



Mission Control Center (MCC) Flag Options

This resource summarizes SAU Tech’s MCC flag options available for students, instructors, advisors, & academic support staff to raise. **Flags should be raised whenever an instructor or staff member identifies a student who is showing signs of academic difficulty, concerning academic or personal behaviors, and/or other academic-related issues that are appropriate to share with the student and/or their Success Network of advisors and academic support staff.** The goal of an MCC flag is to raise concerns for a student’s academic or personal well-being and to facilitate student action or campus outreach/support. These flags serve two purposes: as progress reports to flagged students and as notifications to the academic advisors & support staff in their Success Networks. **Students receive email notification when these flags are raised, with instructor comments provided.** Success Network staff also receive a copy of your comments verbatim. Additional comments on these flags are optional but strongly encouraged.

ACADEMIC FLAGS

These flags serve two purposes: as progress reports to flagged students and as notifications to the academic advisors & support staff in their Success Networks. **Students receive email notification when these flags are raised, with instructor comments provided.** Success Network staff also receive a copy of your comments verbatim. Additional comments on these flags are optional but strongly encouraged.

Flag Name	Description	Who Can Raise?	Who Can View?	Who Can Clear?	First Mover	Second Mover	Message Content
Academic Concern	Faculty will raise this flag when there is a concern about academic progress. Examples include low average in the course, missing or late assignments, in danger of failing, and low quiz / test / assignment grades. The following will receive an email from MCC: Athletic Coach, Athletic Director and Flagged Student.	Instructor	Flagged Student, Instructor, Athletic Coach, Athletic Director, Primary Advisor, Retention Coordinator	Instructor, Retention Coordinator	Student (2 days) Make contact with instructor. If student makes contact, the instructor should will make notes in MCC and clear the flag.	Retention Coordinator (2 additional days) Make contact with student in second effort. Note: Make a note and clear flag.	I am concerned about your academic progress in [Course Name]. It's common for students to go through challenges and overcome them. I am here to provide support! [Instructor Note]. Contact me right away to discuss your options and develop a plan of action. Students who use campus services are more likely to be successful. Check out services in your My Success Network in Mission Control Center.
Attendance Concern	Raise this flag when a student has missed two (2) consecutive class sessions for a face-to-face class and one class for an online class. The following will receive an email from MCC: Instructor, Advisor, Athletic Coach, Athletic Director, Academic Leadership, Student Services Leadership and Retention Coordinator.	Instructor	Academic Leadership, Athletic Coach, Athletic Director, Flagged Student, Instructor, Primary Advisor, Retention Coordinator, Student Services Leadership	Instructor, Retention Coordinator	Student (2 days) Receives email from Instructor, attends class and provides an excuse for missed class(es). If student attends class, the instructor will make a notes in MCC and clear the flag.	Retention Coordinator (2 additional days) Reach out to student discuss the absences and the need for the student to attend class. Also discuss the importance of notifying his/her instructor when he/she is going to miss. Retention Coordinator will make notes in MCC and clear the flag.	Class isn't the same without you! You can be successful in your academic studies and attending class is the first step to accomplishing your goals. Missing class content can affect your grades, academic performance, and possibly have financial consequences. Remember, SAU Tech is an attendance taking institution. You will be dropped for non-attendance if you miss 14 consecutive days of class. Begin now to change your attendance habits by reaching out to me concerning your absences. [Instructor Notes] Your classmates have found helpful resources available in their in My Success Network in Mission Control Center. Check it out!





Revised: 03/08/22

ACADEMIC FLAGS CONTINUED.....

