

Bengal Success Portal [BSP] – Tracking Guide

TYPES OF COMMUNICATION – Flags, To-Do Flags, Referrals, and Kudos

Types of Flags: Attendance, General Concern [Internal Only], General Concern [To Student], In Danger of Failing, Missing/Late Assignments, Never Attended, Student Expressed Difficulty Accessing Course Material and Technology, Noel Levitz, and Financial Aid.

- **1. Attendance** - This flag should be raised when a student misses **three** class sessions (it can be consecutively or over a period of weeks).
 - **Who can raise the Attendance flag?** Faculty.
 - **Who clears the Attendance flag?** Professional Support Staff (Professional Advisers, EOP Counselors, Say Yes Counselors, Completion Coaches)/Faculty Advisor, Instructor who is teaching the course.
 - **Who receives notification? (not all flags have an email sent when raised)** Professional Support Staff (Professional Advisers, EOP Counselors, Say Yes Counselors, Completion Coaches)/Faculty Advisor.
 - **Professional Staff & Faculty (Major) Advisor Expectations** Faculty are expected to reach out to the student to make arrangements to complete missed assignments or discuss how attendance can impact grade. Reach out to student, add notes in Bengal Success Portal, clear the flag.

- **2. General Concern [Internal Only]** - Raise this flag to express any concerns you have about a student when no other flags satisfy what you are trying to communicate (mental, personal, health concerns, homelessness). Email notice will be sent to advisers (not students).
 - **Who can raise the General Concern [Internal Only] flag?** Faculty.
 - **Who clears the General Concern [Internal Only] flag?** Professional Support Staff (Professional Advisers, EOP Counselors, Say Yes Counselors, Completion Coaches)/Faculty Advisor, Coordinator - Special Programs, Instructor who is teaching the course.
 - **Who receives notification? (not all flags have an email sent when raised)** Professional Support Staff (Professional Advisers, EOP Counselors, Say Yes Counselors, Completion Coaches)/Faculty Advisor, Coordinator - Special Programs.
 - **Professional Staff & Faculty (Major) Advisor Expectations** Reach out to student, add notes in Bengal Success Portal, clear the flag.

- **3. General Concern (To Student)** - This flag should not be raised in combination with other flags. Raise this flag when no other flags satisfy your specific concern. (Email will be sent to the student with your comments).
 - **Who can raise the General Concern [To Student] flag?** Faculty.
 - **Who clears the General Concern [To Student] flag?** Professional Support Staff (Professional Advisers, EOP Counselors, Say Yes Counselors, Completion Coaches)/Faculty Advisor, Instructor who is teaching the course.
 - **Who receives notification? (not all flags have an email sent when raised)** Professional Support Staff (Professional Advisers, EOP Counselors, Say Yes Counselors, Completion Coaches)/Faculty Advisor.
 - **Professional Staff & Faculty (Major) Adviser Expectations** Reach out to student, add notes in Bengal Success Portal, clear the flag.

- **4. In Danger of Failing** - Raise this flag when a student is in danger of failing a course after having a conversation to notify the student. (It is important for the student to hear this from the instructor and have a conversation before a support staff reaches out). An email will be sent to advisers, the student will not receive an email message.
 - **Who can raise the In Danger of Failing flag?** Faculty.
 - **Who clears the In Danger of Failing flag?** Professional Support Staff (Professional Advisers, EOP Counselors, Say Yes Counselors, Completion Coaches)/Faculty Advisor, Instructor who is teaching the course, TA's.
 - **Who receives notification? (not all flags have an email sent when raised)** Professional Support Staff (Professional Advisers, EOP Counselors, Say Yes Counselors, Completion Coaches)/Faculty Advisor.
 - **Professional Staff & Faculty (Major) Adviser Expectations** Reach out to student, add notes in Bengal Success Portal, clear the flag.

- **5. Missing/Late Assignments** - Raise this flag when a student is missing or late with three or more assignments or one major assignment.
 - **Who can raise the Missing/Late assignments flag?** Faculty.
 - **Who clears the Missing/Late assignments flag?** Professional Support Staff (Professional Advisers, EOP Counselors, Say Yes Counselors, Completion Coaches)/Faculty Advisor, Instructor who is teaching the course, TA's.
 - **Who receives notification? (not all flags have an email sent when raised)** Professional Support Staff (Professional Advisers, EOP Counselors, Say Yes Counselors, Completion Coaches)/Faculty Advisor.
 - **Professional Staff & Faculty (Major) Adviser Expectations** Reach out to student, add notes in Bengal Success Portal, clear the flag.

- **6. Never Attended** - Raise this flag to indicate that a student has never attended your class.
 - **Who can raise the Never Attended flag?** Faculty.
 - **Who clears the Never Attended flag?** Professional Support Staff (Professional Advisers, EOP Counselors, Say Yes Counselors, Completion Coaches)/Faculty Advisor.
 - **Who receives notification? (not all flags have an email sent when raised)** Professional Support Staff (Professional Advisers, EOP Counselors, Say Yes Counselors, Completion Coaches)/Faculty Advisor, Coordinator - Special Programs, Graduate, Adviser, Financial Aid, Dorm RD.
 - **Professional Staff & Faculty (Major) Adviser Expectations** Reach out to student, add notes in Bengal Success Portal, clear the flag.

