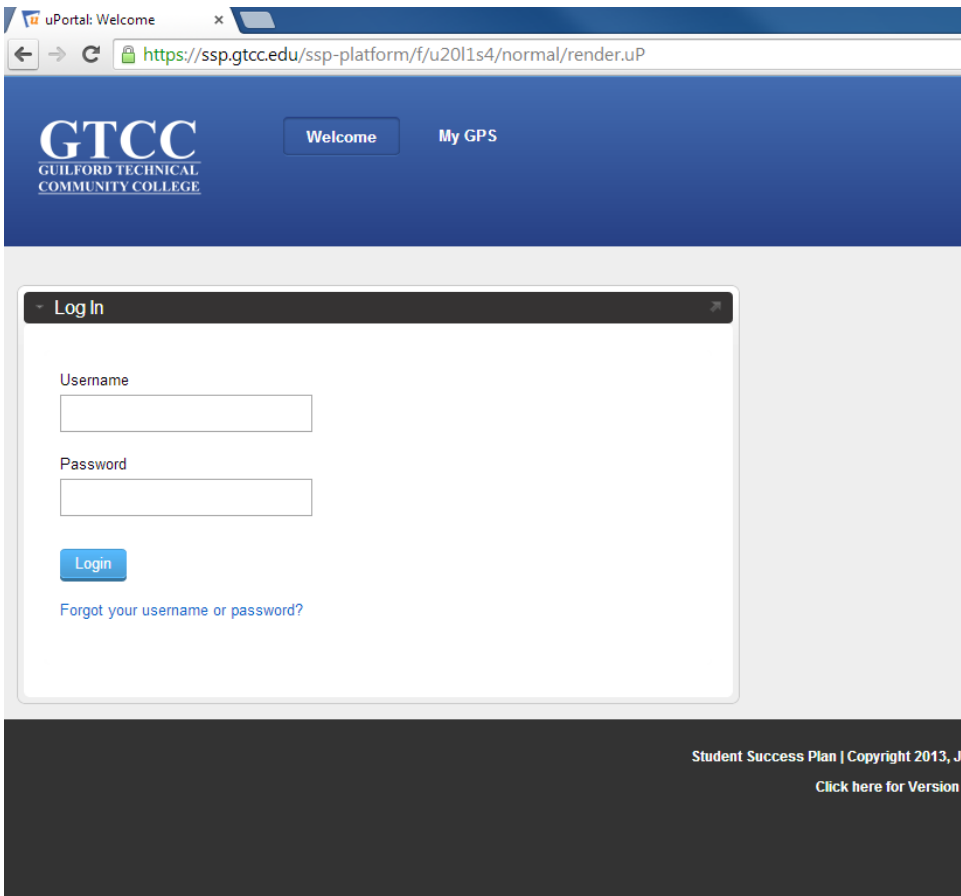You can log onto SSP from the GTCC homepage or type ssp.gtcc.edu into your browser.
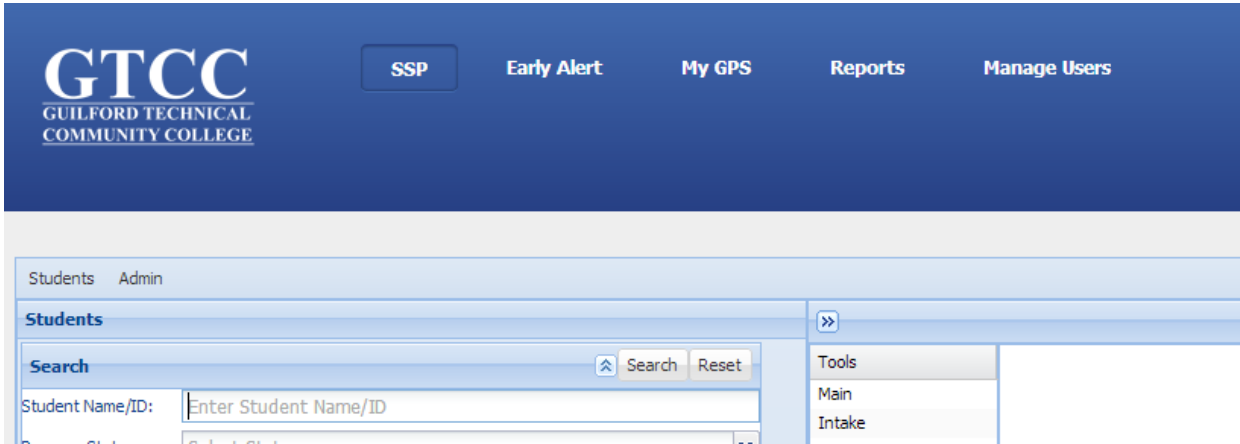
