in mind:

Ineligible – this means the student will not be registered by an advisor and should set up an advising appointment

Eligible – this means the student will be registered by an advisor as part of the PAR initiative

Registered --- this means the student was registered by the advisor. A student should accept by going into MyLaGuardia and responding to the message, or should get in touch with the assigned advisor. Students can also go into CUNY First to make any desired changes.

Accepted – this means the student did accept the registration.

5. Student Dashboard – view in any tab by clicking student EMPLID

EMPLID: [Redacted]
 Name (First/Last): [Redacted]
 Phone: [Redacted]
 Email Address: [Redacted]
 Preferred Email Address: [Redacted]
 Plan/Subplan: [Redacted]
 Major: [Redacted]
 Degree Map: [Redacted]
 Degree Map(All Majors): [Redacted]
 Council/Team: [Redacted]
 Admit Status: [Redacted]
 GPA/Total Credits: [Redacted]
 Adv 2.0 Info: [Redacted]

Student Academics | C2C | SEMS | Advisement | DegreeWorks | ePortfolio

CUNY First Data | Attendance | Course History | Courses not in Major

Courses Assigned to you for: Spring 2021 (selected) | Spring 2021 | Fall 2020 | Spring 2020

Classes

Enrolled (checked) | Dropped (unchecked) | Wait Listed (unchecked)

Semester	Course	Grade	Status	Units	Course Description	Instructor Name
Session 1	HUA103.5306(38033)		✓	3.00	Beginning Drawing	[Redacted]
Session 1	HUA106.1033(38051)		✓	3.00	3D Design	[Redacted]
Session 1	HUA107.1034(38057)		✓	3.00	Form & Structure	[Redacted]
Session 1	HUN110.1262(39802)		✓	3.00	Hip Hop Culture	[Redacted]

By clicking the student’s EMPLID in any tab, you can access the Student Dashboard, which contains a wealth of information. **On the top, view contact info and easily access Degree Maps.**

Below, in the tabs, view student academic information and advising records (in C2, SEMS and Advisement). **You can also view a student’s ePortfolio.**

Student Academics | C2C | SEMS | Advisement | DegreeWorks | ePortfolio

Degree Works Audit | Student Education Plan

Year: 2019-2020

Semester	Year	Sess	Course Code	Course Name	Credits
SPRING	2020	I	LIF101	FYS LA:SS/Hum	3.0
SPRING	2020	I	ENG101	Composition I	3.0
SPRING	2020	I	MAT115	College Algeb & Trig	3.0
SPRING	2020	I	SSP101	Power and Politics	3.0
SPRING	2020	II	HUP101	Introduction to Philosophy	3.0
Sess I					12.0
Sess II					3.0
Totals					15.0

In the DegreeWorks tab, you can easily access the audit, and the Student Education Plan (SEP), which is the list of course recommendations made by an advisor. These courses are what are selected for the PAR process where students are registered by advisors.

6. Progress and Notes – view and document various advising and student progress issues.

Course Communication Advisement & Registration Progress & Notes								
No	Student ID	Last Name	First Name	Student Success Plan	MileStones	Advisement Notes	Student Referrals	Submit Intervention
1	[REDACTED]	[REDACTED]	[REDACTED]	Submit Form ●	Coming Soon	Submit Notes		Intervention
2	[REDACTED]	[REDACTED]	[REDACTED]	Submit Form ●	Coming Soon	Submit Notes		Intervention
3	[REDACTED]	[REDACTED]	[REDACTED]	Submit Form ●	Coming Soon	Submit Notes		Intervention

Student Success Plan – an advising form used by advisors and faculty. If a form has been completed, it will show in green (you can always add to the form).

If you would like to document a conversation that you had with a student and you would like the student to see the information, complete a Student Success Form. You can check off meeting topics and recommended actions, and also write any notes you wish. This information will be viewable by the student in MyLaGuardia. See more on the next page.

Milestones – coming soon. A new way to track key benchmarks for students as they advance to graduation.

Advisement Notes – use if there are notes you would like to take but do NOT want the student to see. Use this feature for situations in which you think documentation is important, and would like future advisors and faculty to see the information.

Student Referrals – use this feature to send information to a campus office that will be viewable by that office if a student visits.

Interventions – flag students who need advisor support. The information you complete will be sent to the assigned advisor for follow-up. See more on next page.

7. The Student Success Plan (SSP)

The screenshot shows a navigation bar with tabs: Momentum, Academic Progress & Support, Life/ School Balance, **Advice, Career & Transfer**, and Col. Below the navigation bar is the title 'ADVICE, CAREER & TRANSFER'. Underneath is a 'Guiding Questions' section with the text: 'What questions do you have about your major and required courses? How does your major career of interest? What are your thoughts about transferring to a 4-year school, or plans after LaGuardia?'. The form is divided into two main sections: 'MEETING TOPICS:' and 'STUDENT ACTIONS:'. 'MEETING TOPICS:' includes four checkboxes: Major Clarification, Career/ Occupations, Internships and Research Opportunities, and Transfer plans. 'STUDENT ACTIONS:' includes five checkboxes: Review major and required courses, Meet with Program Director regarding major of interest, Research career options, Get information about transfer schools and requirements, and Complete Transfer/Continuation in a Post-16 Grad Plan.

