

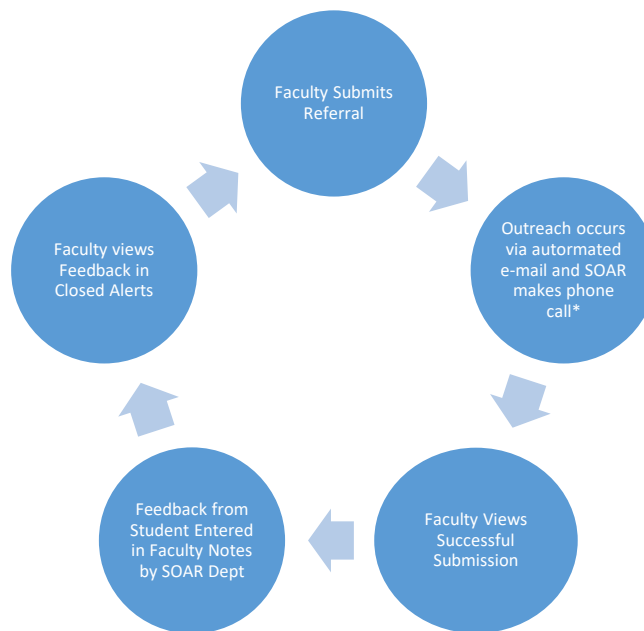
# Instructions for Use of the College Success Referral System (CSRS)

These instructions are available at [www.hvcc.edu/dept-academic/soar/csrs-wired.pdf](http://www.hvcc.edu/dept-academic/soar/csrs-wired.pdf)

The College Success Referral System (CSRS) is an important tool used to support student engagement, retention and success at HVCC through the collection of feedback from faculty regarding student performance. Daily reviews of referrals will result in students being 1) sent communications that alert them of a noted performance issue, 2) recommended to make direct communication with the referring faculty member, and/or an academic advisor, and 3) encouraged to utilize instructional and student support services to assist with performance improvement.

In addition to using the CSRS, which allows SOAR - Office of Student Outreach, Advisement and Retention to track outreach efforts in a systematic manner, faculty are encouraged to foster student success by utilizing their own outreach methods directly to their students. Examples include, but are not limited to, inviting them to schedule appointments and/or attend office hours to discuss performance concerns and recommendations for improvement.