Flag Name	Description	Who Can Raise?	Who Can View?	Who Can Clear?	First Mover	Second Mover	Message Content
Never Attended	<p>Raise this flag within the first ten (10) days of the fall or spring semester (or first five days of a summer semester) to indicate that a student has never attended your class. This flag should NOT be used once rosters have been certified.</p> <p>The following will receive an email from MCC: Athletic Coach, Athletic Director, Flagged Student, Financial Aid Counselor, Primary Advisor, and Retention Coordinator.</p>	Instructor	Academic Leadership, Athletic Coach, Athletic Director Flagged Student, Financial Aid Counselor, Instructor, Primary Advisor, Retention Coordinator, Student Services Leadership	Academic Leadership, Instructor, Primary Advisor, Retention Coordinator, Student Services Leadership	<p>Student (2 days)</p> <p>Log into online course and post student biography or attend next face-to-face class meeting.</p> <p>If student attends class or post the student bio, instructor will add notes in MCC and clear the flag.</p>	<p>Retention Coordinator (2 additional days)</p> <p>Reach out to student and express the importance of attending class. Student not posting bio/attending class prior to roster certification will be dropped for non-attendance.</p> <p>Retention Coordinator will make notes in MCC and clear the flag.</p>	<p>Your classmates who attend their courses are more likely to succeed in the class. According to my records, you have not yet attended [Course Name].</p> <p>If you do not attend your face-to-face class and/or post your bio in your online class by the specified deadline, you will be dropped for non-attendance.</p> <p>[Instructor Notes]</p> <p>If there is a reason you cannot attend this class as scheduled, please speak with your academic advisor.</p>



QUESTIONS?
EMAIL: MCC@SAUTECH.EDU FOR SUPPORT



Revised: 03/08/22

BEHAVIORAL FLAGS

These flags are intended to capture information about concerning student circumstances and behaviors that go beyond poor academic performance and may require additional intervention or support. These flags are not shared with students directly and function as streamlined communication pathways between instructors, staff, and campus support offices. Due to the sensitive information sometimes captured by these flags, flag sharing is limited to only need-to-know staff and comments are always required when raising.

Flag Name	Description	Who Can Raise?	Who Can View?	Who Can Clear?	First Mover	Second Mover	Message Content
Behavioral Concern	Raise when student exhibits uncivil and verbally aggressive behavior toward faculty and/or peers. Also raise when the students behavior is substantially impeding the delivery of instruction. Please describe the concerning event(s), include frequency, and whether or not the concern has been addressed. The Dean of Student Life, in consultation with the Associate Vice Chancellor of Instruction, will contact the flag raiser with information about next steps to take with the student. The following will receive an email: Dean of Student Life and Instructor	Academic Leadership, Instructor	Academic Leadership, Dean of Student Life, Instructor	Academic Leadership, Dean of Student Life, Instructor	<p>Dean of Student Life (1 day)</p> <p>Contact the flag raiser with information about next steps to take with the student.</p> <p>Any action taken will be either noted or cleared in Mission Control.</p>	<p>Student Services Leadership (1 additional day)</p> <p>Meet with student to discuss violation(s) of the code of conduct and or refer student for judicial action.</p> <p>Any action taken will be either noted or cleared in Mission Control.</p>	We just received your Behavioral Concern Alert. A member of the Student Services Leadership team will be reaching out to you shortly to discuss your concerns. If this is an emergency please contact Campus Police at 4715.



QUESTIONS?
 EMAIL: MCC@SAUTECH.EDU FOR SUPPORT



Revised: 03/08/22

OTHER FLAGS							
These flags are intended to address other issues that may affect student success.							
Flag Name	Description	Who Can Raise?	Who Can View?	Who Can Clear?	First Mover	Second Mover	Message Content
General Concern	<p>Raise this flag when a student in your course has disclosed to you that he/she is experiencing an extenuating hardship that is impacting his/her personal and academic success that is not reflected in the other flag options. Students will not see this flag or your comments. Please provide a brief description of the hardship your student is facing so that Dean of Student Life may outreach effectively.</p> <p>Please do not use this flag to report emergency events, nor class attendance concerns.</p>	Dean of Student Life, Instructor, Primary Advisor	Dean of Student Life, Instructor, Primary Advisor	Dean of Student Life, Instructor, Primary Advisor	<p>Dean of Student Life (3 days)</p> <p>Reaches out to student to determine need, triage, and assign to appropriate resource.</p> <p>Any action or referral will be noted in MCC.</p>	N/A	We just received you General Concern Flag. A member of the Student Services Leadership Team will reach out to you shortly to discuss your concerns.
Mental Health Concern	<p>Raise this flag when a student is exhibiting signs of a mental health concern (psychological or emotional) that is impacting their personal and academic success. Signs and symptoms could include depression, lack of motivation, a change in behavior, change in academic performance, changes in sleep or appetite, increased smoking or drinking, increased risk taking, suicidal or homicidal ideation, etc. The campus counselor will be notified. Students will NOT see this flag or your comments. *NOTE: If student identifies intent to harm self or others, walk with the student to the counselor or Campus Police or dial 911. Do not leave the student unattended.</p>	Athletic Coach, Financial Aid Counselor, Instructor, Primary Advisor, Retention Coordinator, Student Services Leadership, Tutor	Counseling and Disability	Counseling and Disability	<p>Counselor (24 hours)</p> <p>Reaches out to student requesting initial meeting to assess safety and establish treatment plan (if needed).</p>	<p>Counselor (1 additional day)</p> <p>Makes second attempt.</p>	N/A



