

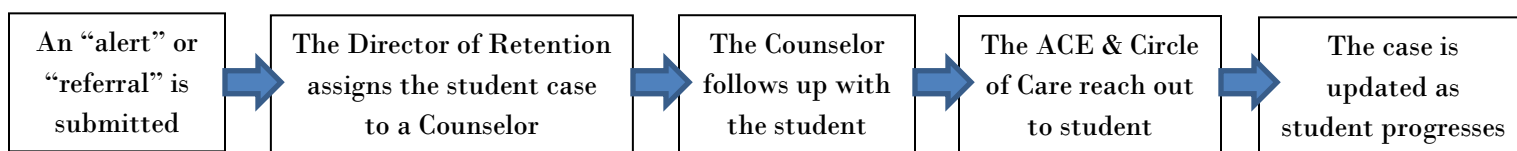
Pharos360 Cases: Process & Flowchart for Resources Support Our Students (SOS)

Pharos360 Program

Rochester College partnered with Pharos Resources to develop a comprehensive approach to student retention and completion in 2014. Through this partnership, the Pharos Resources group provides the Pharos360 program (which is often commonly referred to as SOS) to provide individualized support and campus collaboration, as well as regular Spark Reports that detail student retention and success data semester to semester. The Pharos360 program populates with information from CAMS, and is accessible to all Rochester College employees. Pharos Spark Reports are shared with the SOS Committee and Campus Culture Action Team (CCAT), and are housed by the Director of Retention and Student Success.

Below is the typical process for how the Pharos360 program works:

1. A Rochester College employee sends in a referral (alert) about a student in question.
2. The Director of Retention receives email notification of a new student referral (a.k.a. “alert”) and assigns the student to a Counselor.
3. The Counselor follows up with the student via phone, email, or an in-person meeting.
 - a. If the concern pertains to academics, the ACE Staff will almost always email the student with specific support services.
4. If the student does not respond to the Counselor, or if the Counselor’s communication reveals that further action or a different point of connection is needed, an alternative or additional Counselor will be assigned to assist the student.
5. If the student still does not respond to the assistance, at least three attempts will be made via the Counselor or another member of the student’s Circle of Care (individuals who have a relationship/connection with the student in some capacity). Upon further unresponsiveness from the student, the case will be labeled as “Not Responding,” and the SOS team will concentrate their efforts on students who do respond to communication and who continue to need assistance.



Case Statuses

In order to monitor and support students effectively, statuses have been created to help organize and understand student needs. Possible statuses (*Global Status Settings*) are available to organize the cases and direct the SOS team, Counselors, and Circles of Care in providing support. Below are the possible statuses, as well as the protocol and communication prompted by each one.

- **Alert Student**
 - *Background:* Alert students are conditionally admitted to the College because they do not meet academic standards for unconditional admission (2.0 GPA, 18 ACT). Alert students have a required appointment with the Director of Retention and an

ACE tutor during the first two weeks of the semester to discuss resources and support available on campus.

- Students also complete a study skills assessment that allows them to self-evaluate their strengths and weaknesses
 - *Connection Points:*
 - Student Advocate
 - Director of Retention
 - Recruiter (for background information and support)
 - ACE support
 - *Communication:* ACE will send an email with specific support available for the subject they are struggling in, and encourage them to schedule an appointment.
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- **Attendance concerns**
 - *Connection Points:*
 - Professor(s)
 - Academic Advisor
 - Academic Services
 - *Communication:* Director of Retention will send an email to the student regarding the RC Attendance Policy, and the support available from:
 - Academic Services (in order to add/drop a course)
 - Financial Aid (for potential implications of being dropped, or refunds)
 - ACE (if they need to catch up from missing classes)
 - Connect with professor about the possibility of making up assignments
 - Outline additional guidelines and processes found in the Catalog
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- **CEL - Online / Moodle concerns**
 - *Connection Points:*
 - Professor(s)
 - Academic Advising Coordinator for Accelerated Learning
 - Online Learning Specialist
 - ACE Support (online Moodle support guide and one-on-one tutor support with Moodle are both available)
 - *Communication:* The Academic Advising Coordinator will reach out to students with support and encouragement. ACE generally follows up with student Moodle support available online or in person from our center.
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- **Earned C- or below on midterm(s)**
 - *Background:* Students receive a letter at midterms when they earn a C- or lower in any of their classes. Students have eight weeks left to raise their grades.
 - *Connection Points:*
 - Professor(s)
 - Academic Advisor
 - ACE
 - *Communication:* ACE will send an email to students regarding the support available at the ACE via tutoring and resources. Academic Advisors may also contact students to help develop an academic success plan.

- **Failing course(s)**
 - *Connection Points:*
 - Professor(s)
 - Academic Advisor
 - ACE
 - *Communication:* ACE will send an email to students regarding the support available at the ACE via tutoring and resources. Academic Advisors may also contact students to help develop an academic success plan.