## Lifecycle of a Referral



*\*Some alert/referral types do not receive automated emails or phone calls*

## Additional Information

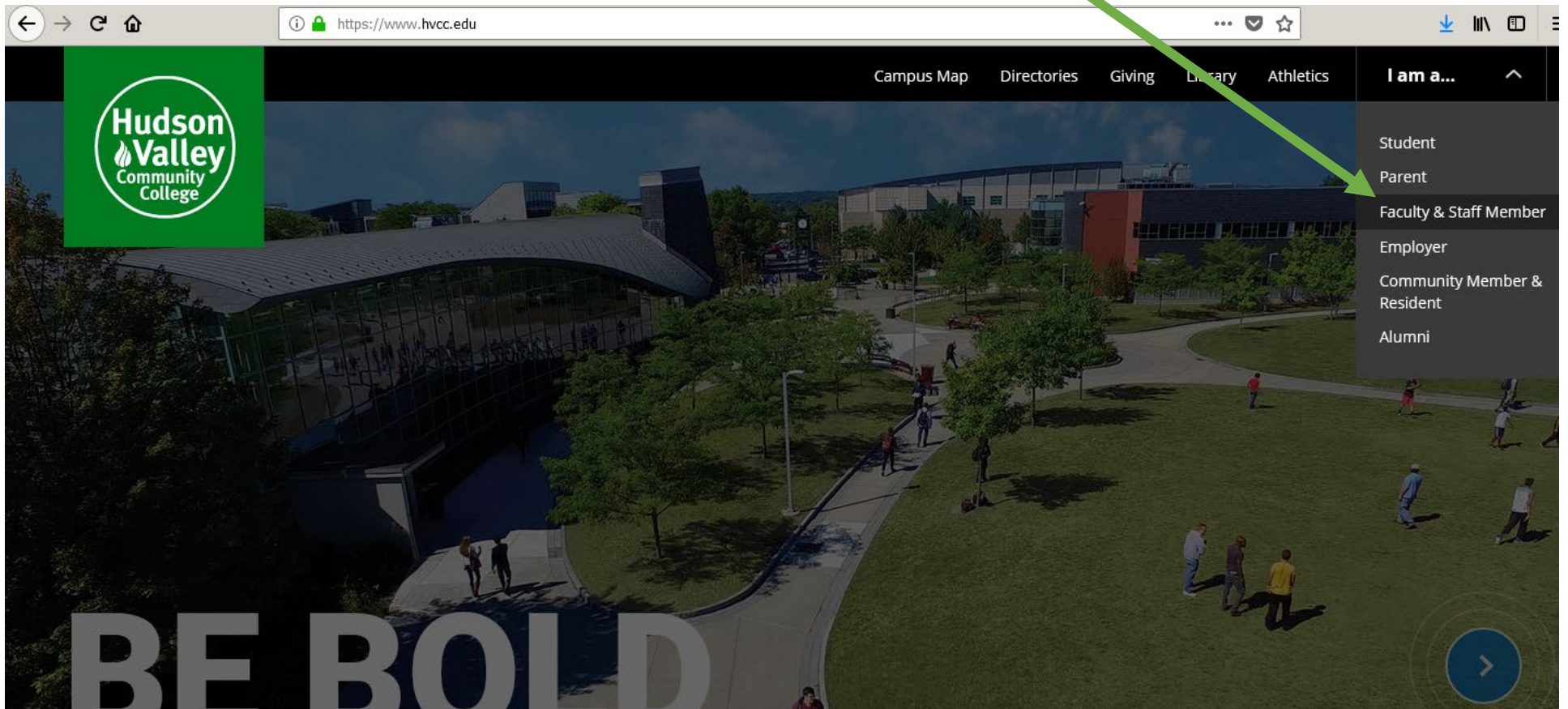
1. Referrals should be submitted only once for the same student within a two-week period. If more frequent referrals are necessary then be sure to include detailed comments in the Notes area.
2. If you have any questions regarding the CSRS please contact:
  - a. Matthew Howe, Associate Dean – Academic Advisement and Retention at x7251 or [m.howe@hvcc.edu](mailto:m.howe@hvcc.edu)
  - b. Gail Barber, Enrollment & Retention Services Technician, at x7505 or [g.barber@hvcc.edu](mailto:g.barber@hvcc.edu)
3. If you want to attend a training session on the CSRS, please contact Jennifer Eaton, Faculty Liaison/ Coordinator for the Center for Professional Excellence (CPE) at x7579 or [j.eaton@hvcc.edu](mailto:j.eaton@hvcc.edu)

## Referral Options

Alert Type (Reason)	When to Use	Automated Email	Follow-up Phone Call	Closing the Loop
Refer the student to Course Instructor	Used to direct students to the Course Instructor simultaneously and also directs students to seek support as needed with the instructional support labs	Yes	Yes	<b>SOAR Update</b> with feedback from phone call entered into CSRS Faculty Comments/Notes
Student has not attended/is not attending class	Used to attempt to contact student to determine reason(s) for lack of attendance and help address as capable	Yes	Yes	<b>SOAR Update</b> with feedback from phone call entered into CSRS Faculty Comments/Notes
