

# TRACKING ITEMS (FLAGS, KUDOS, REFERRALS) GUIDE

Having a hard time using flags, kudos or referrals (tracking items) in Connect2Success to inform students about their academic progress in your course? Unsure of how to use Connect2Success to communicate with academic advisors, departments, and support services about your students? You can find common scenarios and tracking items below that will help you send the appropriate message to your students.

<b>Flags</b> <i>Your student is struggling with...</i>		
<b>Issue</b>	<b>Flag to Raise</b>	<b>What will happen</b>
Not meeting academic standards that will affect students' grade. <b>Serious Non-academic issues should be referred to the BART team.</b>	<a href="#">Academic Concern</a>	<ul style="list-style-type: none"> <li>• E-mail message to student, Academic Advisors, Academic Coaches</li> <li>• Viewable in student's folder</li> <li>• Outreach to student conducted</li> <li>• Student encouraged to contact instructor</li> </ul>
Poor attendance and missed multiple classes	<a href="#">Attendance Concern</a>	<ul style="list-style-type: none"> <li>• E-mail message to student, Academic Advisors, Academic Coaches</li> <li>• Viewable in student's folder</li> <li>• Outreach to student conducted</li> <li>• Student encouraged to contact instructor</li> </ul>
Not arriving to class on time	<a href="#">Lateness – DEACTIVATED</a>	<ul style="list-style-type: none"> <li>• E-mail message to student, Academic Advisors, Academic Coaches</li> <li>• Viewable in student's folder</li> <li>• Outreach to student conducted</li> <li>• Student encouraged to contact instructor</li> </ul>
Active class participation such as, not attending class/logging-in (online), not responding to forum posts/emails, absences from class video meetings/lectures, etc.	<a href="#">Poor Class Participation</a>	<ul style="list-style-type: none"> <li>• E-mail message to student, Academic Advisors, Academic Coaches</li> <li>• Viewable in student's folder</li> <li>• Outreach to student conducted</li> <li>• Student encouraged to contact instructor</li> </ul>
Extremely poor academic performance and needs to take action to pass the course.	<a href="#">In Danger of Failing</a>	<ul style="list-style-type: none"> <li>• E-mail message to student, Academic Advisors, Academic Coaches</li> </ul>

		<ul style="list-style-type: none"> <li>• Viewable in student's folder</li> <li>• Outreach to student for supportive intervention</li> <li>• Student encouraged to contact instructor</li> </ul>
Disengaged from your course and/or failed to check-in after multiple attempts of outreach.	<a href="#">Distance Learning Disengagement</a>	<ul style="list-style-type: none"> <li>• E-mail message to student, Academic Advisors, Academic Coaches</li> <li>• Viewable in student's folder</li> <li>• Outreach to student for supportive intervention</li> <li>• Student encouraged to contact instructor</li> </ul>
System-raised flag created if a student has not logged into the Blackboard course for a period of X days	<a href="#">Blackboard – No logins for X days</a>	<ul style="list-style-type: none"> <li>• E-mail message to student, Academic Advisors, Academic Coaches</li> <li>• Viewable in student's folder</li> <li>• Automatically cleared after student logs into course and info is sent during daily integration</li> </ul>

<b>KUDOS</b> <i>Your student is doing well and you want to ...</i>		
<b>Message</b>	<b>Flag to Raise</b>	<b>What will happen</b>
Tell students they should continue doing the good work they are doing now.	<a href="#"><u>Keep Up The Good Work</u></a>	<ul style="list-style-type: none"> <li>• E-mail message to student</li> <li>• Viewable in the student's folder</li> <li>• Viewable by Academic Advisor/Support Staff</li> </ul>
Tell students they are improving their grades/participation/tests/etc.	<a href="#"><u>Showing Improvement</u></a>	<ul style="list-style-type: none"> <li>• E-mail message to student</li> <li>• Viewable in the student's folder</li> <li>• Viewable by Academic Advisor/Support Staff</li> </ul>
Tell students they have high grades on quizzes/tests and consistently participate in class discussions	<a href="#"><u>Outstanding Academic Performance</u></a>	<ul style="list-style-type: none"> <li>• E-mail message to student</li> <li>• Viewable in the student's folder</li> <li>• Viewable by Academic Advisor/Support Staff</li> </ul>
Tell students they are passing the course but have the potential to get 1 or 2 letter grades higher	<a href="#"><u>You Can Do Better!</u></a>	<ul style="list-style-type: none"> <li>• E-mail message to student</li> <li>• Viewable in the student's folder</li> <li>• Viewable by Academic Advisor/Support Staff</li> </ul>
Tell students they are demonstrating positive academic behaviors in the beginning of the term such as no absences and good class participation	<a href="#"><u>You're Off to a Great Start</u></a>	<ul style="list-style-type: none"> <li>• E-mail message to student</li> <li>• Viewable in the student's folder</li> <li>• Viewable by Academic Advisor/Support Staff</li> </ul>