On the homepage, the link for SSP is at the top of the screen, next to the link for WebAdvisor.
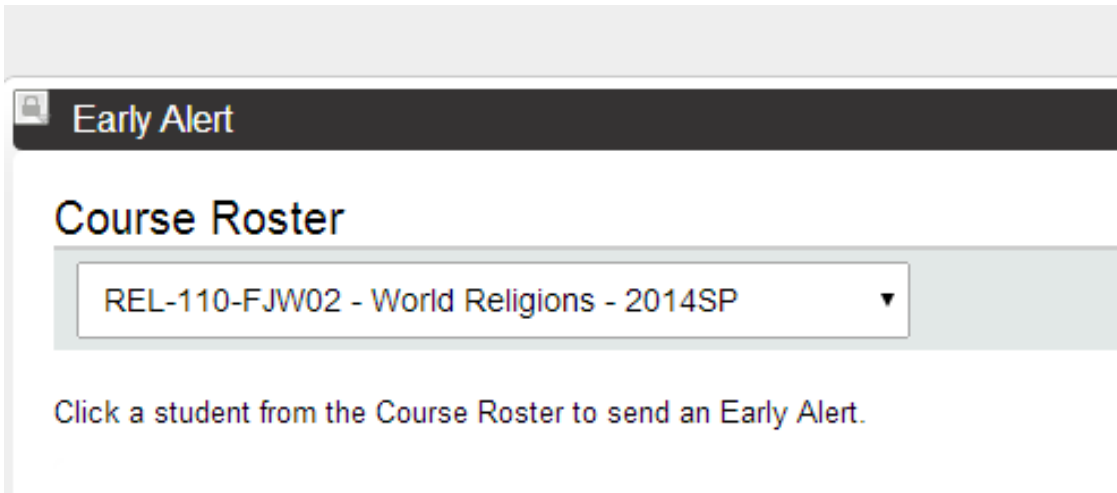