QUESTIONS?
EMAIL: MCC@SAUTECH.EDU FOR SUPPORT



Revised: 03/08/22

STUDENT RAISED FLAGS							
These flags are intended for student use to request assistance.							
Flag Name	Description	Who Can Raise?	Who Can View?	Who Can Clear?	First Mover	Second Mover	Message Content
I Need Help In A Course	Select this option when you need assistance in a course. Your instructor will be notified. Don't forget to include your latest email address and phone number. An email will be send to the student.	Student	Flagged Student, Instructor, Primary Advisor, Retention Coordinator	Instructor	Instructor (2 days) Contact student to schedule a time to work with student.	Instructor (2 additional days) Make second attempt to contact student to schedule a time to work with student.	Thanks for being proactive in finding assistance. We have received the following request from you. Category: [Flag Name] Raised On: [Raised Date] Your Comments: [Raiser Notes] You'll receive a response to your question shortly. We look forward to helping you!
I Need Help Paying For College	Select this option when you need assistance with financial aid. Your advisor and the financial aid office will be notified. Let us know how you prefer to be contacted (email or phone) as well as your latest contact information.	Student	Flagged Student, Financial Aid Counselor	Financial Aid Counselor	Financial Aid Counselor (2 days) Send email to student to schedule an appointment and provide appropriate assistance	Financial Aid Counselor (5 additional days) Follow up with student to receive a status report.	Thanks for being proactive in finding assistance. We have received the following request from you. Category: [Flag Name] Raised On: [Raised Date] Your Comments: [Raiser Notes] You'll receive a response to your question shortly. We look forward to helping you!
I Need Help with Basic Needs	Select this option when you need assistance with basic needs (e.g., housing, food, transportation, accessing health care, etc.) Let us know how you prefer to be contacted (email or phone) as well as your latest contact information. An email will be sent to flagged student and retention coordinator.	Student	Dean of Student Life, Flagged Student, Retention Coordinator	Dean of Student Life, Retention Coordinator	Dean of Student Life (1 day) Provide assistance to student.	Dean of Student Life (2 additional days) Follow up with student to receive a status report.	Thanks for being proactive in finding assistance. We have received the following request from you. Category: [Flag Name] Raised On: [Raised Date] Your Comments: [Raiser Notes] You'll receive a response to your question shortly. We look forward to helping you!



QUESTIONS?
EMAIL: MCC@SAUTECH.EDU FOR SUPPORT



Mission Control Center (MCC) Kudos Options

This resource summarizes SAU Tech’s MCC kudos options that are available for instructors to raise on students enrolled in their courses. **Kudos should be raised to offer positive feedback and recognition to students as a source of positive reinforcement and acknowledgement of high quality academic work or noticeable improvement in the quality of their performance.** Students receive email notification when kudos are raised, with instructor comments provided verbatim. Additional comments on kudos are optional but strongly encouraged.

