



Counselor/Service Provider Access Guide

Welcome to ECC Connect

ECC Connect provides you a convenient way to stay connected with students and support their academic success. Within ECC Connect you can communicate with students, faculty, and other service providers to mobilize support for students requiring additional assistance about their performance. Depending on your role and permissions in ECC Connect, you may be able to initiate tracking items to acknowledge student success and/or raise flags when you observe a pattern of behavior that concerns you.

To log in to your ECC Connect Home page, click the [ECC Connect Log In](#) link at <http://www.elcamino.edu/facstaff/ecc-connect/>

EL CAMINO COLLEGE

Username
edmartinez

>Password
.....

Login

> Forgot your password?
> Need Help?

NOTE: Enter your *El Camino* User ID and password.

Your ECC Connect Home page includes access to a customizable profile and personalized channels that make it easy to communicate with students, faculty, and other service providers.

Here are three (3) great ways to get started:

1. Set up your profile

Create an ECC Connect profile which includes contact information and a brief biography to make it easier for other ECC Connect users to get to know you and stay in contact.

2. View tracking items regarding student performance/progress*

Create and/or view **kudos** (“You have been making outstanding progress,” “Congratulations on your improvement in the class”) and/or **flags** (“Your attendance in class is a concern,” “Your performance in class needs improvement”) sent directly to students by ECC Connect users.

3. Send messages, maintain notes, and manage flags*

Within the ECC Connect system, send a message to a student or other ECC Connect user, create a note to document a meeting or telephone contact, and/or manage a flag raised by an ECC Connect user.

** Some users may not have permissions to initiate or manage tracking items, as system privileges vary by role*

Additional training resources

5-minutes to learn about ECC Connect training video

https://www.youtube.com/watch?v=KfpC3-_5Gpk

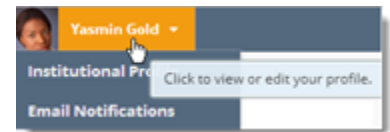
2-minute tips playlist for ECC Connect

https://www.youtube.com/playlist?list=PLrISg2rzQL5bIWqr07FVdPbOZ_Gir_HCx

Set up your Profile

Begin by setting up your ECC Connect profile. Your profile lets other ECC Connect users know who you are and how to contact you. It also gives you control over how you wish to receive emails.

1. Click your name in the top right corner of your Home page to open your profile. From here, you can customize your profile by uploading a photo and adding a secondary email address for receiving ECC Connect emails.



Please fill out as much of your profile as possible; students will see this information.

Yasmin Gold [Last Login: 1:10 PM April 29, 2014]

Login Page: Default Login Page

Login: yasminG Institution Email: yasmin@starfishcollege.edu

Phone: 703-555-1212 Alternate Email: schmidt_patty@hotmail.com mobile Users

mobile: Video: Send my correspondence to: Institution Email Alternate Email Both

Time zone: (GMT-05:00) Eastern Time Display all time zones

Never Mind Submit

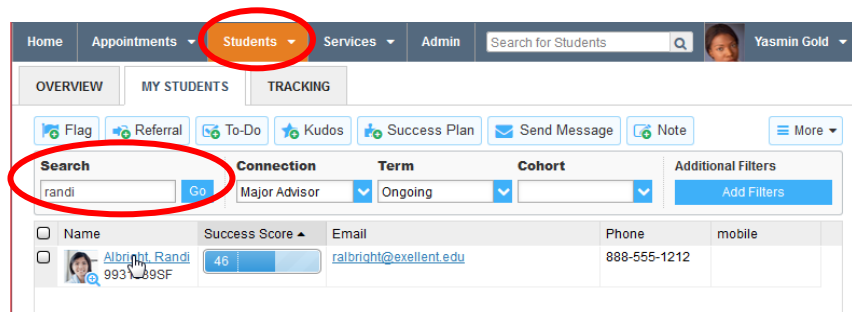
2. When you have made your desired changes to your profile, click the **Submit** button to save your updates.

Video resource: Update your ECC Connect Profile

View tracking items regarding student performance/progress

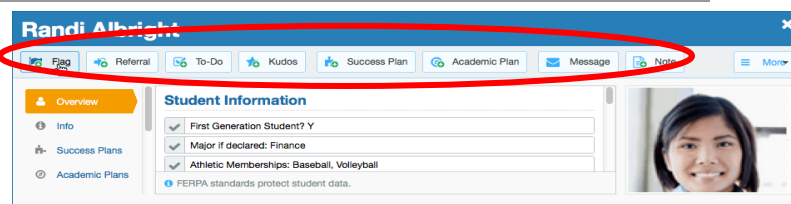
ECC Connect users with applicable permissions can initiate tracking items such as raising a **flag**, making a **referral**, assigning a “to-do” task, and issuing a **kudos**. When tracking items are initiated, the appropriate individuals will be automatically notified. The following steps detail how to create a tracking item.

