



## Tracking Item Workflow



\* All attempts to contact students and general documentation related to student contact **should be maintained as "Notes" in ECC Connect.** Notes can be designated as "private" or "shared."

\* Do **not** use the "Message" feature to document follow-up regarding a tracking item. As Messages can only be viewed by the sender and recipient, other members of the student's success network remain uninformed that any action has been taken to address the tracking item. The "Message" feature should **only** be used for communications of a sensitive nature which are intended to be viewed only by the recipient.