Kudos Name	Description	Who Can Raise?	Who Can View?	Who Can Clear?	First Mover	Second Mover	Message Content
Outstanding Academic Performance	Raise this kudo when a student has outstanding academic performance. An email is sent to the student.	Instructor, Primary Advisor	Student, Instructor, Primary Advisor, Retention Coordinator	Retention Coordinator	N/A	N/A	Way to go! Your classmates and I appreciate your dedication and hard work in the classroom. [Raiser Notes] Continuing these good academic habits will lead to your success! Keep up the good work, and you'll go the distance!
I Caught You Being Exceptional	Raise this kudo when you catch a student doing something good whether academically or behaviorally. An email will be sent to the student.	Instructor, Primary Advisor	Student, Instructor, Primary Advisor, Retention Coordinator	Retention Coordinator	N/A	N/A	Way to go! You have earned a kudos! [Raiser Notes] Continuing these good habits will lead to your success! Keep up the great work, and you'll go the distance!
Keep Up the Good Work	Raise this kudo for students who are performing well. An email will be sent to the student.	Instructor, Primary Advisor	Student, Instructor, Primary Advisor, Retention Coordinator	Retention Coordinator	N/A	N/A	Way to go! You have earned a kudos! [Raiser Notes] Continuing these good habits will lead to your success! Keep up the great work, and you'll go the distance!
Showing Improvement	Raise this kudo when a student has shown improvement. An email will be sent to the student.	Instructor, Primary Advisor	Student, Instructor, Primary Advisor, Retention Coordinator	Retention Coordinator	N/A	N/A	Way to go! Your classmates and I appreciate your dedication and hard work in the classroom. [Raiser Notes] Continuing these good academic habits will lead to your success! Keep up the good work, and you'll go the distance!
You Are Off to a Great Start	Raise this kudo for students who have started strong to encourage them to finish strong. An email will be sent to the student.	Instructor, Primary Advisor	Student, Instructor, Primary Advisor, Retention Coordinator	Retention Coordinator	N/A	N/A	Way to go! Your classmates and I appreciate your dedication and hard work in the classroom. [Raiser Notes] Continuing these good academic habits will lead to your success! Keep up the good work, and you'll go the distance!





Mission Control Center (MCC) Referral Options

This resource summarizes SAU Tech’s MCC referral options that are available for instructors, advisors, & academic support staff to issue to undergraduate students. Referrals should be raised as a way to suggest that a student utilize an available campus service, office, or resource that can support their academic and personal success. Issuing a referral does not require that a student use that service. Students receive email notifications when referrals are raised, with the name of the person who referred them, the related course (if applicable), and how to connect with the referred service. Additional comments on referrals may be required depending upon the referral due to the needs of the related service. Comments are not shared directly with the student but will be seen by the service provider.

Referral Name	Description	Who Can Raise?	Who Can View?	Who Can Clear?	First Mover	Second Mover	Message Content
Counseling Referral	Use this to refer a student to counseling services. An email will be sent to Counseling and Disability.	Athletic Coach, Counseling and Disability, Instructor, Primary Advisor, Retention Coordinator, Student Services Support	Counseling and Disability	Counseling and Disability	<p>Student (2 days) Reaches out to schedule appointment to see campus counselor.</p>	<p>Counselor (1 additional day) Reaches out to student to request a meeting or to offer an appropriate referral.</p> <p>Third Mover Counselor (1 additional day) Reaches out to student to request a meeting or to offer an appropriate referral.</p>	<p>SAU Tech is here to help support you as a student through all of the stressors and challenges that life throws your way. One way we do this is to provide students access to free, confidential mental health counseling and referrals to community mental health resources.</p> <p>A counselor will be reaching out to you to schedule an appointment. You can be proactive and schedule an appointment by going to the Services page in Mission Control Center and selecting Personal Counseling. As a member of our Rocket family, your overall health is important to us and to your academic success!!</p>
Disability Services	Use this to refer students to Disability Services. An email is sent to Counseling and Disability and Student.	Athletic Coach, Instructor, Primary Advisor, Retention Coordinator, Rocket Success Center Director, Tutor	Athletic Coach, Counseling and Disability, Student, Instructor, Primary Advisor, Retention Coordinator, Rocket Success Center Director	Counseling and Disability	<p>Student (4 days) Reaches out to schedule appointment to speak with Disability Support Services and to begin the process of formally requesting accommodations.</p>	<p>Disability Services (1 additional day) Reaches out to student with information regarding disability accommodations and requesting an appointment to discuss further.</p>	<p>Referral message to staff: The [Referral Name] has been raised by [Creator Name] for [Student Full Name]. Referral Details Student: [Student Full Name] Referral Name: [Referral Name] Raised By: [Creator Name] Course Context: [Course Name] Comments: [Add Notes] Raised On: [Added Date] Due Date: [Due Date]</p> <p>Disability referral to student: AU Tech offers disability accommodations to students with a qualifying diagnosis. Accommodations are individualized and are designed to help you succeed. There is a formal process that must be followed to request accommodations. Please schedule an appointment with the Disability Services office to discuss the process. Go to the Services page in Mission Control Center to get started!!</p>





Revised: 03/08/22

MCC REFERRALS CONTINUED.....

