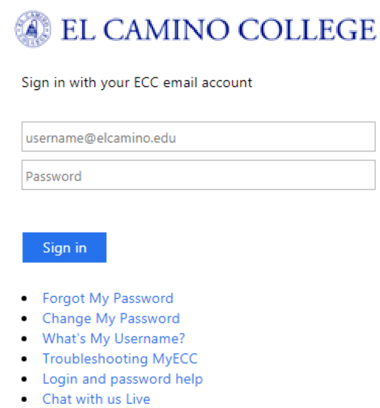
Counselor/Service Provider Access Guide

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/

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 ***
   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. You may also view any **referrals** that have been made to Counseling, Tutoring, or Financial Aid.
3. **Manage tracking items, maintain notes, and send messages***
   Within the ECC Connect system, manage a tracking item raised by an ECC Connect user, create a note to document a meeting or telephone contact, and/or send a message to a student.

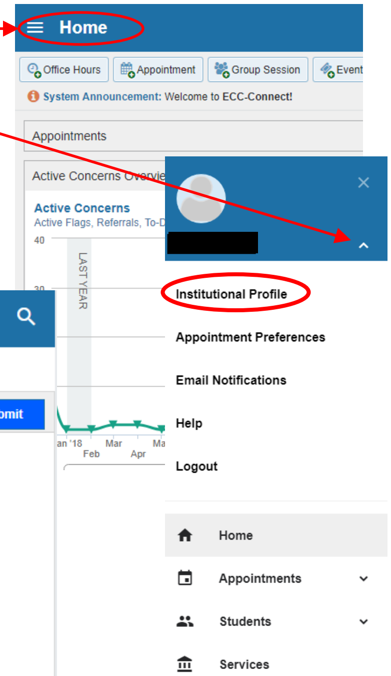
** Some users may not have permissions to initiate or manage tracking items, as system privileges vary by role*

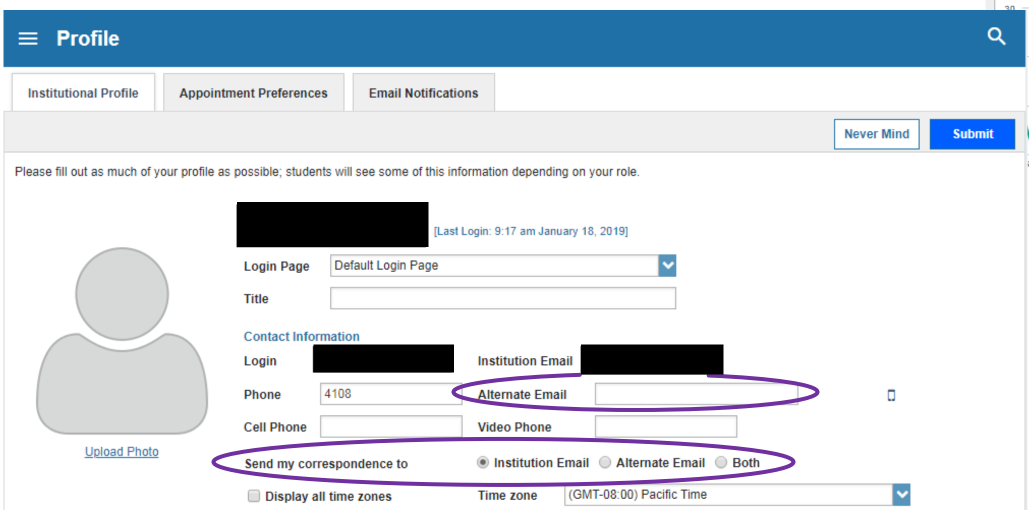
Set up your Profile

Begin by setting up your faculty 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 the hamburger icon in the upper left corner of your **Home** page, then click the arrow beside your name to maximize the menu options. Click on ***Institutional Profile***.

   From the window that opens (see below), you can customize your profile. From this page, you can even add an alternate email address and identify it as the address for receiving ECC Connect emails.



