

Southern Connecticut State University

Guidelines for SSC Notes and Advising Reports

Adopted February 2018, Southern Success Center

In the Student Success Collaborative (SSC) platform, notes and reports are recorded by faculty, professional advisors, athletic coaches, academic coaches and tutors in the Academic Success Center, staff from the Summer Educational Opportunity Program, Residence Life, Veteran's Affairs, Financial Literacy, and other university officials. All such university employees documenting in the SSC platform will be referred to as "advisors" in this document. Further, all notes and advising reports submitted in the SSC platform will be referred to as "reports" in this document.

All student records maintained in the SSC platform are protected under the Family Educational Rights and Privacy Act as part of students' official university records. Academic records are property of the student, may be requested for review, and are subject to subpoena.

Family and Educational Privacy Act (FERPA)

University officials may access student educational records via SSC if they are performing one or more of the following:

- A task related to a student's education or discipline
- A task pertaining to assigned duties at the University
- Maintenance of security and safety on campus

For more information on FERPA, please see the [U.S. Department of Education FERPA Guidance and Notices](#)

Comprehensive reports submitted in SSC offer the following benefits:

- Provide a factual summary of an advising contact that occurs in person, via phone, or through electronic communication
- Improve advising efficiency and effectiveness by documenting observations, interventions, and academic progress sequentially
- Provide continuity to student advising experiences by helping advisors understand the advice a student has previously received

Reports and notes in SSC may contain:

- Documentation of actions a student plans to take relating to academic progress
- Documentation of actions taken by the advisor (e.g. permission submissions; catalog term changes)
- Indication of specific university processes, policies and deadlines discussed with a student
- Listing of recommended courses for upcoming registration periods
- Indication that a student missed a scheduled advising appointment
- Documentation of a referral offered of a non-sensitive nature:
 - Academic Success Center (Writing Center, Math Tutorial Services & Study Skills Enrichment)
 - Resident Advisor and/or Residence Hall Director
 - First Year Experience/New Student and Sophomore Programs Office
 - Academic department

Examples of effective documentation in SSC reports:*Academics*

- **Academic Standing:** Discussed Good standing/warning/probation; explained academic standing rules; discussed strategies for calendaring, time management, and study tips
- **Add/Drop/Withdrawal:** Identified upcoming deadlines; discussed pros & cons; implications of dropping or adding course(s)
- **Degree Evaluation:** Explained how to use and/or interpret; What if Analysis; monitor current degree progress, discussed LEP Tier 1-3 requirements, course sequences, prerequisites, co-requisites and requirements to complete degree program
- **Graduate Studies:** Discussed post bachelor's degree study intentions; reviewed requirements for admission, Graduate Record Exams, deadlines, personal statements, and letters of recommendation
- **Graduation:** Determined status of degree requirements; reviewed process to apply for graduation; provided information about commencement ceremony
- **International Education:** Discussed role of study abroad in professional, educational, personal development; discussed courses to be taken while studying abroad; discussed how courses taken abroad will apply to academic program; Referred to the Office of International Education
- **Intersessions:** Discussed opportunities to complete courses during winter and summer sessions on campus and online
- **Major Exploration:** Discussed academic interests and majors; identified courses in intended major; referred to academic chairperson with contact information
- **Major Declaration:** Discussed admission requirements and application processes for specific majors; completed Selection of Degree form; referred to academic advisor
- **Missed Advising Appointment:** Student did not attend scheduled academic advising appointment
- **Satisfactory Academic Progress:** Discussed qualitative and quantitative requirements for maintaining financial aid eligibility; discussed Satisfactory Academic Progress appeal process
- **Transfer Credits:** Reviewed the SCSU Registrar's Office webpage for the Transfer Equivalency Chart and Transfer credit approval form and process

Student Affairs

- **Career Development:** Discussed post bachelor's degree plans; referred to career services or relevant career resources; reviewed resume and cover letter
- **Internship/Co-op:** Discussed role of pre-professional experiences in educational plan and resume development
- **Involvement:** Discussed role of involvement in professional, educational, personal development; identified involvement opportunities to complement academic plan and personal interests
- **Residence Life:** Discussed residence hall options, meal plans, credit requirements, and benefits associated with living on campus

Enrollment and Eligibility

- **Financial Literacy:** Reviewed student bill/financial aid status; discussed alternate options for funding for books and other course materials; discussed application for Alumni Scholarships; referred to campus financial advisor
- **Holds:** Followed up on academic/financial/admissions/athletic hold(s)
- **Readmission:** Discussed process for readmission to SCSU; Reviewed Fresh Start program requirements
- **Transfer Students:** Discussed transition to SCSU; referred to resources through the New Student and Sophomore Programs; interpreted transfer credit equivalencies pertaining to degree and major completion
- **Transferring from SCSU:** Discussed advantages and disadvantages of continuing at SCSU, reasons for transferring, and the process for withdrawing
- **Withdrawal from the University:** Discussed process for withdrawal and requirements for readmission to SCSU

Reports and notes in SSC will not contain:

- Personal life circumstances students report affecting their academic performance
- Subjective statements or opinions about a student, behavior, or attitude
- Specific financial records
- Referrals to or information disclosed by students regarding the following areas:
 - Disability Resource Center or a student's self-disclosed disability
 - Counseling Service or mental health concerns, on-campus or off-campus
 - Student Health Services or medical diagnoses
 - The Violence Prevention, Victim Advocacy and Support Center (VPAS), the Sexual Assault Resource Team (SART) or the Title IX Coordinator

Examples of content that must not be documented in SSC reports or notes:

- Student self-disclosed challenges related to her attention deficit disorder
- Student missed class due to side effects of his chemotherapy
- Student had a bad attitude and did not care about her absences
- Student did not take the assignment seriously
- Student missed homework assignments because he could not afford his textbooks
- Student's mother passed away this summer
- Student is attending bi-weekly counseling appointments on campus
- Student reported that she is a survivor of sexual assault