Referrals should be raised as a way to suggest that a student utilize an available campus service, office, or resource that can support their academic and personal success. Issuing a referral does not require that a student use that service. **Students receive email notifications when referrals are raised, with the name of the person who referred them, the related course (if applicable), and how to connect with the referred service.** Additional comments on referrals may be required depending upon the referral due to the needs of the related service. Information is provided below about required comments or recommended optional comments that are suggested.

Referral Name	Description	Who Can Raise?	Who Can View?	Who Can Clear?	First Mover	Second Mover	Message Content
Financial Aid Referral	Use this to refer a student to the financial aid office. An email is sent to student.	Financial Aid Counselor, Instructor, Primary Advisor, Retention Coordinator	Student, Financial Aid Counselor, Instructor, Primary Advisor, Retention Coordinator	Financial Aid Counselor	<p>Financial Aid Counselor (3 days) Reaches out to student to provide assistance.</p> <p>If student is contacted, financial aid counselor will add notes in MCC and clear the flag.</p>	<p>Financial Aid Counselor (2 additional days) Reaches out to student to assure assistance has been provided.</p> <p>Financial aid counselor add note in MCC and clear the flag.</p>	<p>Did you know that students who use the campus support services in My Success Network in Mission Control Center are more likely to pass their courses and complete their academic goal(s)? Below you will find a referral that I believe will help you. Please follow up with this office as soon as possible to get the assistance you need quickly.</p> <p>Referral Name: [Referral Name] Course: [Course Name] Comments: [Add Notes] Due Date: [Due Date]</p>
Food Pantry	Use this to refer a student to the campus food pantry. An email is sent to student.	Athletic Coach, Counseling and Disability, Dean of Student Life, Financial Aid Counselor, Instructor, Primary Advisor, Retention Coordinator, Student Services Support	Dean of Student Life, Student, Student Services Support	Dean of Student Life, Student Services Support	<p>Dean of Student Life (2 days) Send student to food pantry for services.</p> <p>If services of provided, Dean of Student Life will add notes in MCC and clear the flag.</p>	<p>Dean of Student Life (2 additional days) Reaches out to student to assure that he/she is served.</p> <p>Dean of Student Life will add note in MCC and clear the flag.</p>	<p>Did you know that students who use the campus support services in My Success Network in Mission Control Center are more likely to pass their courses and complete their academic goal(s)? Below you will find a referral that I believe will help you. Please follow up with this office as soon as possible to get the assistance you need quickly.</p> <p>Referral Name: [Referral Name] Course: [Course Name] Comments: [Add Notes] Due Date: [Due Date]</p>
Tutoring Referral	Use this to refer a student to tutoring services. An email is sent to student.	General Advisor, Instructor, Primary Advisor, Retention Coordinator, Rocket Success Center Director, Tutor	Student, General Advisor, Instructor, Primary Advisor, Retention Coordinator, Rocket Success Center, Tutor	Rocket Success Center Coordinator, Tutor	<p>Rocket Success Center Director (24-48 hours) Assigns case to appropriate tutor.</p>	<p>Peer Tutor (2 additional days) Reaches out to schedule a tutoring session.</p> <p>Third Mover Peer Tutor (2 additional days) Reaches out to schedule a tutoring session.</p> <p>Once students has received services or has not responded to contact attempts, Rocket Success Director will add notes in MCC and clear the referral flag.</p>	<p>Did you know that students who use the campus support services in My Success Network in Mission Control Center are more likely to pass their courses and complete their academic goal(s)? Below you will find a referral that I believe will help you. Please follow up with this office as soon as possible to get the assistance you need quickly.</p> <p>Referral Name: [Referral Name] Course: [Course Name] Comments: [Add Notes] Due Date: [Due Date]</p>



QUESTIONS?
EMAIL: MCC@SAUTECH.EDU FOR SUPPORT



Revised: 03/08/22



QUESTIONS?
EMAIL: MCC@SAUTECH.EDU FOR SUPPORT