Student is not engaged in the course; Refer for Instructional Support	Used to direct students not routinely participating to the Course Instructor simultaneously and also directs students to seek support as needed with instructional support labs	Yes	Yes	<b>SOAR Update</b> with feedback from phone call entered into CSRS Faculty Comments/Notes
Student is performing poorly in course; Refer for Instructional Support	Used to direct students with either low grades or performance to the Course Instructor simultaneously and also directs students to seek support as needed with instructional support labs	Yes	Yes	<b>SOAR Update</b> with feedback from phone call entered into CSRS Faculty Comments/Notes
Performing Well	Used to recognize students who are doing well. Instructional support labs are also noted if they begin to be challenged with the coursework.	Yes	No	Alert is marked "Complete" in CSRS within 1 day of submission
Refer to a Departmental Academic Advisor	Used to address issues best addressed by an academic advisor rather than by instructors or instructional support labs (e.g. course withdrawals) <b>NOTE: Adding Faculty Notes prior to submission is highly recommended</b>	Yes	TBD – Department determines appropriate outreach	Alert is marked "Complete" in CSRS within 3 days of submission
Request for non-emergency consult*  <b><u>NOTE: If emergency, contact 911 or 518-629-7210</u></b>	Used to address issues such as disruptive and/or concerning behavior*  <b><u>SEE IMPORTANT NOTE BELOW</u></b>	No	TBD – SOAR Office contacts Faculty to discuss appropriate outreach	SOAR Office contacts Faculty directly to notify results of outreach to student

