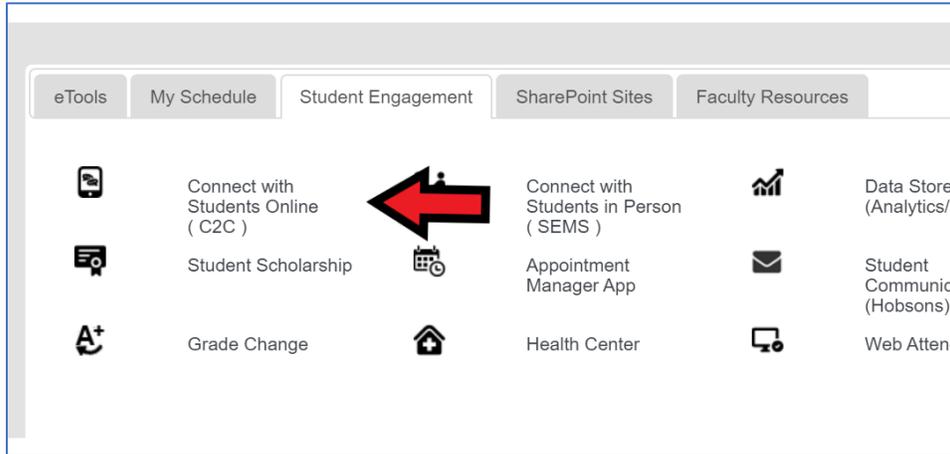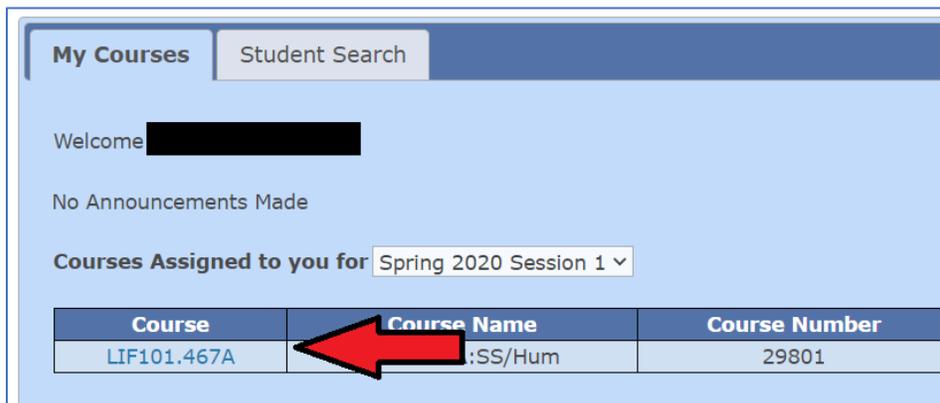_____

1. **Log into C2C through Faculty Portal**

2. **Click the course of interest (or you may student for a specific student)**

3. **In your class list, select the Progress and Notes tab, find student of interest, and under the Submit Intervention column select Intervention**

4. The Intervention form includes instructions and the intended usage for each reason code.

Intended Usage
NOT REPORTING FOR CLASS - Use before Verification of Enrollment to minimize WN grades and reversals **TECHNOLOGY** - Student needs laptop or technology resources to complete course (use at any point in the semester, in addition to referring student to Student Information Center) **ATTENDANCE** - Student has missed multiple classes and is in danger of a low or failing grade (use at any point as long as student has a chance to pass) **MISSING ASSIGNMENTS/PARTICIPATION** - Student is attending class but has not submitted multiple assignments/ is not engaging in class and is in danger of low or failing grade (use at any point as long as student has a chance to pass) **ACADEMIC SUPPORT** - Student will benefit from tutoring or help managing coursework (identify suggested support below; use at any point in the semester) **URGENT; DANGER OF FAILING** - Student is still enrolled but is not attending or submitting work (use as an urgent "last chance" after previous outreach/interventions) **WILL FAIL COURSE, NEEDS ADVISEMENT** - Student can no longer pass the course; I have notified student (use leading up to withdrawal deadline, ideally after submitting an earlier intervention request) **OTHER SUPPORT NEEDED** - Other support needed through student's advisor (identify requested intervention below; use at any point in the semester)

5. When you submit an intervention, please explain the problem, any steps you've taken to help the student or your outreach attempts, and what the advisor can do to help.

SUBMIT INTERVENTION

Select Reason Code: Not reporting for class

Student has not reported for class (use before Verification of Enrollment)

Please Elaborate on Reason/Steps Already Taken: I e-mailed student on 3/15 but student did not respond. Student has not reported for class. If the student e-mails me soon I'm happy to help him start the course.

Send   Cancel

6. You will receive an e-mail when the intervention has been closed (closed is defined as either the advisor spoke to the student and addressed the issue, or 30 days has passed with no response from student).
   a. **Closed-Resolved** = advisor spoke to student. Please note, this does not mean the student positively responded to the support or changed behavior.
   b. **Closed-Unresolved** = advisor was unable to reach student.
   c. **Priority** – please note, by default, the system designates all interventions as Low Priority. This feature is not used and should not be taken to mean your intervention is not being prioritized.

7. In the meantime, you can check status by visiting your class list and selecting the student's EMPLID to view Student Dashboard. In Student Dashboard, go to the C2C Tab -> Interventions. You will see the status of the intervention, and by clicking Actions you can see any notes entered by the advisor.

   If you talk to the student yourself and resolve the situation, you can e-mail the advisor so the intervention can be closed.