

SSC Cheat Sheet: Difficult Student Conversations

Scenario:

Student is underprepared for a program with selective admission requirements, or otherwise needs to change their major.

Features to Utilize in This Scenario

Moderate or high risk level can serve as a quick indicator that something is going wrong. For a walk in student, you can use the **Student's Overview** to perform a quick "30 second gut check" and identify the student's current performance compared to students who historically.

Magee Chantos

Overview Success Progress Reports / Notes Class Info Major Explorer More ▾

Course Grade D/F 4 ▾	Registered Courses 1 ▾	Withdrawn Courses 6 ▾	Missed Success Markers 4 ▾	Cumulative GPA 2.4 ▾
Total Credits Earned 85.00		Credit Completion % at this Institution 77%		Predicted Risk Level Medium

Sociology
College of Arts & Sciences

Major History ▾

STUDENT ID
797091093

CLASSIFICATION
Junior

MOST RECENT ENROLLMENT
Spring Semester 2016

Sample Scripting

"I'm noticing that you're not performing well in some critical courses. What's going on? Laying a strong foundation in these courses now is important as you are going to be facing a lot of Economics in this major and it is only going to increase in difficulty. What are you going to change to improve your performance in this subject?"

"Let's take a look at what courses you have performed well in and in what academic areas you excel in. This way, we can begin to discuss a parallel plan to provide you a pathway toward a career and degree that matches your interests with your academic strengths"

Success Markers – Missed success markers in the student's major (especially competitive access majors) may be a sign of slow progress toward a degree or toward admission into the program, as well as difficulty in upcoming courses.

Success Markers

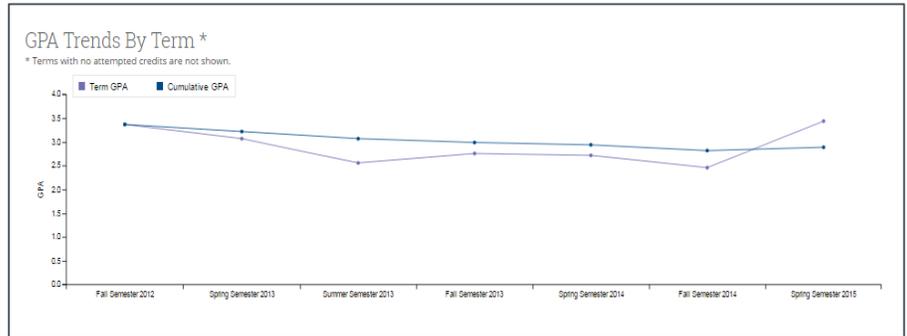
The student has missed guidelines for progress. Acting on them can help get the student back on track for successful completion.

Completed
 Missing
 Upcoming

4 missed markers

Notification	Outcome
<p>1 ENGL1102 or ENGL1103 Recommended grade: C (1 course) Complete between 15 and 30 credits</p>	Did not register for any course
<p>1 MATH1101 or Higher Recommended grade: C (1 course) Complete between 0 and 15 credits</p>	Needs attention 2 Attempts
<p>1 SOCI1101 and SOCI1160 Recommended grade: B- (2 courses) Complete between 15 and 30 credits</p>	Needs attention 1 Attempt
<p>1 SOCI3010 and SOCI3030 Recommended grade: B- (2 courses) Complete between 45 and 60 credits</p>	Did not register for any course

GPA trend/GPA compared to threshold – GPA trending downward (rather than upward) is a key predictor of diminishing likelihood to graduate in a given major. A student’s GPA compared to the threshold for the major can also indicate how close or far they are from being eligible for admission.



Filters and **worklists** can be used to identify lists of students to monitor. You can use the lists to create an appointment campaign to initiate face-to-face conversation with that student around their progress.

Sample Scripting (In Person):

“Let’s have a discussion about where you are in your program. I have to be realistic with you about what it takes to get into this major. In order to improve your GPA enough to (ex. move forward in your program, be admitted to the selected major or go on to grad school), you need 45 more credit hours with a 4.0. Let’s have a conversation about what drew you to nursing in the first place. Why do you want to be a nurse?”

“If you’re ready to start on that new path, I have a contact in the Health Sciences department who knows a lot about the Nutrition major. I will provide you their contact information so you can connect directly with them. Then, I will follow up with them directly to let them know to expect you and prepare to discuss the major change.

Sample Scripting (For Outreach):

For outreach: “Based on your cumulative GPA between 2.0-2.3, you qualify for additional one-on-one support. Please reach out to me by Friday to schedule a conversation.”

Nursing Students At Risk

Add Students To Campaign

Invite All My Assigned Students

Advanced Search

Saved Searches

Keywords (First Name, Last Name, E-mail, Student ID) Enrollment Status Enrollment Term

Enrolled Spring Semester 2016

Student Information First Name, Last Name, Student ID, Category, Tag, Gender, Race, Watch List

Area of Study College/School, Degree, Concentration, Major

Performance Data GPA, Hours, Credits

Spring Semester 2016 Data Classification, Section Tag, Term GPA

Course Data Course, Section, Status

Assigned To Advisor, Tutor, Coach

Success Indicators Risk, Success Markers

Search My Students Only Include Inactive

< Back Continue >

Major Explorer can be used to help the student build a parallel plan or decided on.

