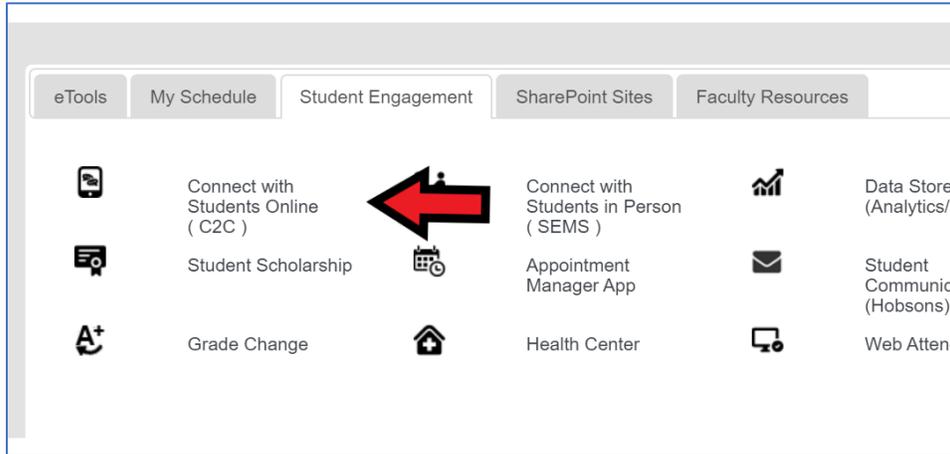
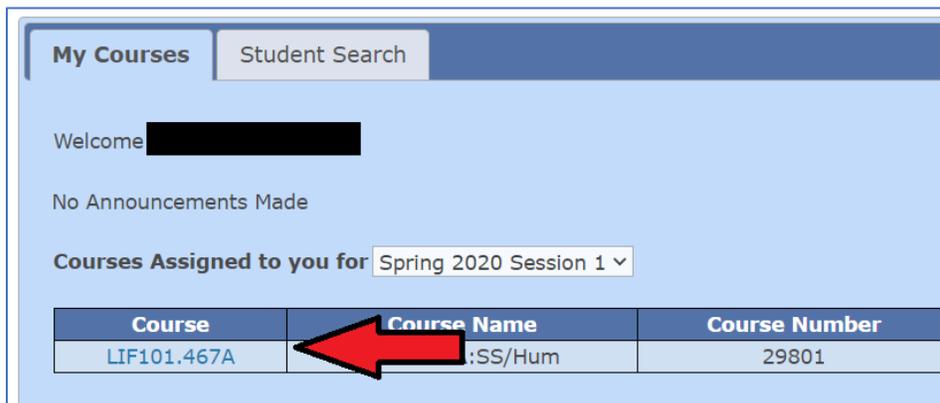


1. Log into C2C through Faculty Portal



2. Click the course of interest (or you may student for a specific student)



3. In your class list, select the Progress and Notes tab, find student of interest, and under the Submit Intervention column select Intervention

Course Communication		Advisement & Registration		Progress & Notes				
No	Student ID	Last Name	First Name	Student Success Plan	MileStones	Advisement Notes	Student Referrals	Submit Intervention
1	[Redacted]	[Redacted]	[Redacted]	Submit Form ●	Coming Soon	Submit Note	[Redacted]	Intervention
2	[Redacted]	[Redacted]	[Redacted]	Submit Form ●	Coming Soon	Submit Notes	[Icon]	Intervention

A red arrow points to the 'Submit Intervention' column in the first row.

4. The Intervention form includes instructions and the intended usage for each reason code.

Intended Usage
NOT REPORTING FOR CLASS - Use before Verification of Enrollment to minimize WN grades and reversals
TECHNOLOGY - Student needs laptop or technology resources to complete course (use at any point in the semester, in addition to referring student to Student Information Center)
ATTENDANCE - Student has missed multiple classes and is in danger of a low or failing grade (use at any point as long as student has a chance to pass)
MISSING ASSIGNMENTS/PARTICIPATION - Student is attending class but has not submitted multiple assignments/ is not engaging in class and is in danger of low or failing grade (use at any point as long as student has a chance to pass)
ACADEMIC SUPPORT - Student will benefit from tutoring or help managing coursework (identify suggested support below; use at any point in the semester)
URGENT; DANGER OF FAILING - Student is still enrolled but is not attending or submitting work (use as an urgent "last chance" after previous outreach/interventions)
WILL FAIL COURSE, NEEDS ADVISEMENT - Student can no longer pass the course; I have notified student (use leading up to withdrawal deadline, ideally after submitting an earlier intervention request)
OTHER SUPPORT NEEDED - Other support needed through student's advisor (identify requested intervention below; use at any point in the semester)

5. When you submit an intervention, please explain the problem, any steps you've taken to help the student or your outreach attempts, and what the advisor can do to help.

SUBMIT INTERVENTION

Select Reason Code:

Student has not reported for class (use before Verification of Enrollment)

Please Elaborate on Reason/Steps Already Taken:

6. You will receive an e-mail when the intervention has been closed (closed is defined as either the advisor spoke to the student and addressed the issue, or 30 days has passed with no response from student).
 - a. Closed-Resolved = advisor spoke to student. Please note, this does not mean the student positively responded to the support or changed behavior.
 - b. Closed-Unresolved = advisor was unable to reach student.
 - c. Priority – please note, by default, the system designates all interventions as Low Priority. This feature is not used and should not be taken to mean your intervention is not being prioritized.

7. In the meantime, you can check status by visiting your class list and selecting the student’s EMPLID to view Student Dashboard. In Student Dashboard, go to the C2C Tab -> Interventions. You will see the status of the intervention, and by clicking Actions you can see any notes entered by the advisor.

If you talk to the student yourself and resolve the situation, you can e-mail the advisor so the intervention can be closed.

The screenshot shows the Student Dashboard interface. On the left, there is a list of fields for student information, with most values redacted by black boxes. The word "Humanities" is visible next to the redacted area. Below this is a navigation bar with tabs: "Student Academics", "C2C", "Self Assessment", "DegreeWorks", and "ePortfolio". A red arrow points to the "Self Assessment" tab. Underneath, there are sub-tabs: "Student Alerts", "Two Way Comm", and "Interventions". Below the sub-tabs is a table with the following columns: "Actions", "SUBMITTED BY", "CREATED ON", "DAYS OLD", "PRIORITY", and "STATUS". A red arrow points to the "Actions" column of the first row in the table.

Actions	SUBMITTED BY	CREATED ON	DAYS OLD	PRIORITY	STATUS
	[Redacted]	12/8/2020 2:51:53 PM	35 Days	LOW	CLOSED-UNRESOLVED

The screenshot shows the "STATUS & PROGRESS" section. At the top, there are dropdown menus for "STATUS:" (set to "CLOSED-UNRESOLVED") and "PRIORITY:" (set to "LOW"). Below this is a "COMMENTS:" section. The main part of the screenshot is a table with the following columns: "Response", "Responded By", and "Response Date".

Response	Responded By	Response Date
Multiple efforts to contact student were made. Efforts were unsuccessful. Will continue outreach attempts in hope to reconnect and reengage student.	[Redacted]	12/18/2020 10:49:32 AM
Initial Outreach made 12./15	[Redacted]	12/15/2020 3:07:03 PM