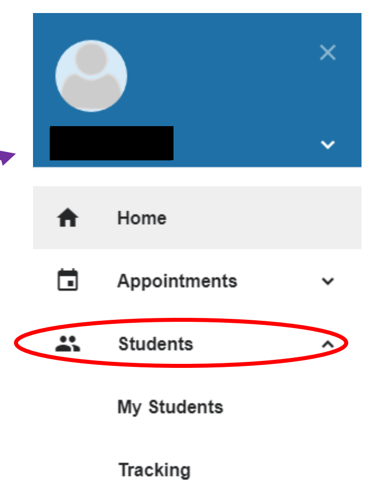


2. When you have made your desired changes to your profile, click the **Submit** button to save your updates.

Video resource: [Update your ECC Connect Profile]

View tracking items regarding student performance/progress

ECC Connect users with applicable permissions can view tracking items that have been raised by other users (e.g., flags, kudos, referrals, “to-do” tasks). The following steps detail how to view a tracking item initiated for a student with whom you share a relationship in the system.



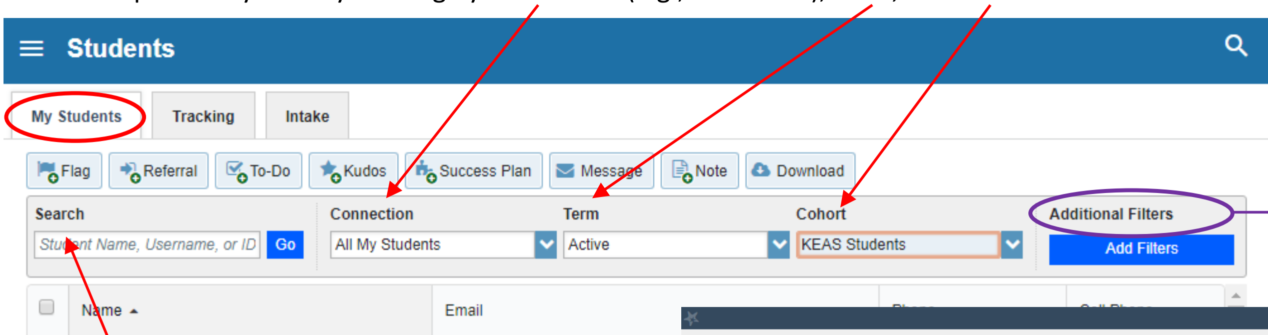
1. Click the hamburger (≡) icon in the top left corner of any page to return to the **Main Menu**.
2. From the Main Menu, click the arrow beside ***Students*** to maximize the menu options.

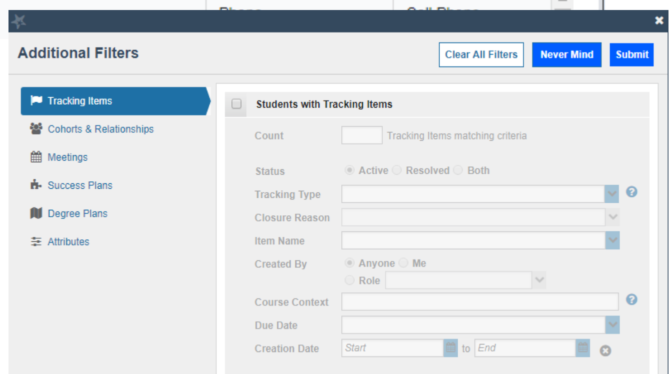
   Clicking *My Students* will open a roster of the students with whom you have a relationship in ECC Connect.

   Clicking *Tracking* will open a roster of only those students for whom tracking items currently exist.

*For illustrative purposes, items #3-4 demonstrate how to view a tracking item from the **My Students** tab.*

3. From the **My Students** tab, you may generate a list of students with whom you currently have a relationship in the system by filtering by *Connection* (e.g., Counselor), *Term,* or *Cohort*.

