Academic Success of BSC Students

Academic referrals through Ginkgo Go
Care team referral
Academic Bootcamp 2022

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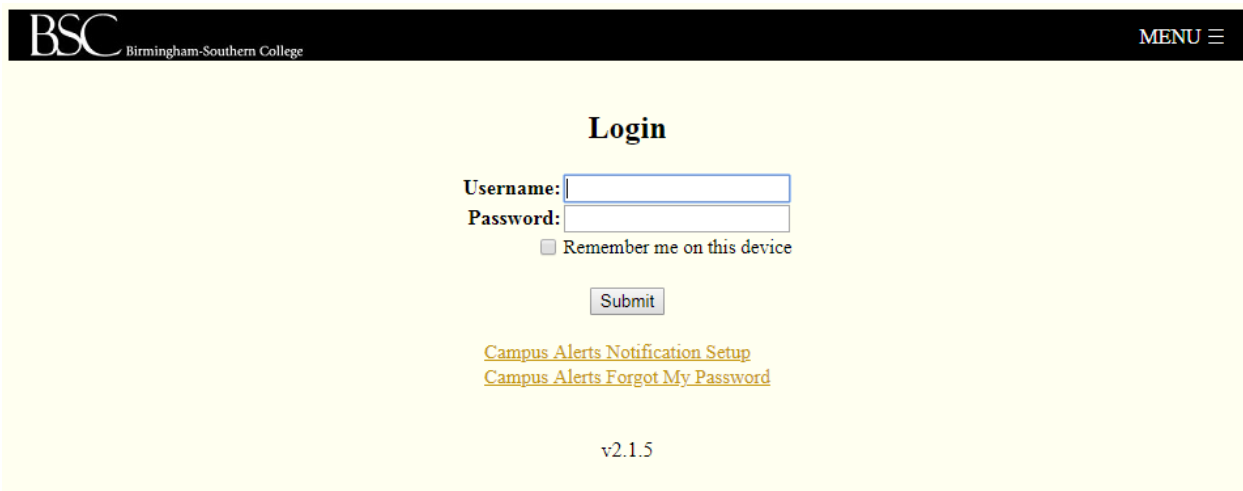205-226-4725

Academic referrals

Getting Started

Start a browser and navigate to the MyBSC drop down on the BSC web site and select **Ginkgo GO**.

Enter your BSC username and password and click submit.

These are the same credentials you use to access your BSC Email account. For example, if your username is jdoe you may enter just jdoe in the username or the fully qualified jdoe@bsc.edu, which ever you prefer.
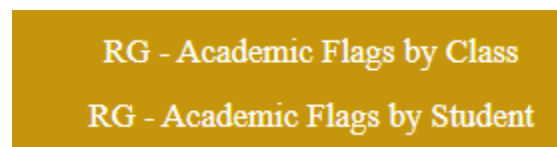
Navigating the System

Once logged in the system the form below will display.
Note the **MENU ☰** in the upper right of the form. Click this to reveal menu options for the page.

Faculty can find a student either by searching by class (Academic Flags by Class) or by student (Academic Flags by Student).

Academic Flags by Student

Locate the student that you are looking to process and click **Submit**.

Select the **Course** desired by clicking the **Show** link.

Making the Referral

Note (type in) details related to the flag(s) in question, **check suggested referrals box(es),** indicate any **actions taken** and enter any relevant **comments** and click **Submit** to save the record.

Fill in the notes section to indicate a concern in that area.

Flag	Note concerning this flag - use as much space as needed.
ATT Attendance Concern	(Ex.) The last day Jon attended class was September 22nd.
MIS Missing Assignments	(Ex.) Jon has missed the last test and two assignments.
PAP Poor Acad Performance	(Ex.) Jon is not participating in class.
UPD Update to Previous Flag Raised	(Ex.) Since my last flag, Jon has continued to miss class.

Check suggested referrals.

Referral	Check Box
FYS First Year Success	☐
ARC ARC Tutoring	☐
WC Writing Center	☐
ML Math Lab	☐

Select actions already taken with the student.

Action taken - select all that apply.
EMS Emailed the Student ⌄
MA Contacted Martha Ann Stevenson ⌄
MWS Met with Student In-Person or Virtual ⌄
NOC No communication with Student ⌄
RCT Referred to Care Team ⌄

Use General Comments to add anything not covered above.

<<<<<<<<<<<< General Comments >>>>>>>>>>>>
(Ex.) Enter your comments here.

Click Submit to save your changes.

Submit

Overnight the **ACAD.RETAIN** file of raised flags is processed and a sample email shown is generated.

Email from Academic Flag by Student

The following example email is generated when the **ACAD.RETAIN** file is processed for academic cases entered by faculty members and is sent to the flag raiser.

← **Retention Concern Received**

AX

Anthony Hambey x4850 <ahambey@hilltop.bsc.edu>
Mon 7/26/2021 2:14 PM

To: Hambey, Anthony

Academic retention concern information raised by you has been received for the following student(s).

Someone will be responding to the concern and follow up with you.

Thank you.

