EAB | Student Success Collaborative

SSC Cheat Sheet

Navigating Difficult Student Conversations

Scripting and SSC Features to Help You Navigate Difficult Student Conversations

▶ **Scenario:** Student is underprepared for a program with selective admission requirements or needs to change their major for academic reasons.

Sample Scripting

"I'm noticing that you're not performing well in some critical courses. What's going on? What is it about these courses that prevented you from getting the grade you wanted?"

"Laying a strong foundation in these courses now is important since you are going to be facing a lot of [math] in this major and it is only going to increase in difficulty. What are you going to change to improve your performance in this subject?"

"Let's take a look at what courses you have performed well in and which academic areas you excel in. This way, we can begin to discuss a parallel plan to provide you a pathway toward a career and degree that matches your interests with your academic strengths."

Features to Utilize in This Scenario

You can use the **Student Overview** to perform a "30-second gut check," quickly assessing how the student is performing compared to students who have historically succeeded in the major. A **medium or high risk level** can serve as a quick indicator that something is going wrong.

Magee Chantos

Overview	Success Progress	Reports / Notes	Class Info	Major Explorer	More ▾

Course Grade D/F	Repeated Courses	Withdrawn Courses	Missed Success Markers	Cumulative GPA
4 ▾	1 ▾	6 ▾	7 ▾	2.4 ▾

	Total Credits Earned	Credit Completion % at this Institution	Predicted Risk Level
	85.00	77%	Medium

Sociology
College of Arts & Sciences

Major History ▾

STUDENT ID
797091093

CLASSIFICATION
Junior

MOST RECENT ENROLLMENT
Spring Semester 2016

Success Progress: Missed Success Markers in the student's major (especially competitive or limited-access majors) may be a sign of slow progress toward a degree or toward admission into the program, as well as difficulty in upcoming courses.

Success Markers

The student has missed guidelines for progress. Acting on them can help get the student back on track for successful completion.

○ Completed   ● Missing   ○ Upcoming

❗ 7 missed markers

Notification	Outcome
❗ ENGL1102 or ENGL1103 Recommended grade: C (1 course) Complete between 15 and 30 credits	Did not register for any course
❗ MATH1101 or Higher Recommended grade: C (1 course) Complete between 0 and 15 credits	Needs attention 2 Attempts
❗ SOCI1101 and SOCI1160 Recommended grade: B- (2 courses) Complete between 15 and 30 credits	Needs attention 1 Attempt
❗ SOCI3010 and SOCI3030 Recommended grade: B- (2 courses) Complete between 45 and 60 credits	Did not register for any course

GPA Trend/GPA Compared to Threshold: A downward trend is a key predictor of diminishing likelihood to graduate in a given major. A student's GPA compared to the threshold GPA for the major can also indicate how close or far they are from being eligible for admission.

GPA Trends By Term *
* Terms with no attempted credits are not shown.
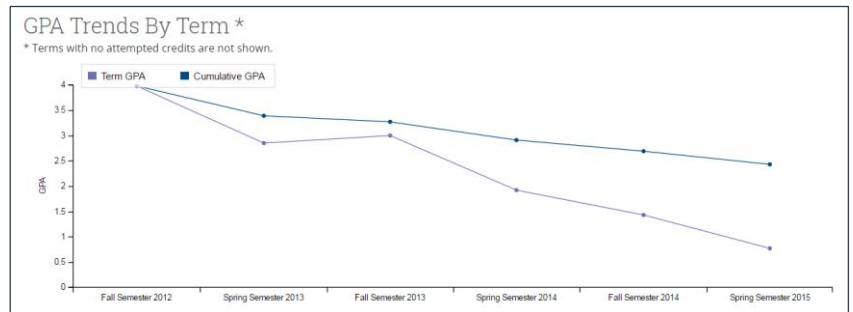
Advanced Search Filters and **Worklists** can be used to create lists of students to actively monitor. You can also launch an Appointment Campaign for any list, to initiate face-to-face conversation with students about their progress.

Major Explorer can be used to help the student build a parallel plan, explore alternative majors, or explore careers for an alternative major they have already decided on.

▶ **Scenario:** Student is struggling academically or on probation.