1. Click on the **Students** navigation item to see your list of students.
2. Find the desired student by typing the name or Student ID into the **Search** box.



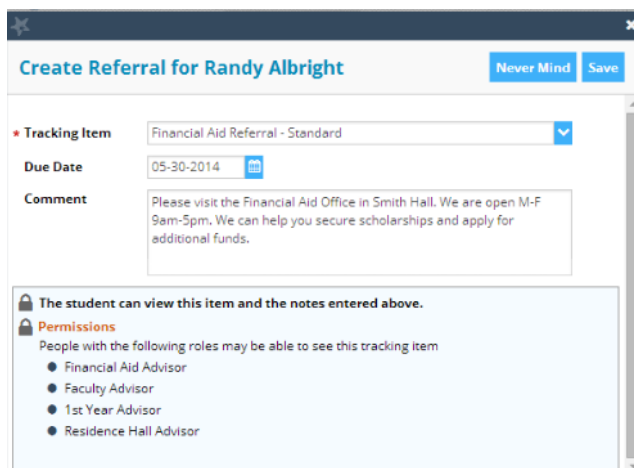
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3. Click on the student's name to bring up the **Student Folder**.
4. Select the button that represents the action item you would like to initiate.



NOTE: For illustrative purposes, items #5-6 demonstrate how to create a referral.

5. A list of action items that you have permission to raise on this student is displayed. Select the desired **referral** from the list.
6. Click the **Save** button.



KEY TIPS:

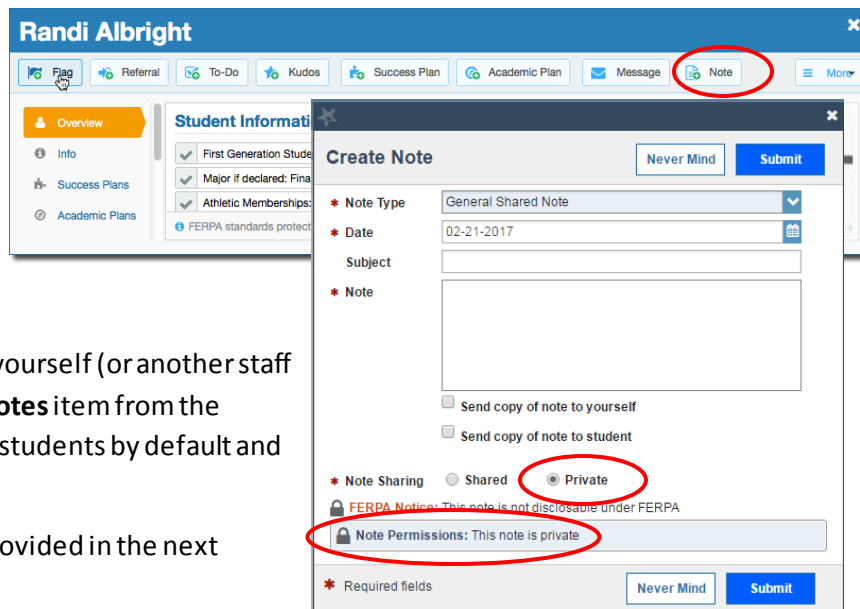
The **Student View**: indicates whether the student can view the flag and the information you provide in the **Comment** box.

The **Permissions** area lists roles that have permission to view the selected flag and the information you provide in the **Comment** box.

The **Comment** box is intended for direct communication with a student. As a general practice, do **not** use the **Comment** box to enter information intended only for yourself or another staff member.

If you would like to document a note to yourself (or another staff member) regarding a student, use the **Notes** item from the navigation bar. **Notes** are not visible to students by default and can be marked as Private.

Additional information about **Notes** is provided in the next section.



NOTE: Information about tracking items associated with any student is also viewable from the **Tracking** tab.

The details that are accessible to you are based on your relationship to the student(s) and the privileges granted to your role.