<b>REFERRALS</b> <i>You would like to direct students to campus resources...</i>			
<b>Issue</b>	<b>Referral to Send</b>	<b>What will happen</b>	<b>Follow Up</b>
Student is in need of additional help in a specific course or subject area	<a href="#">Tutoring Referral (LRC)</a>	<ul style="list-style-type: none"> <li>• E-mail message sent to student</li> <li>• Service Department notified</li> </ul>	<ul style="list-style-type: none"> <li>• Viewable in student folder</li> <li>• Student should schedule appt. with individual/service recommended</li> <li>• Outreach by service dept. if no appt. scheduled</li> </ul>
Student is in need to prepare for future jobs, internships, career planning, and/or job search	<a href="#">Center for Career Development</a>	<ul style="list-style-type: none"> <li>• E-mail message sent to student</li> <li>• Service Department notified</li> </ul>	<ul style="list-style-type: none"> <li>• Viewable in student folder</li> <li>• Student should schedule appt. with individual/service recommended</li> <li>• Outreach by service dept. if no appt. scheduled.</li> </ul>
Student who would benefit from the CUNYEDGE, an initiative implemented by the City University of New York and the Human Resources Administrator (HRA). The goal is to support the specific needs of students who are receiving government assistance and pursuing and undergraduate degree	<a href="#">CUNY EDGE Referral</a>	<ul style="list-style-type: none"> <li>• E-mail message sent to student</li> <li>• Service Department notified</li> </ul>	<ul style="list-style-type: none"> <li>• Viewable in student folder</li> <li>• Student should schedule appt. with individual/service recommended</li> <li>• Outreach by service dept. if no appt. scheduled</li> </ul>

## **Academic Concern**

Subject: Academic Concern in [Course Name]

Dear [Student First Name].

During these challenging times, I am concerned about your academic progress in [Course Name].

Instructor's additional comments:

[Instructor's Comments]

We want to help you overcome any issues you may be facing that could affect your success in college. Your academic advisor and I are interested in helping you keep up with your course work and are available to speak with you about your academic progress.

Please take advantage of the following resources to aid your efforts to improve your academic performance.

- [Student Distance Learning and Services](#)
- [LRC: Virtual Learning Center](#)
- [CUNY Continuity for Students](#)
- [CUNY Technology Services](#)
- [COVID-19 Student Emergency Fund](#)

Sincerely,

Professor [Instructor's Name]

## **Attendance Concern**

Subject: Attendance Concern in [Course Name]

Dear [Student First Name].

During these challenging times, I am concerned about your attendance in [Course Name].

Instructor's additional comments:

[Instructor's Comments]

I believe that you can be successful in your academic studies at BMCC, and consistent online attendance/check-ins is an important step in accomplishing your academic goals. Missing class content can affect your grades, it is not too late to change your attendance habits.

Please speak with me to discuss any concerns you may have about the course. I also recommend making an appointment with your academic advisor to discuss your academic goals and technical issues you may be experiencing.

Sincerely,

Professor [Instructor's Name]

## **Poor Class Participation**

Subject: Poor Class Participation in [Course Name]  
Dear [Student First Name],

I believe you can be successful in your academic studies at BMCC and active class participation is an important key to your learning process that will help you achieve your academic goals.

Class participation gives us the opportunity to engage, learn from one another, develop our thoughts, and enhance our understanding of the class learning objectives. This may include but is not limited to, attending class/logging-in (online), submitting assignments, engaging in class/discussions/discussion boards/forum posts/emails, completing exams/quizzes, taking part in group projects, and joining class video meetings/lectures.

Instructor's additional comments:  
[Instructor's Comments]

Both your advisor and I can speak with you to discuss any concerns you may have about your class.

Please take advantage of the following resources to aid your efforts to improve your academic performance.

- [Student Distance Learning and Services](#)
- [LRC: Virtual Learning Center](#)
- [CUNY Continuity for Students](#)
- [CUNY Technology Services](#)
- [COVID-19 Student Emergency Fund](#)

Sincerely,  
Professor [Instructor's Name]

## **In Danger of Failing**

Subject: Can we talk about how you're doing in [Course Name]

Dear [Student First Name],

Your advisor and I want you to check-in and talk about how things are going in your [Course Name] course. The sooner we can talk the better, so we can work out a strategy to support you during this challenging time before the semester ends.

I would like you to do the following as soon as possible.