\* **IMPORTANT NOTE:** If ever an **IMMINENT THREAT** is perceived, it is imperative to contact Public Safety immediately. Public Safety can be reached by dialing 911 from any ON CAMPUS telephone or, if you are using a cell phone, by calling 518-629-7210. *Please save this number in your cell phone in case of emergency.*

Step #1: Click on the “I am a...” menu and select “Faculty & Staff Member”



Step #2: Click on “WIRED – Register and Access Your Records” and Login using HVCC credentials

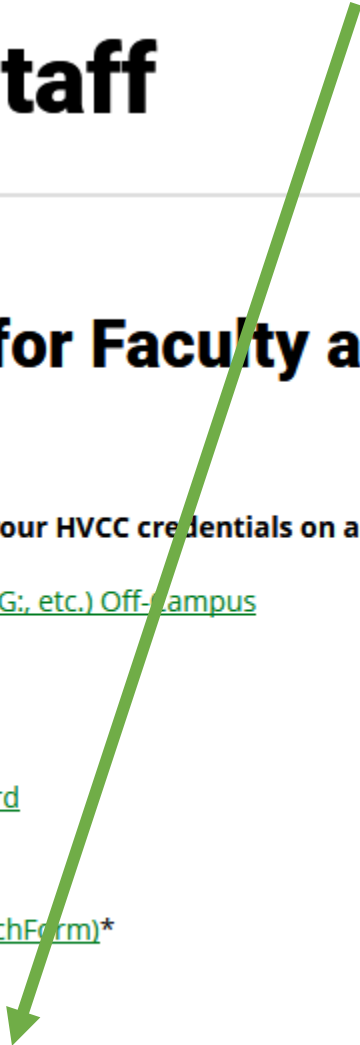
# Faculty & Staff

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## System Access for Faculty and Staff

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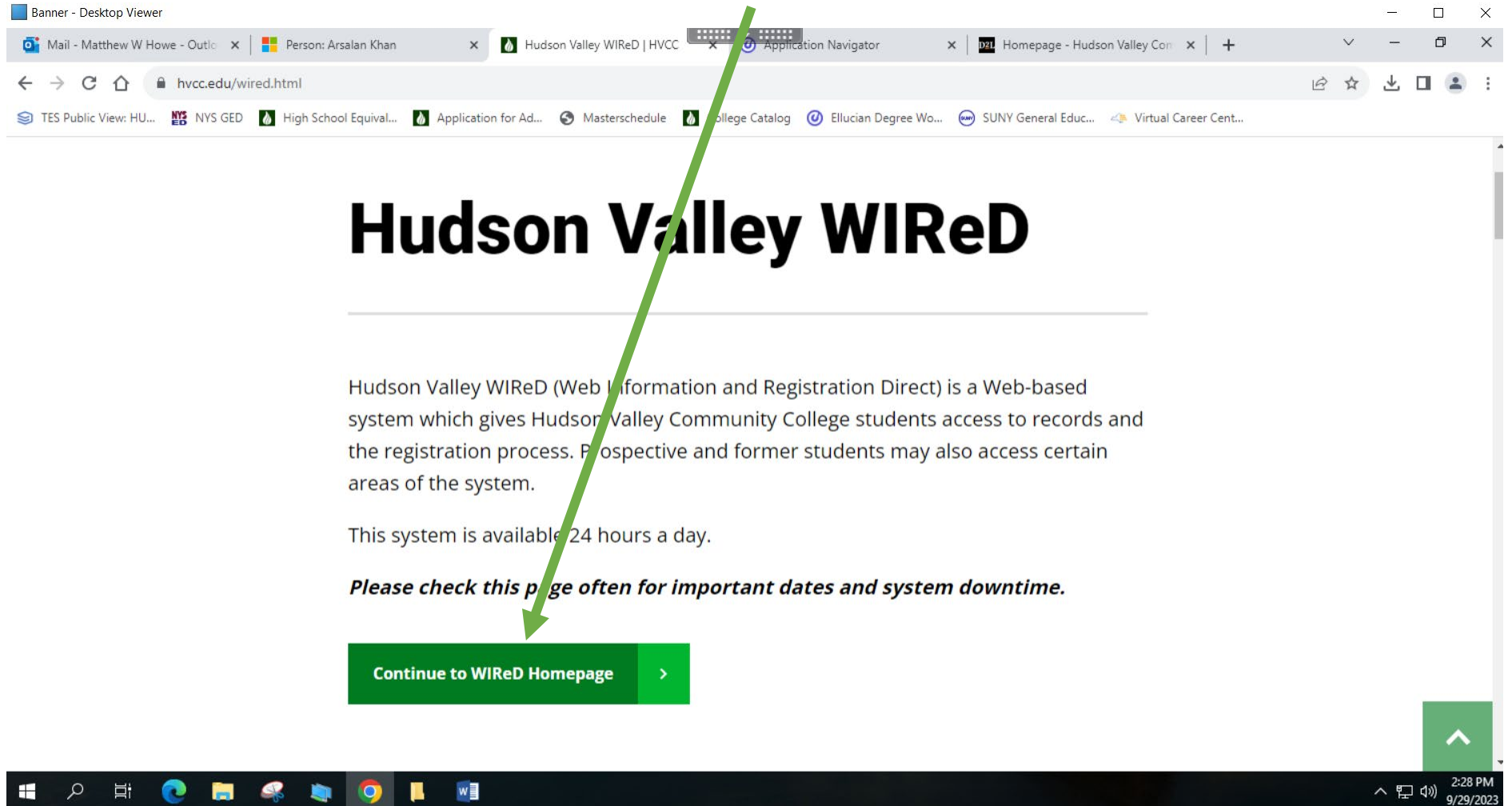
Remember, you should only enter your HVCC credentials on an authentic ".hvcc.edu" domain (URL).