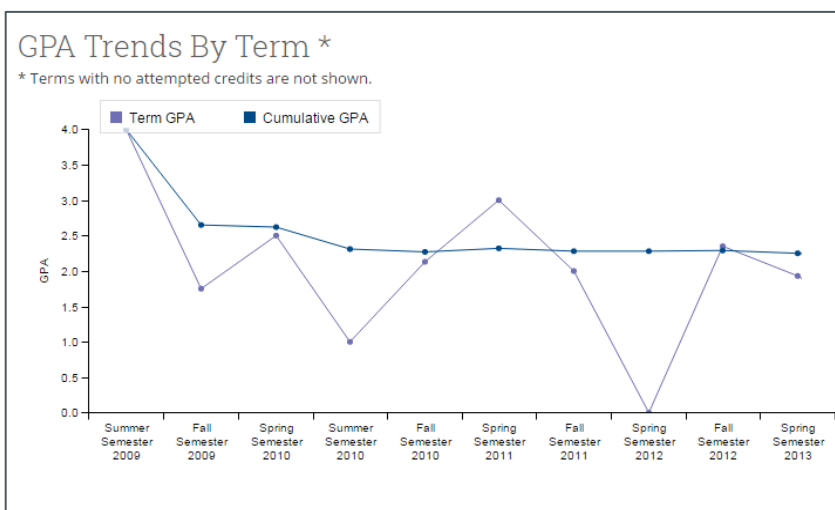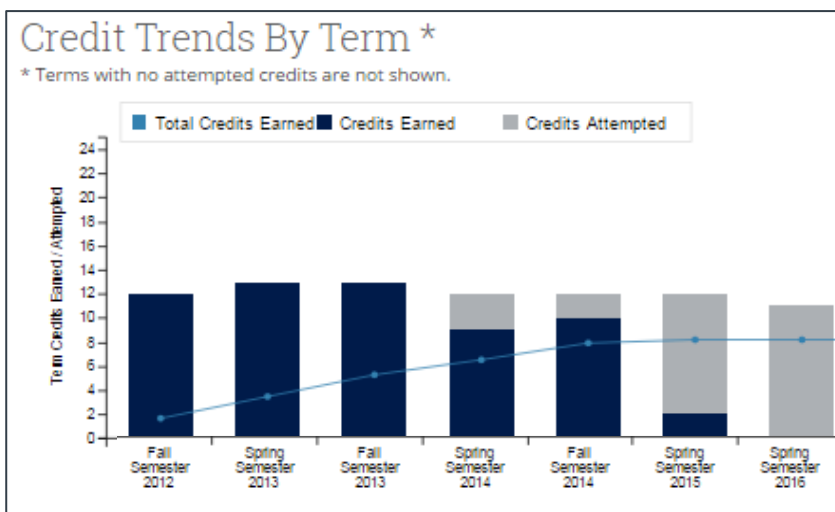**Features to Utilize in This Scenario**

Advanced Search Filters and **Worklists** can be used to create lists of students within certain GPA tiers, or with other specific risk indicators, to monitor or conduct outreach.

Performance Data GPA, Hours, Credits

Min. Cumulative GPA[?]	Max. Cumulative GPA[?]
2.00	2.70

Min. Credits Earned[?]	Max. Credits Earned[?]
30	65

Sample Scripting

"Helping students succeed is what I'm passionate about. I had my own struggles in college. In your case, I am noticing some sharp changes in your [GPA/credit accumulation]. Is there something going on that is affecting your academic performance?"
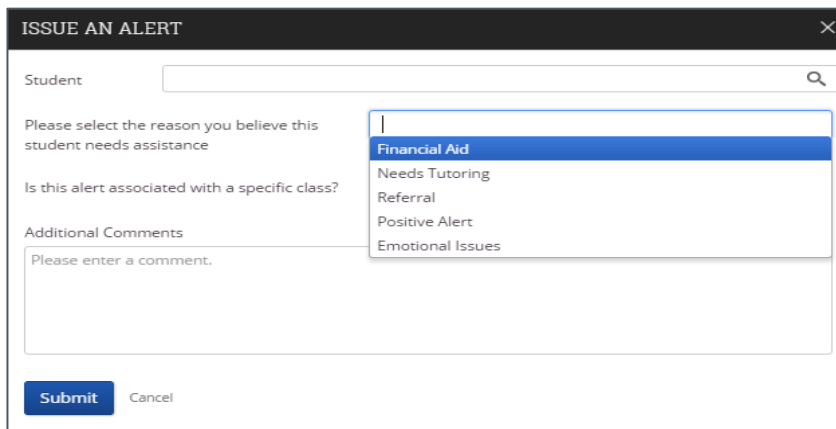
Academic Performance Trends within the **Student Progress** tab can serve as a quick indicator that something is going wrong. **Success Progress** charts can be used to identify a steep drop in GPA or a drop-off in credit accumulation. This should prompt you to enter the exploration stage and begin asking probing questions.

Scenario: Student is in need of a referral to another office for a specific reason.

Features to Utilize in This Scenario

Alerts: Issuing an alert can initiate specific referral or follow-up activities based on the permissions and configurations established within your platform.

ISSUE AN ALERT	✕
Student	🔍

Please select the reason you believe this student needs assistance

Financial Aid
Needs Tutoring
Referral
Positive Alert
Emotional Issues

Is this alert associated with a specific class?

Additional Comments

Please enter a comment.

Submit   Cancel

Scenario: Student reveals difficult financial situation.

Resources Across Campus

• Financial Aid Office
• Name, Title (Ex: John Smith, Assistant Director of Financial Aid)

> **Sample Scripting:** "Are you familiar with the location of the Financial Aid Office? I can have someone accompany you there to speak with someone who can help you with this."

Scenario: Advisor suspects that the student is in need of mental health counseling.

Resources Across Campus

• Counseling Office/Student Affairs
• Name, Title (Ex: Abigail Adams, Clinical Director)

> **Sample Scripting:** "Are you familiar with the location of the XX office? I can have someone accompany you there to speak with someone who can assist you with this matter."

NOTE: Advisors should follow up with department chairs, associate deans, and/or Student Affairs to flag any situations involving personal and interpersonal violence; threats against oneself and/or another person/group likely to result in harm, injury, or death; and threats that might imperil the mission of the university—per specific university policies.

Scenario: Student is placed on academic probation, suspension, etc.

Resources Across Campus

• College Name, Dean's Office
• Name(s), Associate Dean(s)

> **Sample Scripting:** "Are you familiar with the requirements you need to fulfill to get back into the program or get off of probation?"

Note: Thank you to various members who contributed to this resource.