- **Financial Concerns**
 - *Connection Points:*
 - Student Financial Services: Financial Aid Advisor
 - Academic Advisor (in order to discuss potential implications toward classes)
 - Enrollment Team (in order to discuss potential scholarships available if applicable)
 - *Communication:* Concern will be addressed in Pharos using a comment thread, and appropriate parties, including staff and faculty who need to be aware, will be included in the communication. Financial Services and sometimes Enrollment will communicate with the student to let them know the processes and procedures for financial aid and scholarships.

- **First contact**
 - The Counselor assigned to the case has made his/her first contact with the student of concern, and is waiting for a response.

- **Gathering information**
 - The Counselor assigned to the case has made his/her first contact with the student of concern and is gathering information on the case.
 - Counselors can send a “Grade Request” to the student’s professors within the Pharos360 program using the form or by email
 - Counselors can use the comment thread on a case to gather additional information from the student’s Circle of Care (staff and faculty who have a relationship with or knowledge of the student)

- **Institutionally Withdrawn/Dropped**
 - *Exit Review Process*
 - A student alerts an individual at the institution about his/her intention to leave.
 - The case is assigned or updated in SOS/Pharos.
 - The Counselor reaches out to the student via phone/in-person meeting.
 - The follow-up discussion can/should address the following points:
 - Reasons the student is deciding to leave
 - Encourage student to visit Student Financial Services for financial implications

- Alternative academic plan options:
 - Possibility of requesting an incomplete in courses (students will need to reach out to their professors about this option)
 - Enrollment in session B courses / online courses
 - Option to return for the next semester if finishing this semester is not possible
 - Support services are available from the ACE, Career Services, Advising, etc. to continue the semester with additional support
 - Inquire about what else RC can do to encourage and support the student
 - If the student does decide to leave, the Counselor can complete the [Exit Survey](#) questions with the student, and also record them for the student. Counselors can also encourage students to complete the survey if they do not complete it with them.
- **Math struggles**
 - *Connection Points:*
 - Professor(s)
 - Academic Advisor
 - ACE
 - *Communication:* ACE will send an email to students regarding the math support available at the ACE via tutoring, resources in-house and online, and professor notes. Academic Advisors may also contact students to help develop an academic success plan.
- **Mid-semester check in**
 - The Counselor assigned to the case will check in on the student who may have had a case opened pre-emptively, or who has begun to show signs of improvement or otherwise.
- **Monitoring situation**
 - The Counselor assigned to the case is monitoring the situation, and staying informed by the student and members of the student's Circle of Care about his/her academic progress and/or wellbeing.
- **Needs to be followed-up with / emailed**
 - The Counselor and other members of the student's Circle of Care need to follow-up with the student for an update regarding his/her progress and/or wellbeing.
- **Not Responding**
 - The student is not responding to any outreach from staff or faculty. The SOS team will continue to reach out to the student.
 - After at least three attempts at communication via various methods, the SOS Team will mark the case as "Not Responding" and move on to other students with cases who are responding to outreach from our team.
- **Not Returning / Exit Review Required**

- ***Exit Review Process***
 - The Counselor reaches out to the student via phone/in-person meeting.
 - The follow-up discussion can/should address the following points:
 - Reasons the student is deciding to leave
 - Encourage student to visit Student Financial Services for financial implications
 - Alternative academic plan options:
 - Possibility of requesting an incomplete in courses (students will need to reach out to their professors about this option)
 - Enrollment in session B courses / online courses
 - Option to return for the next semester if finishing this semester is not possible
 - Support services available from the ACE, Career Services, Advising, etc. to continue the semester with additional support
 - Inquire about what else RC can do to encourage and support the student
 - If the student does decide to leave, the Counselor can complete the [Exit Survey](#) questions with the student, and also record them for the student. Counselors can also encourage students to complete the survey if they do not complete it with them.
- **Not turning in assignments / behind on work**
 - *Connection Points:*
 - Professor
 - Academic Advisor
 - Online Learning Specialist (if Moodle participation is an issue)
 - ACE Support
 - *Communication:* Director of Retention will reach out to students with a reminder about:
 - Attendance Policy, if they are also missing classes
 - The importance of online participation in both hybrid and online classes, if applicable
 - ACE Support
 - Connecting with their professors to make up assignments and late-work
 - ACE generally follows up with Moodle support available to students both online and in-person from our center.
- **Online/Moodle - not responding/participating**
 - *Connection Points:*
 - Professor(s)
 - Academic Advisor
 - Online Learning Specialist
 - ACE Support (an online Moodle support guide and one-on-one tutor support with Moodle are available)
 - *Communication:* Director of Retention will reach out to students with a reminder about:
 - Attendance Policy, as online participation relates to attendance

- The importance of online participation in both hybrid and online classes, if applicable
 - ACE Support
 - Connecting with their professors to make up assignments and address late-work

- **Referral accepted**
 - The Counselor has just accepted the case and is currently working on planning his/her next steps and interaction with the student of concern.

- **Required 2 hours/week in ACE**
 - Various students have required hours in the ACE based on academic, athletic, and co-curricular requirements. This can help ACE and other members to track student progress and studying time.