1. **Talk with me.** Please contact me via phone, text, e-mail, blackboard, Zoom, or through any mode of communication that we've established.
2. Schedule an appointment to meet with your academic advisor.
3. **Here are distance learning resources that you may not be aware of:**

- [Student Distance Learning and Services](#)
- [LRC: Virtual Learning Center](#)
- [CUNY Continuity for Students](#)
- [CUNY Technology Services](#)

- Online tutoring services fully accessible online at <https://bmcc.upswing.io>
- [BMCC Upswing Video](#)
- [How to use Upswing tutoring as a student](#)
- [How to use Upswing's Virtual Learning Center](#)
- [Online Tutoring Schedules](#)

Sincerely,

Professor [Instructor's Name]



## **Distance Learning Disengagement**

Subject: Haven't seen you in [Course Name], everything ok?

Dear [Student First Name],

I hope you and your loved ones are staying safe and doing the best you can in these challenging times. Distance learning may be a new experience for you, and I want to make sure you're on the right track! I'm worried because I have not heard from you during our check-in and you have not responded to my e-mails. I want to help you re-connect with our [Course Name] class.

Your academic advisor and I are here to help and want to hear from you! Please reach out to us so we can work together to support you in keeping up with the course work.

Instructor's additional comments:

[Instructor's Comments]

Below are distance learning resources that you may find helpful:

- [Student Distance Learning and Services](#)
- [LRC: Virtual Learning Center](#)
- [CUNY Continuity for Students](#)
- [CUNY Technology Services](#)

We're invested in helping you achieve your academic goals, so please get in touch with us soon!

Sincerely,

Professor [Instructor's Name]

## **Automatic Flag: Blackboard – No Logins in X Days**

Subject: Logging into [Course Name] on Blackboard

Dear [Student First Name]

We noticed you haven't logged into your course [Course Name] on Blackboard in the last X days. If you are experiencing any issues accessing your course or logging in, please contact us, we are here to help!

Distance learning may be a new experience for you, and we want to make sure you're on the right track!

If you're logging in or doing coursework off of Blackboard, you can disregard this message. This is an automatic email.

To log into Blackboard, go to [bbhosted.cuny.edu](http://bbhosted.cuny.edu) and put in your CUNYfirst username and password. If you don't know your CUNYfirst username and/or password, click on New User. Even if you forgot your username or password, click on New User.

Here are some tips on how to stay on top of your coursework:

- [Fall 2020 Online Learning](#)
- [Student Distance Learning and Services](#)
- [LRC: Virtual Learning Center](#)

**PLEASE NOTE:** *If your instructor is not using Blackboard for your course, please contact [connect2success@bmcc.cuny.edu](mailto:connect2success@bmcc.cuny.edu)*

Sincerely,

[E-Learning Center Team](#)

Borough of Manhattan Community College

[esupport@bmcc.cuny.edu](mailto:esupport@bmcc.cuny.edu)

# **KUDOS**

## **Keep Up The Good Work**

Subject: Kudos! Keep Up The Good Work in [Course Name]

Dear [Student First Name],

You've been doing a great job in [Course Name].

Your dedication and hard work are paying off. Keep up the good work!

[Instructor's Comments]

Reach out to me if you need assistance.

Sincerely,

Professor [Instructor's Name]

## **Showing Improvement**

Subject: Kudos! You're Showing Improvement in [Course Name]

Dear [Student First Name],

You have improved in [Course Name]. Your continued effort will surely pay off.

[Instructor's Comments]

Please let me know how I can continue to support you.

Sincerely,

Professor [Instructor's Name]

## **Outstanding Performance**

Subject: Kudos! Outstanding Performance in [Course Name]

Dear [Student First Name],

You are doing an amazing job in [Course Name] and are on track to finish successfully.

[Instructor's Comments]

Keep it up! Please let me know how I can continue to support you.

Sincerely,

Professor [Instructor's Name]

## **You Can Do Better!**

Subject: Kudos! You Can Do Better! in [Course Name]

Dear [Student First Name]

Your work thus far in [Course Name] indicates that you are passing the course, but I know you can do better.

[Instructor's Comments]

I encourage you to speak with me directly to discuss the areas you can focus on in the course.

Please let me know how I can continue to support you.

Sincerely,

Professor [Instructor's Name]

## **You're Off to a Great Start**

Subject: Kudos! You're Off to a Great Start in [Course Name]

Dear [Student First Name],

Good academic habits are the first step in laying the foundation for your success. Keep up the good work!

