BEST PRACTICES FOR DOCUMENTING STUDENT SUPPORT WORKSHOPS
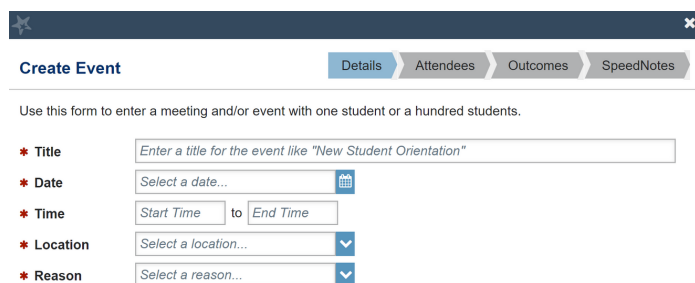
Introduction

The Viking Success *shared notes system* provides a centralized location for documenting interactions between students and members of their success network. The *Event* function is designed to support the documentation of workshops with a **single topic** and the **same outcome for all participants**. As with other types of notes, **Events are visible to all institutional stakeholders in Viking Success.**

Documenting Student Support Workshops

When documenting the *attendance* and *outcomes* student support workshops with a large volume of attendees, it is best practice to use the *Event* function. For campus wide consistency, please includeude the following information:
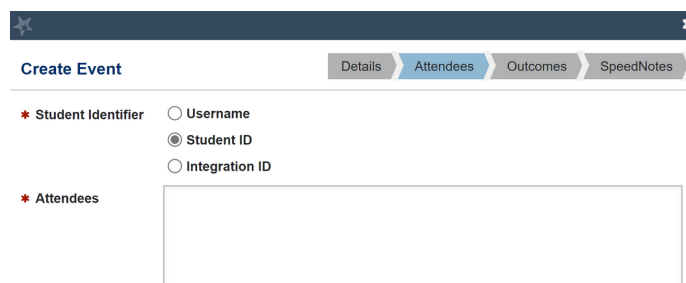
Details

Title: Use the most commonly used name for said workshop. If documenting multi-day workshop, please remember to use a consistent title across all *Events*.

Date & Time: When this group of students attended the event. Please be as accurate as possible.

Location: Locations can be set under the *Appointment Preferences* options in your user profile settings.

Reason: Please use the reasons listed under the *Student Support Workshop* category. If you do not have this category, or an appropriate reason is unlisted please contact the Viking Success team.

Attendees, Outcomes, SpeedNotes

Student Identifier: It is recommended that *Student ID* be used.

Attendees: Please separate each student ID number by a comma, or by placing each ID on its own line. You may copy and paste this information from an Excel column.

Outcome Comments: Include a *brief summary of topics covered* and the *assistance given*. This comment will appear for all students added to the *Attendees* tab.

SpeedNotes: If you do not see an appropriate SpeedNote, please contact the Viking Success team.

Please note:

Events must be documented **AFTER** the event has taken place. It is highly recommended that a **virtual sign-in sheet** (via Qminder, JotForm, etc.) be used to collect Student ID numbers during the event so these may be copy and pasted into the *Attendees* window.

Considerations To Take

It is important to fully understand both the **legal and ethical responsibilities** attached to note-taking in a shared system, especially as it relates to potentially sensitive information. Assume that students, parents, lawyers, or the public will read anything and everything you have entered.

Notes **SHOULD** be academic in nature and based on facts, objective, general, and non-descript.

Notes **SHOULD NOT** be judgmental, value-laden, guesses, predictions, or assumptions. They should not make mention to medical and mental health concerns, legal problems, social issues, family concerns, or conflicts with faculty or staff.

Before entering a note, think to yourself: *Is this information based on fact; Is this information that the student would want to be disclosed; Is this information that my colleagues need to know; Is this information within my field of expertise?* If the answer is *no* to any of these questions, do not include it in the note. **When in doubt, leave it out!**

DSO and Mental Health Referrals

Referrals to the Department of Mental Health & Counseling Services and the Disability Services Office (DSO) are confidential information protected by the Health Insurance Portability and Accountability Act (HIPPA) and Americans with Disabilities Act (ADA), respectively. These referrals should **NEVER** be included in Viking Success' shared notes system.

Examples of Note Dos and Don'ts

Situation	*Dos*	*Dont's*
A student is worried about their performance in two classes.	"Student is concerned about grades in two courses."	"Student is worried about two classes; doesn't seem motivated this semester."
An engineering student is considering changing their majors.	"Student is considering whether their current major is a good fit. Helped them consider other options."	"Student's personality isn't a good fit. I think they'd be better suited for something in the arts."
A student in an opportunity program is unable to afford credits and/or materials.	"Referred student to Financial Aid."	"First-generation student receiving little help from the family that is struggling financially."
A student has experienced an incident of domestic violence and is struggling.	"Student disclosed a personal situation and requested help from campus support services."	"Student reported an assault by their partner. I have referred them to Mental Health and Personal Counseling services."

Privacy of Student Records

Information entered into Viking Success (as well as Degree Works) becomes an official part of a student's academic record and is subject to the Family Educational Rights and Privacy Act (FERPA). Even when marked as private, notes can still be accessed by anyone acting with legitimate educational interest or legal authority. Please keep this in mind when entering notes.

Questions?

If you have any questions or need assistance with using the Viking Success platform, please visit **www.sunywcc.edu/academics/viking-success** or email **vikingsuccessteam@sunywcc.edu**.