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

These instructions are available at 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**

1. **Faculty Submits Referral**
2. Outreach occurs via automated e-mail and SOAR makes phone call*
3. Feedback from Student Entered in Faculty Notes by SOAR Dept
4. **Faculty Views Successful Submission**
5. **Faculty views Feedback in Closed Alerts**
6. **Outreach occurs via automated e-mail and SOAR makes phone call***

*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
   b. Gail Barber, Enrollment & Retention Services Technician, at x7505 or 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
## Referral Options

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

* 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

System Access for Faculty and Staff

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”
Step #4: Click on “Login to WIReD Homepage”
Step #5: Click on “Faculty and Advisors” and then click on “College Success Referral System”
Step #6: Select Course by clicking on the appropriate Course Information

<table>
<thead>
<tr>
<th>FORM 108 300</th>
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<tbody>
<tr>
<td>FORM 108 301</td>
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<tr>
<td>MATH 110 338</td>
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<table>
<thead>
<tr>
<th>Name</th>
<th>ID</th>
<th>Class Level</th>
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<tbody>
<tr>
<td></td>
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<td>Freshman</td>
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</table>
Step #7: Select Students by Clicking Box next to name
Step #8: Select the Alert Type by clicking the button next to the alert and Click Next
Step #9: Add notes by clicking in the box here and then Click Next.
Step #10: Review alert and Click Submit Alerts. You may Click Back if you need to make changes.
Step #11: To view Alert History, Click Cogwheel
Step #12: Click Alert History
Step #13: View Status Column to determine whether Alert has been completed “Closed”
Step #14: Click “i” button next to Date to view Notes submitted by Faculty
<table>
<thead>
<tr>
<th>Date Created</th>
<th>Student</th>
<th>Class Level</th>
<th>Alert</th>
<th>Term</th>
<th>Owner</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>8/25/2020</td>
<td>Freshman</td>
<td>Freshman</td>
<td>Student has not attended/is not attending class.</td>
<td>Fall 2020</td>
<td>Student Outreach Services and Retention</td>
<td>Open</td>
</tr>
<tr>
<td>8/25/2020</td>
<td>Senior</td>
<td>Senior</td>
<td>Student has not attended/is not attending class.</td>
<td>Fall 2020</td>
<td>Student Outreach Services and Retention</td>
<td>Open</td>
</tr>
<tr>
<td>8/25/2020</td>
<td>Freshman</td>
<td>Freshman</td>
<td>Student has not attended/is not attending class.</td>
<td>Fall 2020</td>
<td>Student Outreach Services and Retention</td>
<td>Open</td>
</tr>
<tr>
<td>8/25/2020</td>
<td>Freshman</td>
<td>Freshman</td>
<td>Student has not attended/is not attending class.</td>
<td>Fall 2020</td>
<td>Student Outreach Services and Retention</td>
<td>Open</td>
</tr>
</tbody>
</table>

Notes:
- hasn't been in class in 2 weeks. See more details.
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