

From: Yamagata-Noji, Audrey <ayamagata-noji@mtsac.edu>
Sent: Tuesday, April 21, 2020 9:47 PM
Subject: EAB Faculty Student Follow Up

We had 114 responses in less than an hour after we launched!
Here's what it looks like.
Now the hard work with Counseling begins!

From: Richard David Mahon <rmahon@mtsac.edu>
Sent: Tuesday, April 21, 2020 2:20 PM
Subject: Refer Students for Support

Student Feedback Request

Dear Professor ,

We know you have expressed concerns about students who have not re-engaged in your class or who are not currently participating at a degree of benefit to their learning. We hear you. Some of you also shared that you have other concerns about your students – including access to tutoring, technology, counseling, and other support. We hear you, and we have a solution.

We have been working with a company called EAB to implement an online tool, Navigate, which will support students in scheduling, planning, and meeting their academic goals at Mt. SAC. Folks in Student Services and IT worked with EAB to provide a quick solution to this immediate issue and we are implementing a feature called "Progress Report," to help reach out to students impacted by the pandemic and the transition to online instruction who may need additional support, referrals, or follow up. This is the tool that we are hoping to use to conduct Early Alerts for students in the future.

To Make Referrals

All you have to do is click the link below which will take you into Navigate to a list of all of the students enrolled in your classes for each section you are teaching. It will just take a few clicks for you to inform us of students who you are concerned about. If you want to refer any of your students, all you need to do is indicate "Yes" to refer, and then what referral you want to make. You will have the following choices:

- o C-19 Student not active since move to remote instruction

- o Counseling - Student is engaged but needs additional support
- o Other Concern - Add additional information
- o Technology - Student is engaged but needs additional support
- o Tutoring - Student is engaged but needs additional support

After you identify the student and the reason (from a drop-down menu), you simply “submit” this report and trained members of the Student Services team will reach out to the student. If you aren’t able to finish the list, you have an option to submit what you’ve selected so far and come back to finish at another time. You may have already reached all of the students in your classes, and do not feel that this is necessary- that’s fine. We are hopeful that this will help you in meeting the needs of students in your classes, if you choose to use it. We are also working to enable the ability for you to be able to come back into Navigate to follow up and see the referral that the student received, to close the loop on the referral.

We realize that you are very busy, and that’s why we want to support you in this work. We are asking that you respond as soon as you can so that we can get students the support they need as soon as possible. If you have questions about the tool or the referrals please reach out to EABHELP@mtsac.edu, and we’ll route the questions to the best person to respond. We sincerely appreciate your feedback and all that you do for students.

THANK YOU for your time and effort!

Richard Mahon, Vice President, Instruction
Chisa Uyeki, President, Academic Senate
Audrey Yamagata-Noji, Vice President, Student Services

[Click to Begin Entering Student Feedback](#)

The link above expires on 05/01/2020. If you would like to provide feedback after the expiration above, please contact your administrator.

If you have trouble with the above link, copy and paste this address into your browser:

https://mtsac.campus.eab.com/e/Cd_oS377g5