- [Access Network Shares/Drives \(H:, G:, etc.\) Off-Campus](#)
  - [Banner INB\\*](#)
  - [Kronos\\*\\*](#)
  - [MyHudsonValley Portal / Blackboard](#)
  - [SUNY Workplace](#)
  - [Web Form Entry Management \(MachForm\)\\*](#)
  - [WebMail - Access your Email](#)
  - [WIReD - Register and Access your Records](#)
- 

*\*For authorized users only.*

*\*\*Requires [Adobe Flash support](#).*

### Step #3: Click on “Continue to WIRed Homepage”



Banner - Desktop Viewer

Mail - Matthew W Howe - Outl... Person: Arsalan Khan Hudson Valley WIRed | HVCC Application Navigator Homepage - Hudson Valley Com...

hvcc.edu/wired.html

TES Public View: HU... NYS GED High School Equival... Application for Ad... Masterschedule College Catalog Ellucian Degree Wo... SUNY General Educ... Virtual Career Cent...

# Hudson Valley WIRed

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Hudson Valley WIRed (Web Information and Registration Direct) is a Web-based system which gives Hudson Valley Community College students access to records and the registration process. Prospective and former students may also access certain areas of the system.

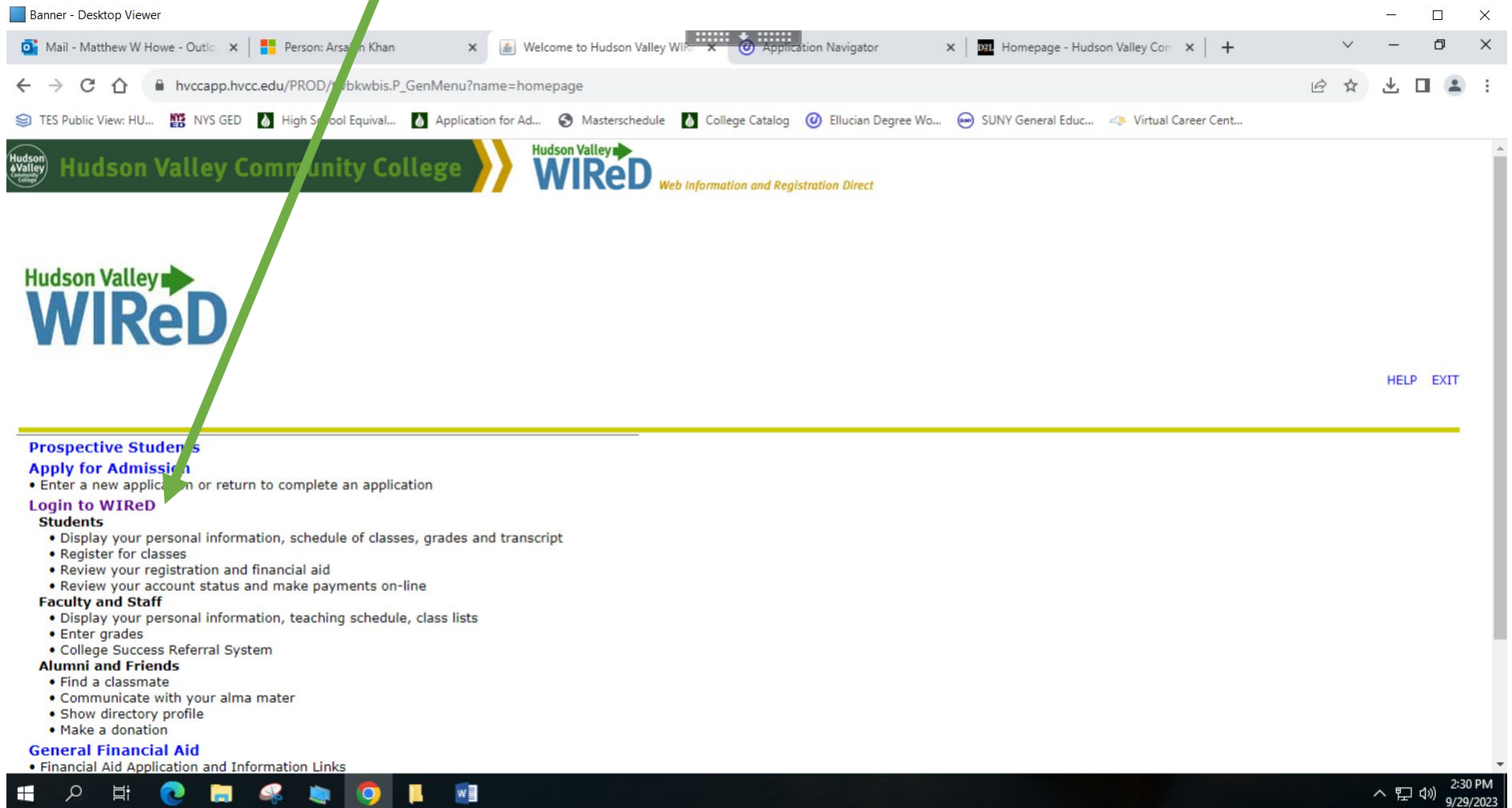
This system is available 24 hours a day.

***Please check this page often for important dates and system downtime.***

**Continue to WIRed Homepage** >

2:28 PM 9/29/2023

## Step #4: Click on “Login to WIRed Homepage”



The screenshot shows a web browser window displaying the Hudson Valley Community College WIRed homepage. The browser's address bar shows the URL [hvccapp.hvcc.edu/PROD/mbkwbis.P\\_GenMenu?name=homepage](http://hvccapp.hvcc.edu/PROD/mbkwbis.P_GenMenu?name=homepage). The page header features the Hudson Valley Community College logo and the WIRed logo with the tagline "Web Information and Registration Direct". A green arrow points from the top of the page down to the "Login to WIRed" link in the "Prospective Students" section.

**Hudson Valley Community College** **WIRed** Web Information and Registration Direct

**Hudson Valley WIRed**

HELP EXIT

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**Prospective Students**  
**Apply for Admission**

- Enter a new application or return to complete an application

**Login to WIRed**

**Students**

- Display your personal information, schedule of classes, grades and transcript
- Register for classes
- Review your registration and financial aid
- Review your account status and make payments on-line

**Faculty and Staff**

- Display your personal information, teaching schedule, class lists
- Enter grades
- College Success Referral System

**Alumni and Friends**

- Find a classmate
- Communicate with your alma mater
- Show directory profile
- Make a donation