[Instructor's Comments]

Sincerely,

Professor [Instructor's Name]

# **REFERRALS**

## **TUTORING REFERRAL (LRC)**

FROM: [lrc@bmcc.cuny.edu](mailto:lrc@bmcc.cuny.edu)

Subject: Tutoring Referral – LRC: Virtual Learning Center – Course Name

Dear [Student First Name],

Welcome to the LRC: Virtual Learning Center at Borough of Manhattan Community College!

[Raiser Name] has referred you to take advantage of our valuable resources for your [Course Name] course.

[Raiser Name] has additional comments:

[Comments]

Our tutoring services are now fully accessible online at <https://bmcc.upswing.io/>. Here are some how-to videos to get you started:

- [Online Tutoring Guidelines](#)
- [BMCC Upswing Video](#)
- [How to use Upswing tutoring as a student](#)
- [How to use Upswing's Virtual Learning Center](#)
- [Online Tutoring Schedules](#)

If you are an ASAP, CUNYEDGE, College Discovery students please contact your academic advisor and/or department to discuss tutoring in your program.

Our virtual office hours are Monday – Saturday 9:00AM – 7:00PM and we can be reached at [lrc tutoring@bmcc.cuny.edu](mailto:lrc tutoring@bmcc.cuny.edu) and/or [academiccoaching@bmcc.cuny.edu](mailto:academiccoaching@bmcc.cuny.edu)

Sincerely,  
Learning Resource Center  
Borough of Manhattan Community College  
199 Chambers Street, Room S-510  
New York, NY, 10007

Website: <http://www.bmcc.cuny.edu/students/lrc>

## **CENTER FOR CAREER DEVELOPMENT REFERRAL**

Dear [Student First Name],

Welcome to the Center for Career Development at Borough of Manhattan Community College! We are open as a Virtual Campus!

[Creator Name] has referred you to us because the Center for Career Development's valuable resources are a key to your success at BMCC.

[Creator Name] has additional comments:

[Creator Notes]

### **Career Express**

- Schedule an appointment with one of our career advisors by clicking on the following link, <https://bmcc-cuny-csm.symphlicity.com/students/>

### **Virtual Front Desk** (Monday to Friday, 10AM - 12PM and 1PM - 4PM)

- Students can stop by our front desk by clicking on the following link, <https://bit.ly/ccdfrontdesk>.

### **Virtual Walk-In Hours** (Monday to Friday, 2PM - 4PM) - NO APPOINTMENTS NECESSARY!

- Click on the link for more info: <https://www.bmcc.cuny.edu/student-affairs/career/virtual-walk-in-career-advisement>

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### **EVENTS**

- Fall 2020 Virtual Career Fair Prep Sessions for the BMCC Virtual Career Fair on Wednesday, October 7<sup>th</sup> 2020
  - September 15<sup>th</sup> 5:00PM – 6:00PM Zoom Meeting ID: 303 343 7384
  - September 16<sup>th</sup> 2:00PM – 3:00PM Zoom Meeting ID: 303 343 7384
  - September 23<sup>rd</sup> 2:00PM – 3:00PM Zoom Meeting ID: 303 343 7384
  - September 24<sup>th</sup> 11:00AM – 12:00PM Zoom Meeting ID: 303 343 7384

Sincerely,



Center for Career Development  
Borough of Manhattan Community College  
199 Chambers Street, Room S-342  
New York, NY, 10007  
Telephone: (212) 220-8170  
E-mail: [career@bmcc.cuny.edu](mailto:career@bmcc.cuny.edu)  
Fax: (212) 346-8519  
Website: <http://www.bmcc.cuny.edu/career>  
Career Express: <http://bmcc-cuny-csm.symplicity.com/students>

## CUNYEDGE REFERRAL

Dear [Student First Name],

Welcome to the [CUNYEDGE](#) program at Borough of Manhattan Community College!

[Creator Name] has referred you to us. Our program is a great resource for additional academic and personal support for students that are receiving some form of governmental assistance while at BMCC. This program can help with a variety of challenges you may be facing.

[Creator Name] has additional comments:

[Creator Notes]

We are a virtual office our hours of operation are Monday-Friday: 9:00AM - 5:00PM.

We can be reached via e-mail at [cunyedge@bmcc.cuny.edu](mailto:cunyedge@bmcc.cuny.edu)

Please check our [website](#) for the services and resources we provide!

Sincerely,

CUNY EDGE

Borough of Manhattan Community College

70 Murray Street, Room M-1216B

New York, NY, 10007

Telephone: (212) 346-8485

E-Mail: [cunyedge@bmcc.cuny.edu](mailto:cunyedge@bmcc.cuny.edu)

Website: <https://www.bmcc.cuny.edu/academics/success-programs/cuny-edge/>

**EDUCATE • DEVELOP • GRADUATE • EMPOWER**