

EAB Navigate Student Follow-Up Project

Details

4.15.20 1st Planning Meeting
4.17.20 2nd Planning Meeting
4.21.20 2:20 PM Launched
4.21.20 3:21 PM = 114 alerts/responses submitted
4.22.20 1:48 PM #s
 82,899 evaluations sent
 3,521 responses from professors
 757 students marked as “at risk”

EMAIL SENT 4.21.20 TO ALL FACULTY TEACHING SPRING 2020

From: Richard David Mahon <rmahon@mtsac.edu>

Sent: Tuesday, April 21, 2020 2:20 PM

To:

Subject: Refer Students for Support

EXTERNAL SENDER- Exercise caution with requests, links, and attachments.

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

If you would like to provide feedback after the expiration above, please contact your administrator.

SCREEN SHOT: FACULTY FORM

Student Feedback

**Your information is secure.**

Security measures allow your school to adhere to government rules and regulations concerning FERPA and overall student privacy.
Thank you!

Professor Adamiak:

Thank you for helping us create a quick snapshot to identify students who need support at this time. You have been asked to fill out progress reports for students in your classes (rosters below). Your answers will help us offer support to students who need it most.

You only need to mark "YES" next to the student's name if you are suggesting follow up. Then, you must choose at least one alert reason. There is a "comment" box for you to include "Additional information to support referral," you can add comments for any referral. All other students will be automatically marked as not of concern.

We urge you to submit this information as soon as possible so that we can begin to contact students. You also have an option to submit those you have marked now and go back at a later date to submit additional students. You may contact eabhelp@mssac.edu for any questions.

SIGN-101-40646 American Sign Language 1

Student Name	Do you have concerns about this student?	If Yes, you must choose at least one alert reason	Additional information to support referral
1 Banuelos, Priscilla	<input type="radio"/> Yes <input type="radio"/> No	<input type="checkbox"/> C-19 Student not active since move to remote instruction <input type="checkbox"/> Counseling - Student is engaged but needs additional support <input type="checkbox"/> Other Concern - Add additional information <input type="checkbox"/> Technology - Student is engaged but needs additional support <input type="checkbox"/> Tutoring - Student is engaged but needs additional support	
2 Bradley, Tanner Austin	<input type="radio"/> Yes <input type="radio"/> No	Alert Reasons	
3 Catalan Lopez, Wendy G	<input type="radio"/> Yes <input type="radio"/> No	Alert Reasons	
4 Diaz Barron, Arely	<input type="radio"/> Yes <input type="radio"/> No	Alert Reasons	

INTERVENTION PLAN

Counseling

- Our goal is to start calling tomorrow – Thursday (4/23) in the afternoon
- We are adding contact information to monitor the type of messaging to each student (i.e. spoke to student, voicemail, etc.)
- Appointments will be scheduled with general counselors (full-time and adjuncts)
- Emails will be sent to all students as a follow up after the phone calls
- Our approach will be via case management and note the activity (referral type)

Items that are pending:

- The plan is have Caron run the report daily to keep up with Alerts. From 2pm – 5pm today, it went from 757 to 794 Alerts.
- Access to EAB/Navigate system to Stacy, Kaylynn, and Jamie as well as for phone numbers and tracking student follow up and referrals.
- Add phone numbers to the list of students who professors have clicked as "At Risk" If not, we can begin calling the students using SARS.
- Tutoring – Alert: Francisco will contact Meghan Chen to see how they can assist with this "alert"

Draft

Script for Calling Students on EAB List

Hello. My name is _____.

I am calling from Mt. San Antonio College. We want to check in with you and see how you are doing with the transition to online classes.

(Based on the reason, could ask follow-up questions, i.e. have you been able to log in to Canvas –if not active since moved to remote instruction)

- C-19 student not active since moved to remote instruction
- Counseling – student is engaged but needs additional support
- Other Concerns – add additional information
- Technology – student is engaged but needs additional support
- Tutoring – student is engaged but needs additional support

We want to know if there is anything we can do to assist you. Can we help you find OPEN courses (2nd 8 week)? We can make an appointment with a counselor for you today.

Resources Needed:

- Have list of numbers and websites for tutoring, technology, and behavior and wellness team, basic needs, canvassadors, canvas student hub, canvas program hubs, support programs, WIN
- Search and add classes and make an appointment to discuss summer and fall classes
- 2nd 8 week courses list needs to be provided

English Writing and Reading Tutoring

[Academic Support & Achievement Center \(ASAC\)](#): all levels of writing, including support for writers who speak English as a second language, and reading

Phone: (909) 274-4300

[Language Learning Center \(LLC\)](#): AmLA and ESL students

Phone: (909) 274-4580

[Writing Center](#): all levels of writing, including support for writers who speak English as a second language

Phone: (909) 274-5325

[WIN Program](#): tutoring support for student-athletes

Phone: (909) 274-4239

Science Tutoring

[Academic Support and Achievement Center \(ASAC\)](#): anatomy/physiology, astronomy, biology, chemistry, medical terminology, microbiology, and physics.

Phone: (909) 274-4300

[STEM Center: Science, Technology, Engineering, Mathematics](#): Anatomy 10A, Biology 1, 2, & 4, Microbiology, Physics 2AG

Phone: (909) 274-4224

[WIN Program](#): tutoring support for student-athletes

Phone: (909) 274-4239

Math Tutoring

[Academic Support & Achievement Center \(ASAC\)](#): tutoring support for Math 50-290, LERN 48 & 49

Phone: (909) 274-4300

[MARCS: Math Activities Resource Center and Support](#): All levels of math

Phone: 909-274-5014

[WIN Program](#): tutoring support for student-athletes

Phone: (909) 274-4239

Student Services

Link to Student Services Directory:

https://www.mtsac.edu/studentservices/student_services_division_directory.html

[Behavior & Wellness](#): campus team that guides the campus community in effectively assessing and addressing concerning and/or threatening behavior.

Technology Support:

[TERC: Tech. Ed. Resource Center](#): Tutoring support for aviation, child development, computer information systems, electronics, histology, paralegal, respiratory therapy

Phone:

[Information Technology \(IT\) Help Desk](#): Primary contact for tech needs (i.e. Banner, ARGOS, Canvas, OnBase).

Phone: (909) 274-4357

Mt. SAC Canvasadors: <https://mtsac.instructure.com/courses/81763>