- **SAP/ On Probation**
 - *Background:* Satisfactory Academic Progress (SAP) involves three benchmarks: (1) 2.0 cGPA, (2) 67% Cumulative Completion Rate (CCR), and (3) 150% Duration. Students have appealed to stay at RC because they did not meet the benchmarks for SAP. They have “required” (read: “highly encouraged”) ACE hours and have made an academic plan with their Advisor. Students must check in with their Advisor 3 times a semester. Students must meet SAP standards, and if they do not utilize the resources available, this can affect their status. Under probation, students can be full time (no more than 13 credits) and receive financial aid.
 - Student plans have been scanned and are available in CAMS
 - *Connection Points:*
 - Professor(s)
 - Director of Advising
 - Academic Services & Financial Aid
 - ACE Support
 - *Communication:* Director of Advising will reach out to students with a reminder about:
 - Their success plan
 - Support resources

- **SAP/ On Suspension**
 - *Background:* Satisfactory Academic Progress (SAP) involves three benchmarks: (1) 2.0 cGPA, (2) 67% Cumulative Completion Rate (CCR), and (3) 150% Duration. Students are limited to 6 credit hours because they do not meet the minimum SAP standards the semester after being placed on warning, or they have not adhered to their academic plan. They cannot receive financial aid and may not have followed a past academic plan with their advisor.
 - *Connection Points:*
 - Professor(s)
 - Director of Advising

- Academic Services & Financial Aid
 - ACE
 - *Communication*: Director of Advising will reach out to students with a reminder about:
 - Their success plan
 - Support resources
- **Significant Life Challenge / Grief**
 - *Resource*: The Support Our Student (SOS) page on the RC website provides a variety of resources for students who need additional support.
 - Near the top of the page is a “Support Guides” button that provides additional resources for support, counseling, and more.
 - *Connection Points*:
 - The Director of Retention will notify professors so that they can be aware of the student’s situation as needed.
 - Campus Minister
 - Psychology Clinic (we will suggest this as a resource)
 - *Communication*: The Counselor or another member from the Circle of Care will provide initial outreach to the student.
 - This can involve a card, personal prayer, and whatever the student of concern may need depending on the situation
- **Significant Life Challenges**
 - *Resource*: The Support Our Student (SOS) page on the RC website provides a variety of resources for students who need additional support.
 - Near the top of the page is a “Support Guides” button that provides additional resource for support, counseling, and more
 - *Connection Points*:
 - The Director of Retention will notify professors so that they can be aware of the student’s situation as needed.
 - Campus Minister
 - Psychology Clinic (we will suggest this as a resource)
 - *Communication*: The Counselor or another member from the Circle of Care will provide initial outreach to the student.
- **Social and Behavioral Concerns**
 - *Connection Points*:
 - Professor(s)
 - Academic Advisor
 - Director of Residence Hall (usually this is a residential concern)
 - Dean of Students
 - *Communication*: Director of Residence Life or Dean of Students will follow up with student depending on the situation.
 - Professors may be included in the Circle of Care depending on the case
- **Struggling with academics**

- *Connection Points:*
 - Professor(s)
 - Academic Advisor
 - ACE
- *Communication:* ACE will send an email to students regarding the support available at the ACE via tutoring and resources. Academic Advisors may also contact students to help develop an academic success plan.

- **Struggling with time management**
 - *Connection Points:*
 - Professor(s)
 - Academic Advisor
 - ACE
 - *Communication:* ACE and/or Director of Retention will send an email to the student regarding the support available at the ACE for time management. Academic Advisors may also contact students to help develop an academic success plan.
 - Time management support is available via an ACE tutoring session, or students can independently use ACE time management resources available in our Resource Binder.

- **Student has dropped class**
 - *Connection Points:*
 - Professor(s)
 - Academic Advisor
 - Financial Aid Advisor
 - ACE
 - *Communication:* Communication may not be necessary, but we try and make sure that academics, financial aid, and all appropriate parties are included in case a student has overlooked the impact of dropping a class

- **Student has Withdrawn**
 - *Background:* This may refer to withdrawing from one class, or all classes. Sometimes students withdraw from classes and return the next semester when they are better prepared. If the student does not plan on returning, then we need to have them complete the Exit Review Process (see “Not Returning”).

- **Suspension**
 - *Connection Points:*
 - Professor
 - Academic Advisor
 - Director of Resident Hall (if they live in the residence halls)
 - Dean of Students
 - *Communication:* Director of Residence Life or Dean of Students will follow up with student depending on the situation.
 - Professors may be included in the Circle of Care depending on the case.

- **Waiting for reply**
 - The Counselor assigned to the case has made contact with the student of concern, and is waiting for a response.

- **Writing / English struggles**
 - *Connection Points:*
 - Professor(s)
 - Academic Advisor
 - ACE
 - *Communication:* ACE will send an email to students regarding the writing support available at the ACE via tutoring, resources in-house and online, and professor notes. Academic Advisors may also contact students to help develop an academic success plan.