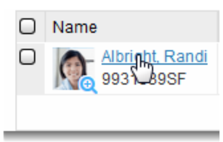




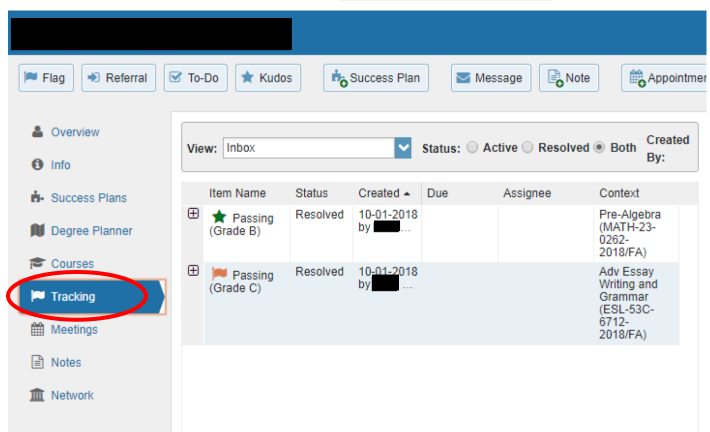
The *Search Box* may also be used to find a particular student by name or student ID.

You may also use *Additional filters* to generate a list of students meeting particular criteria.

4. When you have found the student whose file you would like to review, click on the student's name to open the **Student Folder**.

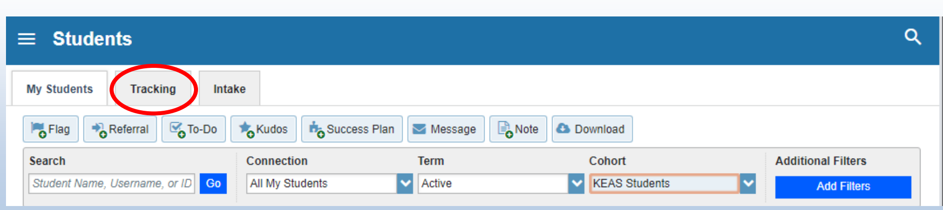


In the left navigation window, click on the *Tracking* button to view any tracking items that have been raised on the student.



QUICK TIP: *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.



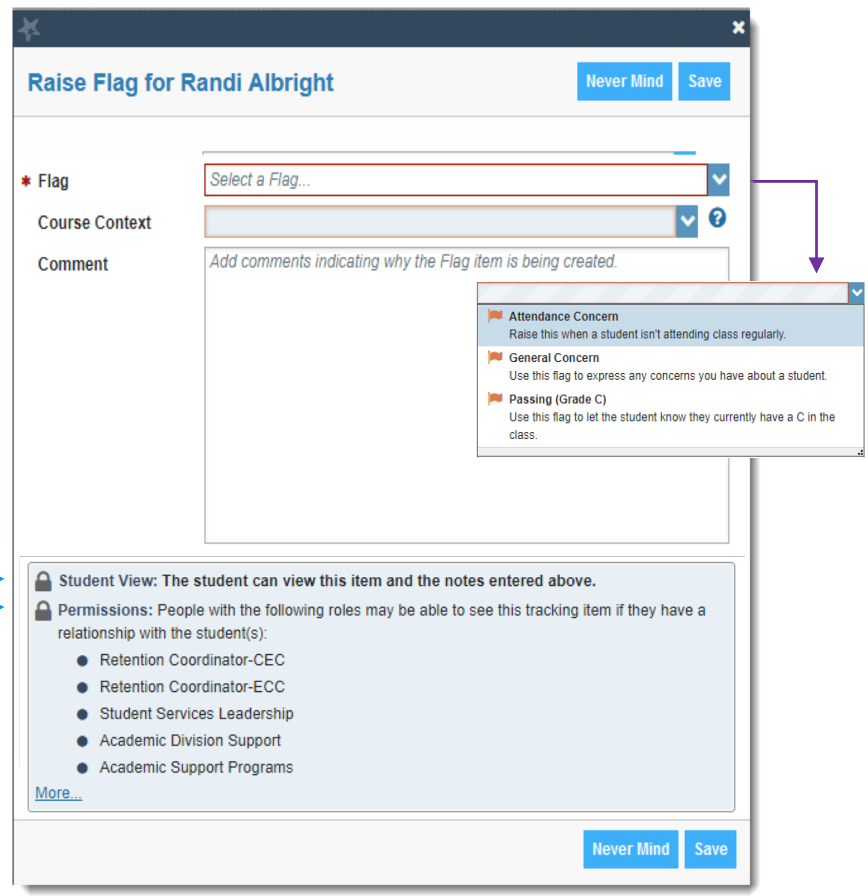
IMPORTANT: *ECC Connect users who would like for counselors or other service providers to intervene regarding any particular tracking item **must** initiate a flag with "Referral" in the title (e.g., "Attendance Concern REFERRAL," "General Concern REFERRAL"). Such items will be "assigned" to a counselor 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.*

For illustrative purposes, items #5-7 demonstrate how to raise a Flag.