**General Financial Aid**

- Financial Aid Application and Information Links

Windows taskbar: 2:30 PM, 9/29/2023



Step #5: Click on “Faculty and Advisors” and then click on “College Success Referral System”

The screenshot shows a web browser window displaying the Hudson Valley WIREd website. The browser's address bar shows the URL: [hvccapp.hvcc.edu/PROD/twbkwbis.P\\_GenMenu?name=bmenu.P\\_FacMainMnu](https://hvccapp.hvcc.edu/PROD/twbkwbis.P_GenMenu?name=bmenu.P_FacMainMnu). The website header includes the Hudson Valley WIREd logo and a navigation menu with the following items: Personal Information, Enrollment, Financial Aid, Student Accounts and Student Services, Faculty and Advisors (highlighted), and Employees. A secondary navigation menu contains links for RETURN TO MENU, SITE MAP, HELP, and EXIT. The main content area is titled "Faculty and Advisor Services" and lists the following links: Term Selection, CRN Selection, Faculty Detail Schedule, Faculty Schedule by Day and Time, Detail Class List, Summary Class List, Mid Term Grades (available only during Mid Term Grading period), Final Grades (available only during Final Grading period), Grade Summary, Advisor Menu (available only to authorized advisors), College Success Referral System ADMIN, **Schedule Planner Advisor Mode**, CRM Advise, Degree Works, and College Success Referral System. A green arrow points from the "Faculty and Advisors" menu item to the "College Success Referral System" link. The Windows taskbar at the bottom shows the system tray with the time 2:35 PM and date 9/29/2023.

## Step #6: Select Course by clicking on the appropriate Course Information

Home - Blackboard Learn | Create Alerts - ellucian CRM Advise

https://hvcc.elluciancrmadvise.com/FacultySelfService/

ellucian

Create Alerts

FORM 108 300

FORM 108 301

MATH 110 338

Search FORM 108 300

Per Page: View All

<input type="checkbox"/>	Name	ID	Class Level
<input type="checkbox"/>	[Redacted]	[Redacted]	Freshman
<input type="checkbox"/>	[Redacted]	[Redacted]	Freshman
<input type="checkbox"/>	[Redacted]	[Redacted]	Freshman
<input type="checkbox"/>	[Redacted]	[Redacted]	Freshman
<input type="checkbox"/>	[Redacted]	[Redacted]	Freshman

javascript:void(0)

11:57 AM 8/25/2020



## Step #7: Select Students by Clicking Box next to name

The screenshot shows a web browser window with the URL `https://hvcctest.elluciancrmadvise.com/FacultySelfService/`. The page title is "Create Alerts - ellucian CRM Advise". The main content area is titled "Create Alerts" and features a sidebar with course filters: "FORM 108 300", "FORM 108 301", and "MATH 110 338". A search bar contains "Search MATH 110 338". A table lists students with checkboxes for selection. A green arrow points to the checkbox of the first student. A "Select Alert Type" dialog box is open on the right, showing radio button options for alert types: "Performing well", "Refer Student to Course Instructor", "Refer Student to Departmental Academic Advisor", "Request for non-emergency consult re: disruptive and/or concerning behavior", and "Student has not attended/is not attending class". The dialog has "Cancel" and "Next" buttons. The bottom of the screen shows a Windows taskbar with the date and time "11:58 AM 8/25/2020".

ellucian

Create Alerts

FORM 108 300

FORM 108 301

MATH 110 338

Search MATH 110 338

Per Page: View All

1 student(s) selected

Freshman

Freshman

Senior

Freshman

Freshman

Freshman

Select Alert Type

Performing well

Refer Student to Course Instructor

Refer Student to Departmental Academic Advisor

Request for non-emergency consult re: disruptive and/or concerning behavior

Student has not attended/is not attending class

Cancel Next

11:58 AM 8/25/2020

## Step #8: Select the Alert Type by clicking the button next to the alert and Click Next

ellucian

### Create Alerts

FORM 108 300

FORM 108 301

**MATH 110 338**

Search MATH 110 338

Per Page: View All

1 student(s) selected

<input type="checkbox"/>	Freshman
<input type="checkbox"/>	Freshman
<input type="checkbox"/>	Senior
<input type="checkbox"/>	Freshman
<input type="checkbox"/>	Freshman
<input checked="" type="checkbox"/>	Freshman

#### Select Alert Type

- Request for non-emergency consult: disruptive and/or concerning behavior
- Student has not attended/is not attending class.
- Student is not engaged in course. Refer for Instructional Support.
- Student is performing poorly in course. Refer for Instructional Support.

