



# PROGRESS SURVEYS

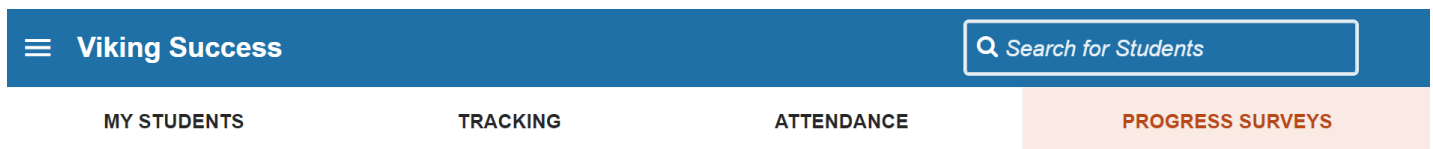
## BEST PRACTICES FOR FACULTY

### Introduction

Progress surveys are a way for faculty to provide students, as well as members of their success network, an overview of their academic performance during key points throughout the semester. Each progress survey targets a specific academic issue and gives faculty the ability to quickly raise a concern so that students can work to address the issue, or be referred to the appropriate counselor, navigator, or service for intervention.

### How Do I Know if I Received a Survey? How Do I Respond?

If a survey is launched that includes students who are currently on your roster, you will receive a notification via email which includes a link to the survey response page. You can also navigate to it from the **Progress Survey** tab located on your **Students** page.



The response page shows a list of students for whom you've received a survey. Next to their names will be 1-4 multiple choice options to raise a concern, as well as an option to recognize a student's positive academic performance should there be no concern. While it is not required to include a note on concerns raised via a progress survey, this may be helpful to the student and their success network.

CHOOSE SURVEY

Microbiology II (SCI-BIOL202-600-201901): 3 Question Flag Survey

Microbiology II (SCI-BIOL202-600-201901): 3 Question Flag Survey

SAVED February 26, 2019 at 8:01 AM

DUE March 19, 2019 at 8:51 AM

A weekly "testing" survey which allows you to quickly alert student support services about students in need of assistance.

Search | ?

Name	Worklife Interfering	Poor Attendance	Behavior Concern
Adam, Egon eadam5389	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Albright, Randy ralbright5391	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### What Happens if I Am Missing Students From a Survey?

Certain progress surveys may only target a specific population of students. Target populations will be listed in the survey title, as well as on the progress survey schedule on the Viking Success resource page. If you believe a student has been mistakenly left off a survey, please contact the Viking Success team.

### If I Want to Leave a Note About My Concern, What Information Should I Include?

If you wish to leave a note, please be sure to include any relevant information that can assist the student, counselor, navigator, or other support provider in addressing your concern. **Remember that notes should be academic in nature and based on facts, objective, general, and non-descript.** If you would like further guidance, please see the *Legal and Ethical Responsibilities for Using the Shared Notes System* best practice sheet that can be found on the Viking Success resource page.

### What Happens After I Raise a Concern?

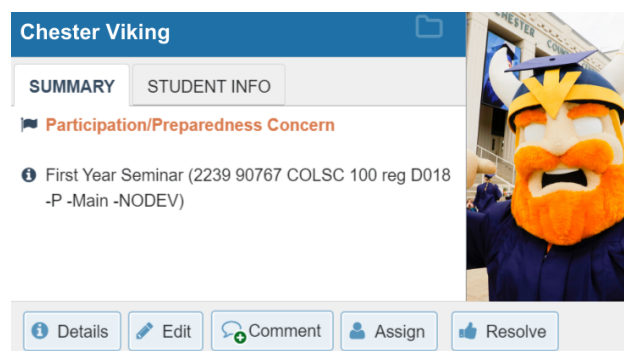
If you choose to raise a concern, a **Flag** is triggered, and a notification will be sent to the student instructing them to speak with their professor or support provider. The appropriate counselor, navigator, or service will make attempts to discuss a resolution with the student. If the support provider closes the flag, you will receive an email notification with details regarding a possible resolution. This follows a similar workflow as manually raised flags, which can be found on the *Raising Tracking Items — Flags & Kudos* best practice sheet on the Viking Success resource page.

### Can I Change My Responses After I Submit My Survey?

Once you have submitted your survey, you are unable to alter your responses. If you have inadvertently raised a flag on a student, you should immediately **Resolve** it using the “*This flag was raised by mistake. No action required*” closure reason. It is recommended that you also raise a kudos or reach out to the student for clarification as they will have already received an email about the flag. For further assistance, please contact the Viking Success team.

### What if a Student Addresses a Concern Directly With Their Instructor?

With manually raised flags, or a flag raised as the result of a progress survey, faculty have the ability to close these items. While on the **Tracking** tab on your **Students** page, locate the item that you wish to clear and hover your cursor over the orange flag icon. A condensed view of the **Student Folder** will appear. Click the **Resolve** button and answer the prompt, being sure to include a comment about the resolution. This will close the loop on the flag workflow so no further intervention will be taken.



If a student comes to you directly, consider giving them the “*Thank You for Seeking Support*” kudos to encourage or lessen the anxiety they may have the next time they reach out for help!

### Can I Follow up with the Student’s Counselor or Navigator?

Of course! Whether it is to coordinate a possible resolution or discuss a topic not appropriate for the shared notes system, it is best practice to have direct communication with the members of your student’s success network.

### How Do I Know Who They Are?

To identify a student’s counselor or navigator, open their **Student Folder** and select **Network** from the left navigation bar. You will now see a list of their current faculty, curriculum chair and navigator (if matriculated), and any counselors they may be assigned to through opportunity programs or support services.



### Questions?

If you have any questions or need assistance with using the Viking Success platform, please visit the resource page at [www.sunywcc.edu/academics/viking-success](http://www.sunywcc.edu/academics/viking-success) or email [vikingsuccessteam@sunywcc.edu](mailto:vikingsuccessteam@sunywcc.edu).