Student	Success Score	Item Name	Status	Created	Assigned	Due
Nicehen, Emille 9931519SF		Low Participation in Class	Active	09-29-2014 by Maltz, Don via Survey		
Caricks, Peter 9931543SF	48	Poor Academic Performance	Active	09-29-2014 by Maltz, Don via Survey		
Albright, Randy 9931539SF	48	Poor Academic Performance	Active	09-29-2014 by Maltz, Don via Survey		

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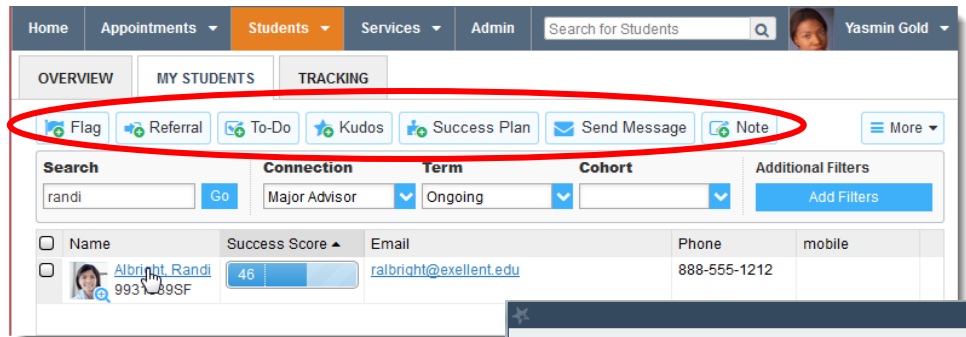


IMPORTANT: Users who would like for counselors or other service providers to intervene regarding any particular tracking item **must** initiate a flag with “Referral” in the title (e.g., “Attendance Concern REFERRAL,” “General Concern REFERRAL”). Such items will be “assigned” to a counselor or other service provider. Given the volume of tracking items generated by users system-wide, counselors and other service providers are not expected to take action in response to flags not identified as “referral.” In such cases, the expectation is that the instructor will address the matter with the student directly.

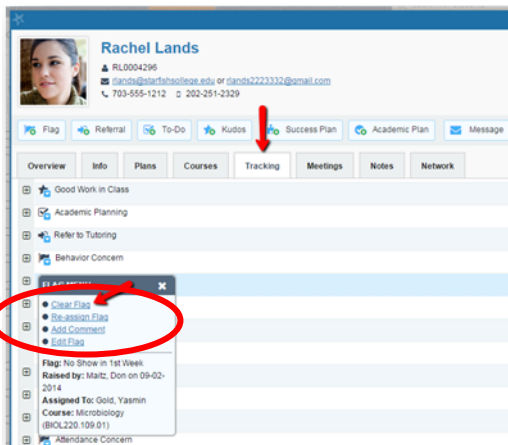
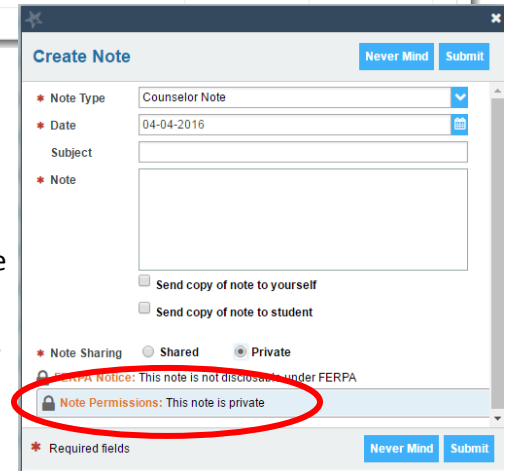
Send messages, maintain notes, and manage flags

ECC Connect users with applicable permissions can send **messages** to a student or other ECC Connect user, create a **note** to document a meeting or telephone contact, and/or **manage a flag** raised by a ECC Connect user.

1. From the **Students** tab, click on a student’s name to bring up the **Student Folder**.
2. Select the button that represents the action item (e.g., message, note) you would like to initiate.



3. To facilitate compliance with FERPA guidelines/regulations, the **Note** feature includes the option of marking a note as *Private* or *Shared*. Shared notes may be visible to other individuals who share the relationship the user has with the student; however, private notes can only be accessed by the individual who created the note.



4. From the **Tracking** tab, ECC Connect users have various options to manage flags.

- *Clear* the flag to “close the loop.”
- *Assign* the flag to another user.
- Add a *comment* to the flagged item.
- Otherwise *edit* the flagged item.

Video resource: [Clearing flags](#)