- **7. Student Expressed Difficulty Accessing Course Material and Technology** - Student expressed difficulty accessing course material and technology.
 - **Who can raise the Student Expressed Difficulty Accessing Course Material and Technology flag?** Faculty.
 - **Who clears the Student Expressed Difficulty Accessing Course Material and Technology flag?** Professional Support Staff (Professional Advisers, EOP Counselors, Say Yes Counselors, Completion Coaches)/Faculty Advisor.
 - **Who receives notification? (not all flags have an email sent when raised)** Professional Support Staff (Professional Advisers, EOP Counselors, Say Yes Counselors, Completion Coaches)/Faculty Advisor.
 - **Professional Staff & Faculty (Major) Adviser Expectations** Reach out to student, add notes in Bengal Success Portal, clear the flag.

- **8. Noel Levitz** - This flag is raised automatically when 5 or more retention indicators are identified from the results on First-Year Student Survey).
 - **Who can raise the Noel Levitz flag?** Automatic.
 - **Who clears the Noel Levitz flag?** Professional Support Staff (Professional Advisers, EOP Counselors, Say Yes Counselors, Completion Coaches)/Faculty Advisor.
 - **Who receives notification? (not all flags have an email sent when raised)** Professional Support Staff (Professional Advisers, EOP Counselors, Say Yes Counselors, Completion Coaches)/Faculty Advisor.
 - **Professional Staff & Faculty (Major) Adviser Expectations** Reach out to student, add notes in Bengal Success Portal, clear the flag.

- **9. Financial Aid** - This flag is raised automatically over a period of time based on a student having outstanding financial aid responsibilities.
 - **Who can raise the Financial Aid flag?** Automatic.
 - **Who clears the Financial Aid flag?** Automatic.
 - **Who receives notification? (not all flags have an email sent when raised)** Professional Support Staff (Professional Advisers, EOP Counselors, Say Yes Counselors, Completion Coaches), Faculty Advisor, Financial Aid, Student, Information Technology.

Important Note on Flag Types: In an effort to reduce redundancy and to increase efficiency, the Bengal Success Portal [BSP] Team asks that you please not create [or raise] multiple flag types for a student with the same concern. For instance, if you raise the **Missing/Late Assignments flag** with a detailed comment of the situation, it is not necessary to also raise the **General Concern (To Student) flag** with the exact same comment. Raising multiple flag types with the same concern and comment may lead to confusion for the student and those who are a part of the student's Success Network.

To-do flags

- **1. Confirm financial aid eligibility status with the Financial Aid Office** - Secure sufficient funds to pay for all semester charges and course materials prior to the end of the drop/add period.
 - **Who can raise the Confirm Financial Aid Eligibility Status with the Financial Aid Office flag?** Faculty/Professional Staff.
 - **Who clears the Confirm Financial Aid Eligibility Status with the Financial Aid Office flag?** To-do's show up as a task to be completed and do not need to be cleared.
Who receives notification? (not all flags have an email sent when raised) Depending on the to-do the designated individuals will receive notification.
 - **Professional Staff & Faculty (Major) Adviser Expectations** Whoever raises this flag should do follow-up, add notes in Bengal Success Portal, and clear.

- **2. Set up your Bengal Success Portal Profile and enter phone number into BSP** - Set up your Bengal Success Portal Profile and enter phone number into BSP.
 - **Who can raise the Set up Your Bengal Success Portal Profile and Enter Phone Number into BSP flag?** Faculty/Professional Staff.
 - **Who clears the Set up Your Bengal Success Portal Profile and Enter Phone Number into BSP flag?** To-do's show up as a task to be completed and do not need to be cleared.
 - **Who receives notification? (not all flags have an email sent when raised)** Depending on the to-do the designated individuals will receive notification.
 - **Professional Staff & Faculty (Major) Adviser Expectations** Whoever raises this flag should do follow-up, add notes in Bengal Success Portal, and clear.

Referrals

- **1. Career Development Center-Referral** - Use this to refer a student to the Career Development Center.
 - **Who can raise the Career Development Center-Referral?** Faculty/Professional Staff.
 - **Who clears the Career Development Center-Referral?** Referrals do not show up as flags.
 - **Who receives notification? (not all flags have an email sent when raised)** Depending on the referral the designated individuals will receive notification.
 - **Professional Staff & Faculty (Major) Adviser Expectations** Reach out to student, add notes in Bengal Success Portal, clear the flag.