Log into SSP using your Titan username and password. This is the same log-in information you use for Moodle.

After you log in, click "Early Alert" at the top of the screen.

You will see a drop-down list of all sections you are teaching.

Select the appropriate section for the student for whom you would like to issue the early alert.

On the right side of the screen, adjust the number of records displayed or scroll through screens until you locate the student.

Select the appropriate student by clicking on the student's name.

Early Alert

Course Roster

REL-110-FJW02 - World Religions - 2014SP ▼

Click a student from the Course Roster to send an Early Alert.

< previous   1   next >

Viewing page 1. Showing records 1 - 29 of 29 items. 50 ▼ per page

First Name	Middle Name	Last Name	Status
Sally	Super	Student	New
Peter	Popular	Pupil	New
Ursula	Unprepared	Undergrad	Dropped

An Early Alert Details screen will appear.

Early Alert

Early Alert Details

Course:	REL-110-FJW02 - World Religions
Term:	2014SP
Student:	Sally Super Student
Enrollment Status:	New
Net ID:	1234567
Student Email:	ssstudent@gtcc.edu
Student Type:	First-Time
Assigned Counselor/Coach:	Faculty, Fabulous
Office:	
Phone:	
Department:	

Email cc: [   ]

Campus: * [Select a campus... ▼]

Referral Reason: * [Select a reason... ▼]

Faculty Suggestions: ⊕ Add/Edit

Comments: [   ]

[Send Early Alert]   [Cancel]

If you would like to copy someone on the early alert, type their email address in the Email cc box. For example, if you know a student is a veteran, you could copy the veterans coordinator. You could also copy a department or division chair.

There is only one selection for campus. Choose GTCC-ALL.

Choose a Referral Reason.

Pick the Referral Reason that most accurately describes the student's circumstance. You can select only one reason per alert.
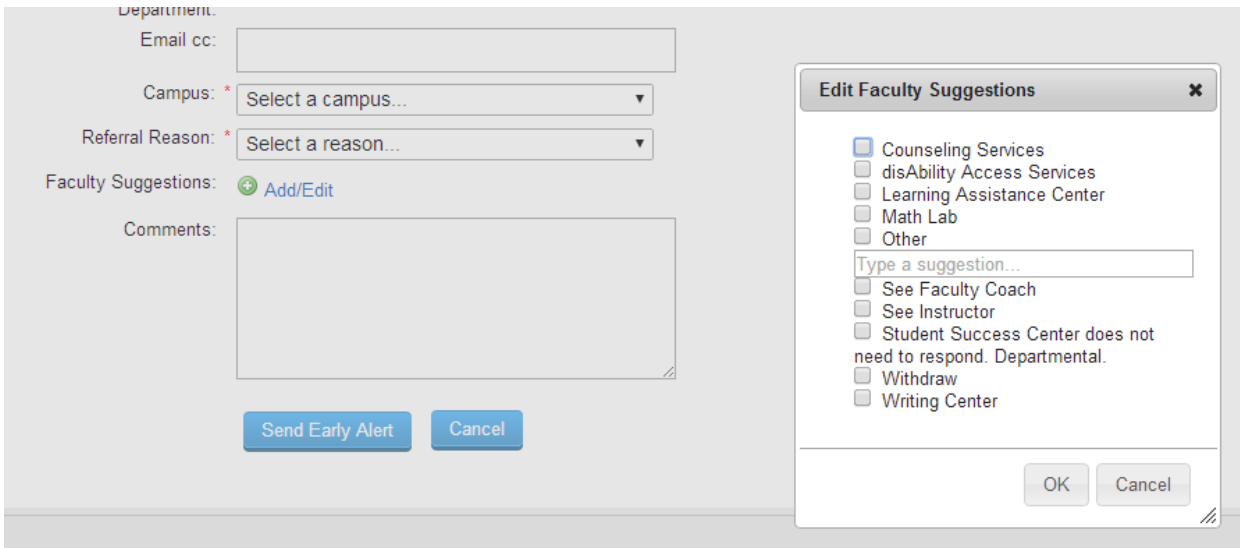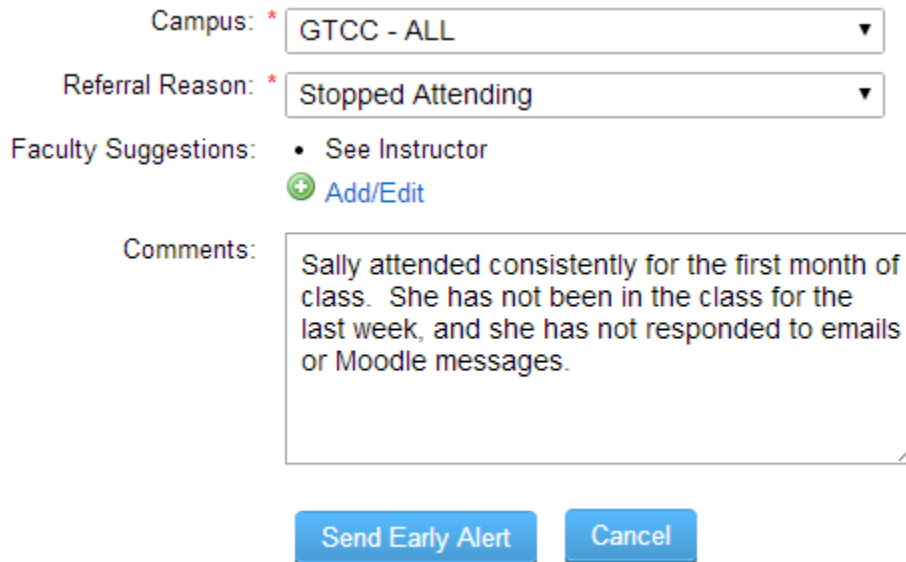
- **Academic Concern**
  - o   Academic concern not covered below
- **Academic Integrity Violation**
  - o   Cheating, fabrication, falsification, abuse of academic materials, complicity in academic dishonesty
- **Excessive Absences**
  - o   Absences putting student in danger of not passing class
- **Low Test Scores**
  - o   Performing poorly on major tests or assignments
- **Personal Concern**
  - o   Erratic behavior, coming to class under the influence of alcohol or drugs, indicators of personal distress
- **Plagiarism**
  - o   Presentation of another person's work as student's own without proper acknowledgment of the source
- **Stopped Attending**
  - o   Student has stopped attending class entirely

