



Academic Check-In Progress Surveys

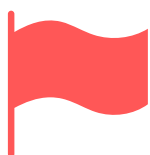
Fall 2024 Faculty Guide

What Is an Academic Check-in Progress Survey?

The *Academic Check-in Progress Surveys*, facilitated by the Viking Success platform, are designed to **inform students about their course progress at key points during the semester**, empowering them to make well-informed decisions about their academic careers. Through these surveys, instructors can recommend improvements and recognize a student's strong performance, as well as request outreach from an *academic counselor* or *success navigator*. The surveys help focus our student success efforts through the early identification of students needing support, enabling **timely interventions** and **targeted assistance**.

How Does It Work?

When the *Academic Check-In Progress Survey* is launched, you will receive an email with a link to complete your progress surveys. You can also find them on the *Progress Surveys* tab on your *Students* page in Viking Success. Once you've selected a course from the drop-down window, you will see the associated roster of students and will be given the option to provide feedback by raising one of the following items:



Serious Academic Concern

Select this *flag* to notify a student and their academic counselor or success navigator about serious academic concerns, such as the risk of failing, extremely low grades, missing assignments, etc. Include a note explaining your concern. Raising this flag sends an email to the student and **triggers outreach** from their academic counselor or success navigator. You'll receive an email when outreach begins and another when the flag is closed with the academic counselor or success navigator's notes on whether the concern could be resolved.



Recommendations for Improvement

Select this *flag* when a student is getting by but can do better and include notes with your recommendations. Raising this flag will send an email to the student that includes your note and a list of campus resources. This flag will **not** receive outreach and intervention from an academic counselor or success navigator and puts the responsibility for improvement on the student.



Keep Up the Good Work!

If you have no concern for a student's academics, consider selecting this *kudo* to recognize their positive performance. A little kudos goes a long way towards managing student burnout!

When Will These Surveys Be Sent and Who Will Receive Them?

For Fall 2024, there will be **three** *Academic Check-In Progress Surveys* that will each give instructors two weeks to submit their feedback:

Academic Check-In #1

Opens: Monday, September 16

Closes: Sunday, September 29

e.g. students missing class, arriving late, or arriving unprepared.

Academic Check-In #2

Opens: Monday, October 14

Closes: Sunday, October 27

e.g. struggling students that have time to improve, those at risk of failing, and those who should withdraw.

Academic Check-In #3

Opens: Wednesday, November 13

Closes: Wednesday, November 27

e.g. students with missing or incomplete assignments and those needing extra support going into finals.

The Fall 2024 surveys will be targeting students in **Developmental Courses** (ENG 91, MATH 92, MATH 93), **Gateway Courses** (ENG 101, MATH 117, MATH 131, MATH 140), **Pre-Transfer Courses** (BIOL 121, CHEM 113, ENG 102, MGT 101), **Opportunity Programs & Athletics**.

Am I Required to Provide Feedback for All of My Students?

No, if you are not concerned with a student's performance you do not need to select a *flag*. *Kudos* are also optional but highly encouraged.

What if I Receive a Survey for a 7.5 Or 12-Week Course That Has Just Started or Hasn't Begun Yet?

In this case, it is best practice to submit the survey **without selecting flags or kudos**. This will close the survey and will not send messages to students.

What if I Am Missing a Course Section or Student From a Survey?

It is possible that the course or student was not included in the target population for the survey. If you believe a student has been mistakenly left off a survey, please contact the Viking Success team.

What Do the Student Emails Say? Can I Customize Them?

When the *Serious Academic Concern* flag is raised, the student will receive an email notifying them of the concern and instructing them to speak with their instructor, academic counselor, or success navigator. **Your note will be included and visible to students. Notes should be academic in nature and based on facts, objective, general, and non-descript.** When the outreach process begins, the student will receive an email letting them know which academic counselor or success navigator they can expect to make contact.

When the *Recommendations for Improvement* flag is raised, the student will receive an email with your note and a link to campus resources that can assist them in improving their academic performance. While you are unable to customize these emails, **your note will be included and visible to students. Notes should be academic in nature and based on facts, objective, general, and non-descript.** The email templates can be found on the Viking Success resource page linked below.

What Information Should I Include in My Notes?

Please be sure to include any relevant information that can assist the student, academic counselor, or success navigator with addressing your concern or making improvements. **Remember that notes will be seen by the student and your colleagues and should be academic in nature and based on facts, objective, general, and non-descript.**

How Do I Know That My Survey Has Been Submitted Correctly?

You will receive an email confirmation after submitting your survey.

Can I Change My Responses After I Submit My Surveys?

No, you are unable to alter your responses after submitting your survey. If you have inadvertently raised a flag on a student, you should immediately close it using the *"This flag was raised by mistake. No action required"* closure reason. For further assistance, please contact the Viking Success team.

Can I Start a Survey and Complete It Later?

Yes! *Progress surveys* save automatically so you may complete and submit it at a later time.

What if a Student Addresses a Serious Academic Concern With Me?

If the student has approached you directly to resolve your concern, you should close the loop by closing the flag with notes regarding the resolution. This will let the academic counselors and success navigators know that they do not need to continue performing outreach. To close a flag, go to the **Tracking** tab on the **Students** page or **Student Folder**, select the **flag icon** (🚩), and click **Resolve**. Choose a preset reason, add a comment, and click **Submit**. You will receive an email confirming the flag closure. Flags cannot be reopened and will remain in the student's folder.

How Do I Get Started Using Viking Success?

Please visit the resource page to download a copy of the faculty & staff guidebook or request one-on-one or departmental trainings.

Questions regarding Viking Success? Please contact:

Nicole Fornario | *Viking Success Coordinator* | nicole.fornario2@sunywcc.edu

Or visit the resource page:

www.sunywcc.edu/academics/viking-success