Cancel Next

11:59 AM 8/25/2020

# Step #9: Add notes by clicking in the box here and then Click Next

The screenshot shows the 'Create Alerts' interface in the ellucian CRM Advising system. On the left, a sidebar lists course forms: FORM 108 300, FORM 108 301, and MATH 110 338 (which is selected). The main area features a search bar with 'MATH 110 338' and a table of students. The table has columns for checkboxes, a large blue redacted area, and student levels. The first student is a Freshman, and the last is also a Freshman. A 'Per Page: View All' dropdown is visible. A modal dialog titled 'Add Notes' is open on the right, containing a text input field with the text 'Chrissy hasn't been in class in 2 weeks'. Below the input field, a note explains: 'Notes are optional and, if entered, will apply to all students selected for this alert type.' At the bottom of the dialog are 'Back' and 'Next' buttons. A green arrow points from the instruction text to the 'Add Notes' dialog, and another green arrow points from the instruction text to the 'Next' button. The Windows taskbar at the bottom shows the time as 12:00 PM on 8/25/2020.

Course	Level
MATH 110 338	Freshman
MATH 110 338	Freshman
MATH 110 338	Senior
MATH 110 338	Freshman
MATH 110 338	Freshman
MATH 110 338	Freshman

# Step #10: Review alert and Click Submit Alerts. You may Click Back if you need to make changes.

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## Create Alerts

FORM 108 300

FORM 108 301

MATH 110 338

Search MATH 110 338

Per Page: View All

1 student(s) selected

Student	Alert Owner
Smith, Christine	Student Outreach Services and Retention

Notes: Chrissy hasn't been in class in 2 weeks.

Back Submit Alerts

12:00 PM 8/25/2020

# Step #11: To view Alert History, Click Cogwheel

Home - Blackboard Learn | Create Alerts - ellucian CRM Advise

https://hvcc.elluciancrmadvise.com/FacultySelfService/

ellucian

### Create Alerts

FORM 108 300

FORM 108 301

MATH 110 338

Search FORM 108 300

Per Page: View All

<input type="checkbox"/>	Name	ID	Class Level
<input type="checkbox"/>			Freshman
<input type="checkbox"/>			Freshman
<input type="checkbox"/>			Freshman
<input type="checkbox"/>			Freshman
<input type="checkbox"/>			Freshman

javascript:void(0)

11:57 AM 8/25/2020

# Step #12: Click Alert History

Create Alerts - ellucian CRM Advise

https://hvcctest.elluciancrmadvise.com/FacultySelfService/

Most Visited Amazon Smile Welcome To Applicati... SUNY Announcements Center for Effective Te... CRM Advise Login Sign In CRM Advise Respondus LockDown...

Create Alerts

FORM 108 300

FORM 108 301

MATH 110 338

Search FORM 108 300

Per Page: View All

<input type="checkbox"/>	Name	ID	Class Level
<input type="checkbox"/>			Freshman
<input type="checkbox"/>			Freshman
<input type="checkbox"/>			Freshman
<input type="checkbox"/>			Freshman
<input type="checkbox"/>			Freshman

Alert History  
Sign Out  
Privacy Policies

12:58 PM  
8/25/2020

# Step #13: View Status Column to determine whether Alert has been completed "Closed"

The screenshot shows a web browser window with the URL <https://hvcctest.elluciancrmadvise.com/FacultySelfService/>. The page title is "Create Alerts - ellucian CRM Advising". The ellucian logo is in the top left, and a settings gear icon is in the top right. Below the header is a "Alert History" section with a dropdown menu set to "MATH 110".