5. A list of flags that you have permission to raise on this student is displayed. Select the desired **Flag** from the list.

6. If relevant, select a course from the **Course Context** drop down list and enter information in the **Comment** box (see below for additional information about Comments).

7. Click the **Save** button.



KEY POINTS:

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

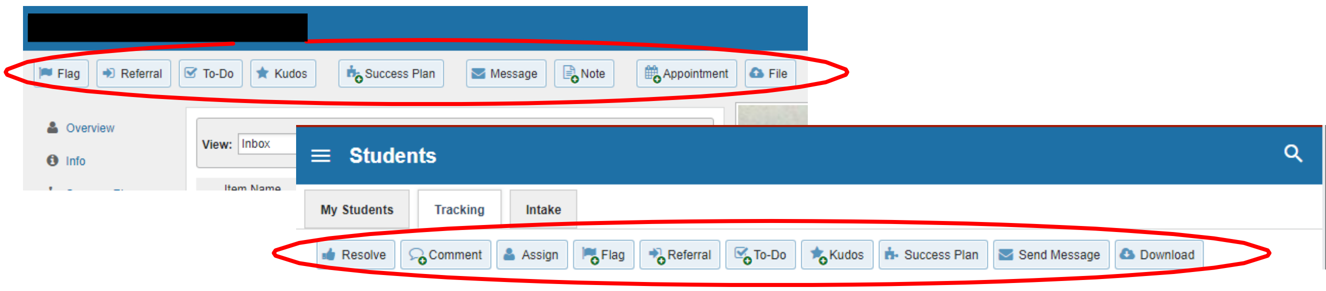
The **Permissions** area lists roles that have permission to view the selected flag and the information you provide in the **Comment** box.

IMPORTANT: The **Comment** box is intended for direct communication with a student. As a general practice, do ***not*** use the **Comment** box to enter notes intended only for yourself or another staff member. If you would like to document a private 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.

Manage tracking items, maintain notes, and send messages

ECC Connect users with applicable permissions can *manage a tracking item* (e.g., resolve, assign) raised on a student by an ECC Connect user, create a *note* to document a meeting or telephone contact with a student or colleague, and/or send *messages* to a student.

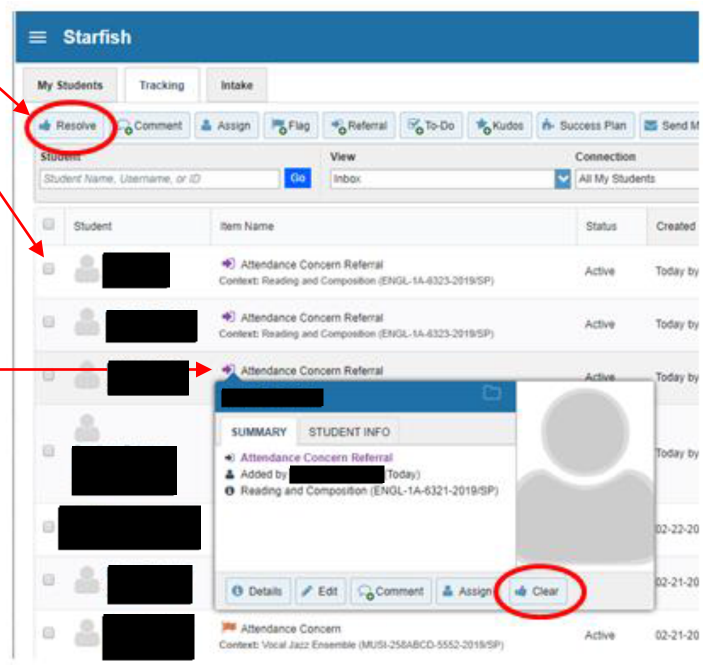
These actions can be initiated from within the **Student Folder** of a particular student or from the **My Students** or **Tracking** tabs in the ***Students*** module**.**



Video resource: [Clearing flags]

For illustrative purposes, items #1-3 demonstrate *<u>how to resolve a tracking item, or "close the loop."</u>*

1. From the **Tracking** tab, view a list of students with tracking items.
   NOTE: *Additional filters* (see above) may be used to display students with active flags or students with resolved flags, or to display students with flags of either status.