The screenshot shows the 'REMOVE HOLD:' section with two radio buttons: Yes and No. Below this is the 'SUMMARY & GOALS:' section, which contains a large empty text box for input. At the bottom center of the form is a blue 'Save' button.

The **Student Success Plan**, accessible in the **Progress & Notes** tab, allows you to document an advising conversation with a student.

You can check off Meeting Topics and recommended Student Actions, make referrals, and write your own notes. A student will be able to view this information in MyLaGuardia for future reference.

When the form opens, you will be asked if you want to log a SEMS check-in. Only click “Yes” if meeting with the student in-person.

You can ask for an advising hold to be removed by selecting “Yes.”

Make sure to click Save when finished. Student will receive an e-mail notifying them the plan is viewable in MyLaGuardia.

8. Interventions

Intervention Instructions

Reason Code - Intended Usage

SUBMIT INTERVENTION

Select Reason Code:

Student is still enrolled but is not attending or submitting work

Please Elaborate on Reason/Steps Already Taken:

Click the Intervention Instructions bar to view the instructions. Read carefully. Click the Reason Code bar to view a list of all intervention reason codes.

When you submit an intervention, please explain the problem, any steps you've taken to help the student or your outreach attempts, and what the advisor can do to help. The information will be sent to the student's advisor, and the advisor will attempt to reach out to the student. You will receive an e-mail when the case has been closed, and you will be able to see information on how it was resolved.

9. What Students See in MyLaGuardia

The screenshot shows the MyLaGuardia student dashboard. On the left, the 'Alert Messages' section is highlighted with a red arrow pointing to the 'Status Message' header. Below it, several alert messages are listed, including one about returning a loaner device and another about Phi Theta Kappa. The 'Advising' section below shows a 'My advisor' card for Claudio Roias with 'MAKE APPOINTMENT' and 'ASK MY ADVISING TEAM' buttons. A 'RAISE YOUR HAND' section for 'BTA - Principles of Accounting' has a 'SEND A MESSAGE TO MY PROFESSOR' button, also highlighted with a red arrow. On the right, the 'Academic Profile' section shows 'Credit and GPA Information' with a 'Student Success Plan' link highlighted by a red arrow. Below that, the 'e-Tools' section contains icons for CUNYfirst, Zoom, Blackboard, Degree Works, Email, ePortfolio, Library, and LAGCC Career Connect. The 'Tutoring Services' section includes 'Need help with writing?' and 'Need help with language - tutoring?' sections, each with a 'MAKE APPOINTMENT' button.

The Alerts that you send to students will appear in the Alert Messages section at the top.

If you have a conversation with a student and document using the Student Success Plan (SSP), the student will be able to view the information by clicking the Student Success Plan link

Students have the ability to send you messages. See next page for information on how to respond.

10. Responding to Student Messages Sent Through MyLaGuardia

welcome Joshua Goldblatt!

No Announcements Made

Courses Assigned to you for Spring 2020 Session 1 ▾

Course	Course Name	Course Nu
LIF101.467A	First Yr LA:SS/Hum	29803

Managing My Students Messages

My Students Messages - Messages - Transferred Messages - Dashboard - Students

Show Resolved ▾

Show Open

Show Resolved

Advisor	Status	Date	Category
view	Resolved	Jun 5 2019 2:35PM	Other

If a student uses MyLaGuardia to send you a message, you will receive an e-mail with a link to the message, or you can view your messages by logging into C2C and accessing “Managing My Student Messages” below your class lists.

You can view any Open or Resolved messages. Click the “View” link to open up the message.

When you click “View,” you will see the student’s message. You can reply to the student, or insert an internal comment if you want to document anything that will not be viewable to the student.

General
How can we help you? (*)

LIF - First Yr LA:SS/Hum (467A) - Yesterday’s meeting : Hello just want to let you know i am in the hospital right now. I was able to have my worker help email you, will be in touch when I get out. [EMPLID-██████████-cus-Major-_-NMDTH-AAS-cus-GPA-_-4-cus-Credits-_-3-cus-]

Farzana ██████████ [Jun 5 2019 2:35PM]

 **Joshua Goldblatt** [Jun 5 2019 3:42PM]
 Hi, Farzana. Thanks for letting me know and I’m wishing you the best. Feel free to get in touch any time to re-schedule our meeting. -Professor Josh

Comment by Joshua Goldblatt [Jun 25 2020 9:43AM]
 Marked as resolved

[Reply to student](#) [Insert Internal Comment](#)