If you would like to suggest to the Student Success Center the course of action you would advise the student to take,

click ⊕ Add/Edit . Click the checkboxes to select the response you deem appropriate, and then click OK.

Add comments for additional specificity, as needed.

Click "Send Early Alert." You will see a pop-up that asks if you would like to send an email to the student. The email does not have specifics regarding the alert beyond the contact information of the instructor who issued the alert. A sample email to a student is below. If you would like the student to receive the email, click "Yes." If not, select "No."

An Early Alert email is sent to 1) an early alert coordinator in the Student Success Center who is responsible for following up on the alert, 2) the student's assigned faculty coach, and 3) the student's instructor who issued the alert. Each of these emails will include the information listed above.

Early Alert email to student:

Dear Sally Student

Your instructor for ENG-231-FJW04 notified me that you are experiencing issues that might affect your success at GTCC. An early alert coordinator will contact you soon to discuss your situation. In the meantime, here are a few resources that may help you find academic success.

Instructor Concerned Instructor

Phone 54321

Email cinstructor@gtcc.edu

The Learning Assistance Center offers a wide range of tutoring services to meet the academic needs of students. Jamestown Campus: LRC 321. 334-4822, extension 50318 Greensboro Campus: W4 132. 334-4822, extension 53058 High Point Campus: H4 219. 334-4822, extension 55048

The Writing Center (334-4822, extension 50584) provides a comfortable learning environment for classroom instruction and tutorial assistance for writing. Jamestown Campus: AT, room 324. Greensboro Campus: W4, room 122. High Point Campus : H5, room 216.

The Math tutoring lab is available for students in need of math assistance. The tutors have completed calculus and can assist you in any of your math needs. Jamestown Campus: AT 331. 334-4822, extension 50101 Greensboro campus: W3 317. 334-4822, extension 53071 High Point Campus: H5 212. 334-4822, extension 55024

Tutor.com is a fully online 24/7 tutoring service free to GTCC students. Tutoring sessions take place in an easy-to-use online classroom, which runs in your web browser. Topics include Math, Science, English, Writing, History, Business, and Nursing. Log onto your Moodle account and click the 24/7 Online Tutoring banner. From here you can access online tutoring assistance.

Information on dropping: Before withdrawing from any or all classes, consult your faculty coach. If you are using financial aid to pay for your tuition or books, contact the Financial Aid Office: (336) 334-4822, Option 3.