Date Created	Student	Class Level	Alert	Term	Owner	Status
8/25/2020	[Redacted]	Freshman	Student has not attended/is not attending class.	Fall 2020	Student Outreach Services and Retention	Open
8/25/2020	[Redacted]	Senior	Student has not attended/is not attending class.	Fall 2020	Student Outreach Services and Retention	Open
8/25/2020	[Redacted]	Freshman	Student has not attended/is not attending class.	Fall 2020	Student Outreach Services and Retention	Open
8/25/2020	[Redacted]	Freshman	Student has not attended/is not attending class.	Fall 2020	Student Outreach Services and Retention	Open
8/25/2020	[Redacted]	Freshman	Refer Student to Departmental Academic Advisor	Fall 2020	Student Outreach Services and Retention	Closed
8/25/2020	[Redacted]	Freshman	Refer Student to Departmental Academic Advisor	Fall 2020	Student Outreach Services and Retention	Closed

The Windows taskbar at the bottom shows the time as 12:04 PM on 8/25/2020. A green arrow points from the top of the page to the "Status" column header in the table.



# Step #14: Click "i" button next to Date to view Notes submitted by Faculty

The screenshot shows a web browser window with the URL <https://hvcctest.elluciancrmadvise.com/FacultySelfService/>. The page title is "Alert History" and it is filtered by "MATH 110". The table below lists several alerts with columns for Date Created, Student, Class Level, Alert, Term, Owner, and Status. A green arrow points to the information icon 'i' next to the date '8/25/2020' in the first row.

Date Created	Student	Class Level	Alert	Term	Owner	Status
8/25/2020	[REDACTED]	Freshman	Student has not attended/is not attending class.	Fall 2020	Student Outreach Services and Retention	Open
8/25/2020	[REDACTED]	Senior	Student has not attended/is not attending class.	Fall 2020	Student Outreach Services and Retention	Open
8/25/2020	[REDACTED]	Freshman	Student has not attended/is not attending class.	Fall 2020	Student Outreach Services and Retention	Open
8/25/2020	[REDACTED]	Freshman	Student has not attended/is not attending class.	Fall 2020	Student Outreach Services and Retention	Open
8/25/2020	[REDACTED]	Freshman	Refer Student to Departmental Academic Advisor	Fall 2020	Student Outreach Services and Retention	Closed
8/25/2020	[REDACTED]	Freshman	Refer Student to Departmental Academic Advisor	Fall 2020	Student Outreach Services and Retention	Closed

View Notes as needed. Click "more" to view additional notes submitted.

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Alert History

MATH 110

Date Created	Student	Class Level	Alert	Term	Owner	Status
8/25/2020	[Redacted]	Freshman	Student has not attended/is not attending class.	Fall 2020	Student Outreach Services and Retention	Open
ID						
Owner Email						
Notes		[Redacted] hasn't been in class in 2 weeks. <a href="#">more</a>				
8/25/2020	[Redacted]	Senior	Student has not attended/is not attending class.	Fall 2020	Student Outreach Services and Retention	Open
8/25/2020	[Redacted]	Freshman	Student has not attended/is not attending class.	Fall 2020	Student Outreach Services and Retention	Open
8/25/2020	[Redacted]	Freshman	Student has not attended/is not attending class.	Fall 2020	Student Outreach Services and Retention	Open

12:04 PM  
8/25/2020

## Sample e-mail informing student of referral submission:

Dear <first name>,

The faculty at Hudson Valley Community College are committed to your success and to providing you with a supportive learning environment. Students who take advantage of instructional support services typically perform better in class and achieve increased success in their academic pursuits.

To that end, the instructor(s) listed below has taken the time to refer you to instructional support services to help support you as you pursue your academic goals.

**Course Subject and Number:**

**Instructor Name:**

**Instructor E-mail:**

As a reminder, the following is a list of the instructional support services available to you as a student. You may access instructional support services at any of the following support centers:

- Center for Academic Engagement (CTR-230)
- Center for Access and Assistive Technology (CTR-130)
- Dwight Marvin Library (MRV - Marvin Library Learning Commons)
- Learning Centers (MRV - Marvin Library Learning Commons)
- Science Study Center (SCI-100)

If you are registered with one of the health science program noted below, you may access additional support services at your respective support center:

- Cardiorespiratory, Polysomnography, EMS lab (JRD-237)
- Dental Hygiene Lab (FTZ-151/153 or the DHY Clinic)
- Nursing Lab (FTZ-248)

We wish you success in your studies.

Matthew Howe

Associate Dean, SOAR - Office of Student Outreach Advisement and Retention

Hudson Valley Community College

Phone: 518-629-7219

Email: [soaradvisement@hvcc.edu](mailto:soaradvisement@hvcc.edu)