Overview Success Progress Reports / Notes Class Info Major Explorer More

Current Major

Sociology
College of Arts & Sciences

Predicted Risk Level
Medium

Related Careers
Account Executive
Admissions Counselor
Buyer / Purchasing Agent
Claims Representative / Adjuster / Examiner
Document Control / Management Specialist
26 More...

Search For Majors And Careers

Biological Science
College of Arts & Sciences

Low

Biochemist
Biological Technician
Biologist
Biomedical Engineer
Biostatistician
12 More...

Scenario: Student is struggling academically or on probation.

Features to Utilize in This Scenario

Filters and **worklists** can be used to create lists of students within certain GPA tiers, or with other specific indicators or risk, to monitor or conduct outreach.

Performance Data GPA, Hours, Credits

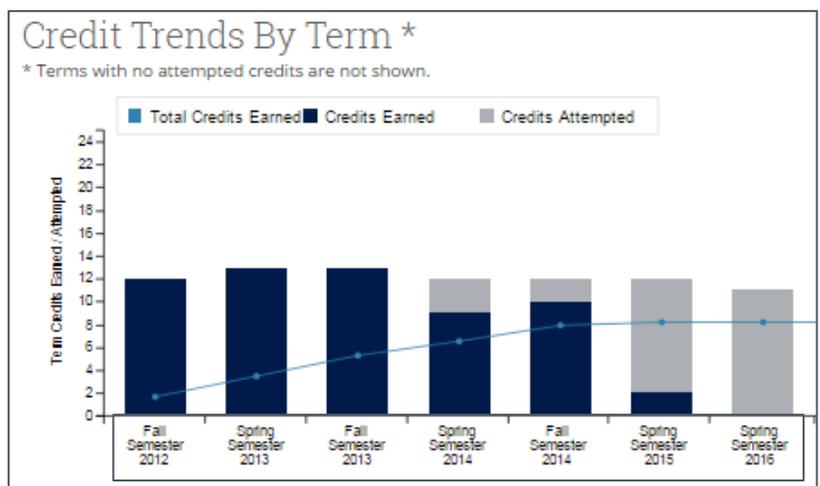
Min. Cumulative GPA ²	Max. Cumulative GPA ²
<input type="text" value="2.00"/>	<input type="text" value="2.70"/>
Min. Credits Earned ²	Max. Credits Earned ²
<input type="text" value="30"/>	<input type="text" value="65"/>

Sample Scripting

“Helping students succeed is what I’m passionate about. I had my own struggles in college; I am noticing some sharp changes in your performance, is there something going on that is affecting your academic performance?”

Academic Performance trends can serve as a quick indicator of something going wrong.

Success Progress graphs can be used to identify a steep drop in GPA or a drop off in credit accumulation. This should prompt you to enter the exploration stage and being asking probing questions.



Scenario:
Student referral based on specific referral reason.

Features to Utilize in This Scenario

Alerts can initiate specific referral or follow-up activities based on the permissions and configurations established within your platform.

The screenshot shows a web form titled "ISSUE AN ALERT". At the top, there is a search bar labeled "Student" with a magnifying glass icon. Below this is a dropdown menu with the prompt "Please select the reason you believe this student needs assistance". The dropdown is open, showing options: "Financial Aid" (highlighted in blue), "Needs Tutoring", "Referral", "Positive Alert", and "Emotional Issues". Below the dropdown is a checkbox labeled "Is this alert associated with a specific class?". Underneath is a text area for "Additional Comments" with the placeholder text "Please enter a comment.". At the bottom of the form are two buttons: "Submit" and "Cancel".

Scenario:
Student reveals financial situation.

Resources across Campus

- Financial Aid Office
- Name, Title (Ex: John Smith, Assistant Director of Financial Aid)

Scripting "Are you familiar with the location of the Financial Aid office? I can have someone accompany you there to speak with someone that can assist you with this matter."

Scenario:
Advisor suspects a need for mental health counseling.

Resources across Campus

- Counseling Office/Student Affairs
- Name, Title (Ex: Abigail Adams, Clinical Director)

Scripting "Are you familiar with the location of the XX office? I can have someone accompany you there to speak with someone that can assist you with this matter."

NOTE: Advisors should follow up with Department Chair, Associate Dean and Student Affairs to alert any situations involving personal and interpersonal violence; threats against oneself and/or another person/group likely to result in harm, injury or death; and threats that might imperil the mission of the University to provide the student with a BRAC assessment.

Scenario:
Student is placed on academic probation, suspension, etc.

Resources across Campus

- College Name, Dean's Office
- Name(s), Associate Dean(s)

Scripting "Are you familiar with the requirements you need to fulfill in order to get back into the program or get off of probation?"