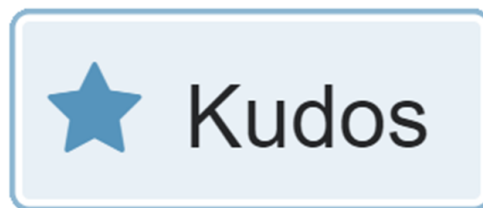
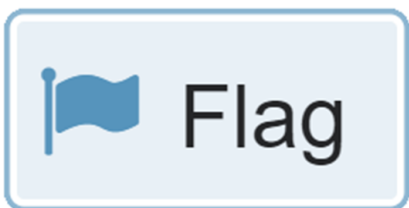


Introduction

Tracking items are the primary method in which Viking Success collects and sends actionable information for student support outreach. While the platform has four types of tracking items, flags & kudos are the two that are primarily being used at WCC.



Flags are used to **raise concerns** about a student's **academic performance**.

Kudos are used to **recognize** a student's positive **academic performance**.

Flags are only for actionable concerns:

Unlike Viking Success' messaging function, flags alert a student's respective Support Providers that action needs to be taken on their end. Please refrain from using flags for simple communication with a student.

Before raising a Flag, ask yourself:

- Did I make **two attempts to reach a resolution** with the student?
- Is there **enough time** in the semester for the Support Provider **to take meaningful action**?
- Did I **include all the relevant notes** that the Support Provider will need for their outreach? (See back page for tips on appropriate note taking in Viking Success.)
- Did I **state a desired resolution** for the flag?

Workflow of a Flag



Kudos are just as important as Flags!

By seeing **positive encouragement**, we can prevent students from viewing Viking Success as a disciplinary system that causes anxiety that they want to avoid!

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.