Student Name: Julie Benz
Attendance Concern 07/26/2021
Poor Acad Performance 07/26/2021
Missing Assignments 07/26/2021
FY Success Concern Referral 07/26/2021
ARC Tutorting Referral 07/26/2021
Writing Center Referral 07/26/2021
Math Lab Referral 07/26/2021
Comments: These are general comments.
Comment Date: 07/26/2021
Course: EH*205*B-CE
Raised By: Anthony Hambey

Reply | **Forward**

Academic Flags by Class

Select the **Course** desired by clicking the **Show** link.

Select the student desired by clicking the **Show** link. Click the **My Course List** to return to the above list.

Making the Referral

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<<<<<<<<<<<< **General Comments** >>>>>>>>>>>>

(Ex.) Enter your comments here.

Click Submit to save your changes.

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Reply | **Forward**

Follow up by Retention Team Member

Once a faculty member flags a student, the student will be assigned to a retention team member to follow up. Keep in mind that some students do not respond to the retention team member despite multiple attempts to email, text, and call a student. It is helpful if the faculty member communicates to the student that they have been referred to the retention team to get help with additional resources.

Email from Retention Team Member after case is closed

The following example email is generated immediately when the **CASE.RETAIN** file is closed for academic cases and is sent to the flag raiser.

← **Retention Concern Response**

PA   **PHP Admin**
Tue 8/10/2021 11:41 PM
To: Hambey, Anthony

The retention concern that you raised has been processed, connecting with the appropriate parties.

The following information describes the concern raised and any comments noted by those involved.

Note, this is an automated message created when the response is updated. Please do not reply to this message.

Student: Julie Benz

Course: Intro to Creative Writing

Flags: ATT
PAP
MIS
UPD
FYS
ARC
WC
ML
EMS
MA
MWS
NOC
RCT

Comments: TEST GENERAL COMMENT.

Responder Comments: This is a test comment for item 1.
This is a test comment for item 2.
This is a test comment for item 3.
This is a test comment for item 4.
This is a test comment for item 5.
This is a test comment for item 6.
This is a test comment for item 7.
This is a test comment for item 8.
This is a test comment for item 9.
This is a test comment for item 10.
This is a test comment for item 11.
This is a test comment for item 12.
This is a test comment for item 13.

Thank you.

Reply | **Forward**

Examples of comments that are helpful to the Retention Team

(Student name) did not attend the Midterm Exam on March 22. He has not been in class or responded to any emails. He can still submit the first paper and take the Midterm.

Hasn't been attending recently. Hasn't signed up for or submitted document analyses. Did poorly on the first exam. Doesn't respond to emails.

(Student name) has missed two classes due to self-reported strep throat. I wanted to alert someone about her health. I'm also concerned about her academic progress. She was in one of my classes last term and did not submit any work. I checked her grades for the fall term, and she failed all classes. She has completed a couple of short assignments but continues to not submit some assignments. I've expressed concern to her about that.

(Student name) has stopped coming to class and stopped turning in assignments. She didn't come to class for a test on Monday. She expressed to me after our first class that she has anxiety and might need to step out of class on occasion. I fully supported that.

(Student name) earned a 38 on her first chemistry exam. It was evident that she had a limited understanding of the material. She is a commuter and has had to miss class due to car troubles and having to take care of her brother when he was ill. She also works at a daycare center most afternoons so she has to leave campus immediately after class. I had a Teams meeting with her today and encouraged her to get tutoring through ARC teams and to seek help from me during office hours or on Teams. She has a good attitude and says she will try harder next time, but it seems to me her whole approach to studying is not working and she needs more guidance.

This student struggles with writing and needs to be going to the Writing Center on a regular basis, as I've requested. He also seems depressed, and I've alerted the CARE team for this.

(Student name) did not turn in his midterm abstract last week. I scheduled an appointment with him yesterday (Thursday from 2-3 pm) to develop the abstract, but he did not come to my office hours. All the other students in that class did. A paper is not just the final product, it is a whole process and he needs to work with me outside class hours to have a good grade on his midterm. I recommend that he comes to my office hours asap to discuss the issues that he may have with the abstract or with anything else he has difficulties with in class.

What is the difference between retention and care?

Students of Concern webpage
https://www.bsc.edu/campus/studev/studentofconcern.html

CARE TEAM:
Purpose: The Care, Assessment, Response, and Evaluation (CARE) Team serves the Birmingham-Southern College community by evaluating and responding to disruptive, concerning, or threatening behaviors brought to the attention of the Team. As a part of this work, the Team also seeks to help students of the College community who are in need of support, guidance, or other intervention and to refer them to appropriate campus and community resources.

Reasons to submit a CARE Team Referral could include the following: Mental health issues, physical health issues, health in the family, injury/illness, misuse of alcohol/drugs, suicidal ideation, unusual behavior, anger issues, display or use of weapon.

How to make a CARE Team Referral: For non-emergent situations, click the link here to submit a CARE Team Referral. For each new referral please go back to the original link. If you have any trouble navigating the CARE Team Referral form, click here to watch this quick video tutorial. Within the form, a location is asked of you as the reporter. If you do not have a specific location for this report, please select "off- campus." Any questions regarding CARE concerns, please reach out to Dr. David Eberhardt at deberhar@bsc.edu.