2. Action can be initiated using the *action buttons* presented just below the **Tracking** tab.

   To initiate the action, first click on the box to the left of the student name then click the button associated with the action you would like to initiate.

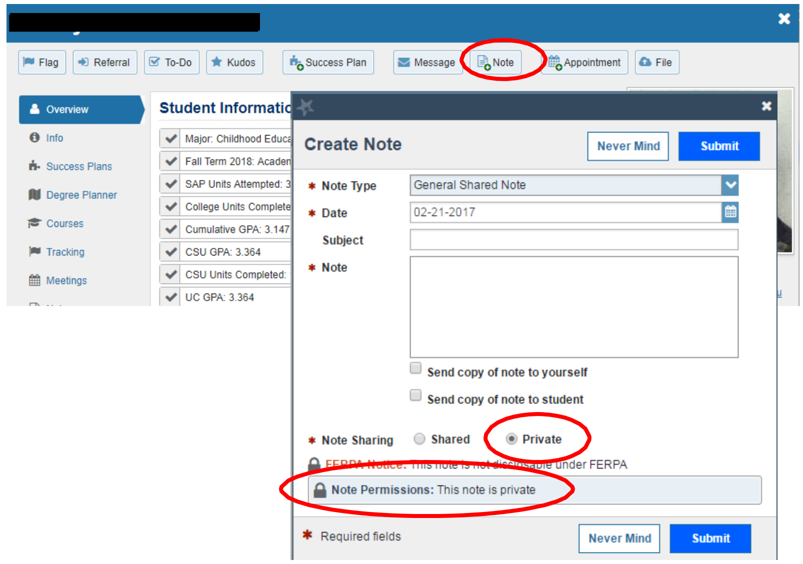
3. Action can also be initiated *by hovering over the tracking item icon* associated with any given student. A dialogue box will appear which presents various options regarding additional information and action related to the item (e.g., item details, edit, comment, assign, clear).

   Click on the option associated with the action you would like to initiate.

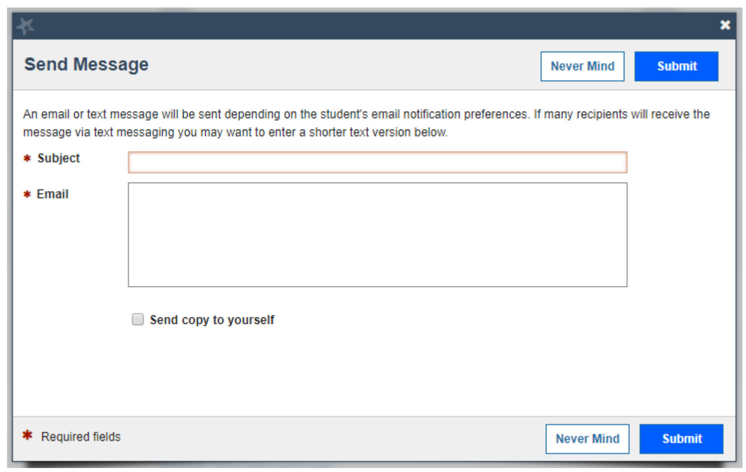
Items #4 and #5 provide additional information about creating Notes and sending Messages.

4. 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.

   By default, notes are not visible to students by default.



5. You may send a message to a student from within the **Student Folder** of a particular student or from the **My Students** or **Tracking** tabs in the ***Students*** module**.**



QUICK TIP:

Want to initiate the same action for multiple students?

From the *My Students* tab, just click on the box to the left of each student's name, then click on the button that represents the tracking item you would like to initiate in batch.