We value you as a student at GTCC and want to support your success. If you have not been contacted by someone within a week, please contact the Student Success Center at studentsuccesscenter@gtcc.edu.

Sincerely, GTCC Student Success Center

When someone responds to an early alert, the faculty member who issued the alert will receive an email. This email will be sent to any faculty member (adjunct, time-limited, or regular) who issues an alert. A sample email is below.

Student system message

This email is in response to an early alert notice initiated on Thu May 8 11:13:11 EDT 2014 for the following student:

Student Name	Sally Student
Student ID	1234567
In the class	REL-110-FJW02
Instructor	Concerned Instructor
Advisor(s)	Fabulous Faculty

This incident was addressed and CLOSED on Thu May 8 13:13:13 EDT 2014. The final outcome for this incident was:

Student Responded

The student has been referred by his/her counselor to the following departments or services based upon early alert status:

******************** INSTRUCTOR COMMENTS ********************

******************** INSTRUCTOR COMMENTS ********************

Email generated by Guilford Technical Community College SSP Early Alert

After the Early Alert is sent, it will appear in the Early Alert screen available to *full-time faculty members who have a caseload of advisees*. To see this, click "SSP" at the top of the screen.
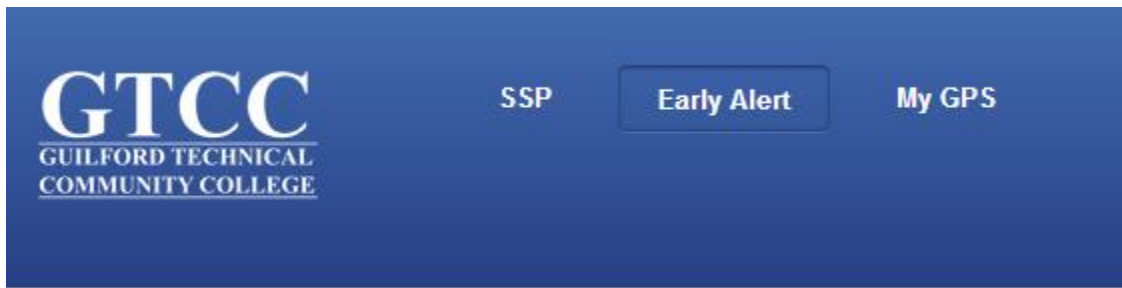
Search for the student by clicking the search icon with the two people and magnifying glass.
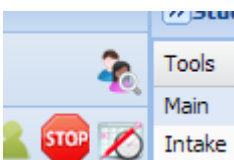
This will take you to the search screen, where you can search by student name or student ID.

Enter the search information, and click "Search." The student will be displayed.

Click on "Early Alert" on the Tools menu. You will see the early alert you created in the early alert list.

If you click on the early alert, you will see details.

Early Alert Details

Return to Early Alert List

Created By:	Concerned Instructor	Status:	Open
Created Date:	2014-05-08 11:13 AM	Closed By:	
Course Name:	REL-110-FJW02	Closed Date:	
Campus:	GTCC - ALL	Email CC:	

Reasons: Stopped Attending

Suggestions: See Instructor

Comment: Sally attended consistently for the first month of class. She has not been in class for the last week, and she has not responded to emails or Moodle messages.

Respond to selected Early Alert

Responses

Created By	Created Date	Status	Details

When someone responds to the early alert, the response will appear in the Responses block.

To respond to the early alert, click "Respond to selected Early Alert" and complete the information below. Save.

Early Alert Response

Return to Early Alert List   Return to Early Alert Details

Save   Cancel

Early Alert Course: REL-110-FJW02 World Religions

Outcome *: Select One

Outreach * *:
Email
In Person
Letter
Phone Call
Text

Comment *:

Close: ☐

Department Referrals:
Counseling
English as Second Language
Faculty Coach
Financial Aid Office
Instructor for Course
International Student Office
Learning Assistance Center
Math Lab