- **2. Financial Aid-Referral** - Use this to refer a student to the Financial Aid Office.
 - **Who can raise the Financial Aid-Referral?** Faculty/Professional Staff.
 - **Who clears the Financial Aid-Referral?** Referrals do not show up as flags.
 - **Who receives notification? (not all flags have an email sent when raised)** Depending on the referral the designated individuals will receive notification.
 - **Professional Staff & Faculty (Major) Adviser Expectations** Reach out to student, add notes in Bengal Success Portal, clear the flag.

- **3. Residence Hall-Referral** - Use this to refer a student to the Residence Life Office.
 - **Who can raise the Residence Hall-Referral?** Faculty/Professional Staff.
 - **Who clears the Residence-Referral?** Referrals do not show up as flags.
 - **Who receives notification? (not all flags have an email sent when raised)** Depending on the referral the designated individuals will receive notification.
 - **Professional Staff & Faculty (Major) Adviser Expectations** Reach out to student, add notes in Bengal Success Portal, clear the flag.

- **4. Tutoring Referral (Subject Specific)** - Use this to refer students to Subject Specific Tutoring (other than Math and Writing).
 - **Who can raise the Tutoring Referral (Subject Specific)?** Faculty/Professional Staff.
 - **Who clears the Tutoring Referral (Subject Specific)?** Referrals do not show up as flags.
 - **Who receives notification? (not all flags have an email sent when raised)** Depending on the referral the designated individuals will receive notification.
 - **Professional Staff & Faculty (Major) Adviser Expectations** Reach out to student, add notes in Bengal Success Portal, clear the flag.

- **5. Tutoring-Math** - Use this to refer students to the Math Center.
 - **Who can raise the Tutoring-Math Referral?** Faculty/Professional Staff.
 - **Who clears the Tutoring-Math Referral?** Referrals do not show up as flags.
 - **Who receives notification? (not all flags have an email sent when raised)** Depending on the referral the designated individuals will receive notification.
 - **Professional Staff & Faculty (Major) Adviser Expectations** Reach out to student, add notes in Bengal Success Portal, clear the flag.

- **6. Tutoring-Writing Center** - Use this to refer students to the Writing Center.
 - **Who can raise the Tutoring-Writing Referral?** Faculty/Professional Staff.
 - **Who clears the Tutoring-Writing Referral?** Referrals do not show up as flags.
 - **Who receives notification? (not all flags have an email sent when raised)** Depending on the referral the designated individuals will receive notification.
 - **Professional Staff & Faculty (Major) Adviser Expectations** Reach out to student, add notes in Bengal Success Portal, clear the flag.

Kudos

- **1. Good work transitioning to remote learning!** - Good Work Transitioning to Remote Learning!
 - **Who can raise the Good Work Transitioning to Remote Learning kudo?** Faculty.
 - **Who clears the Good Work Transitioning to Remote Learning kudo?** Kudos show up as stars and they do not need to be cleared.
 - **Who receives notification? (not all flags have an email sent when raised)** Student and Professional Staff.
 - **Professional Staff & Faculty (Major) Adviser Expectations** When seeing students kudos they can be used as positive reinforcement.

- **2. Great Effort - Showing Improvement** - Instructors raise this kudo when a student has shown improvement in a course.
 - **Who can raise the Great Effort - Showing Improvement kudo?** Faculty.
 - **Who clears the Great Effort - Showing Improvement kudo?** Kudos show up as stars and they do not need to be cleared.
 - **Who receives notification? (not all flags have an email sent when raised)** Student and Professional Staff.
 - **Professional Staff & Faculty (Major) Adviser Expectations** When seeing students kudos they can be used as positive reinforcement.

- **3. Keep Up the Good Work** - Instructors raise this kudo for students who are performing well.
 - **Who can raise the Keep Up the Good Work kudo?** Faculty.
 - **Who clears the Keep Up the Good Work kudo?** Kudos show up as stars and they do not need to be cleared.
 - **Who receives notification? (not all flags have an email sent when raised)** Student and Professional Staff.
 - **Professional Staff & Faculty (Major) Adviser Expectations** When seeing students kudos they can be used as positive reinforcement.

- **4. Outstanding Performance** - Instructors raise this kudo when a student has outstanding academic performance.
 - **Who can raise the Outstanding Performance kudo?** Faculty.
 - **Who clears the Outstanding Performance kudo?** Kudos show up as stars and they do not need to be cleared.
 - **Who receives notification? (not all flags have an email sent when raised)** Student and Professional Staff.
 - **Professional Staff & Faculty (Major) Adviser Expectations** When seeing students kudos they can be used as positive reinforcement.

- **5. You're off to a great start!** - Instructors raise this kudo for students who are performing well in the start of the year.
 - **Who can raise the You're off to a Great Start! kudo?** Faculty.
 - **Who clears the You're off to a Great Start! kudo?** Kudos show up as stars and they do not need to be cleared.
 - **Who receives notification? (not all flags have an email sent when raised)** Student and Professional Staff.
 - **Professional Staff & Faculty (Major) Adviser Expectations** When seeing students kudos they can be used as positive reinforcement.