

When YOU are Tasked through Student Care Community

Step 1: You will receive a link in your Messiah email notifying you that you've been assigned a task from Student Care Community (SCC). It will say "SCC Notification" in the subject line.

Step 2: There are 3 options to get to your screen. 1) Select YOUR NAME after "Task Followup" or 2) Select "DOCUMENT NUMBERS". The 3rd option is "FOLDER NUMBER". While this is a live link, there are more steps involved so it is not recommended to use this path.

SCC Notification



aloughran@messiah.edu

To ✓ Loughran, Amy

If there are problems with how this message is displayed, click here to view it in a web browser.

Subject:	Felix, Robert Q.
Individual(s):	Principal: Robert Q. Felix (00016488)
From:	Amy Loughran
To:	Amy Loughran
Comments:	Please check in with Bob to determine why he has stopped going to classes.
Link:	Folder #3322 † Document #33717 ←
Task:	Task Followup: Amy Loughran ← Date: 11/27/2023

Option 1: If you click on YOUR NAME the screen you are taken to looks like this:

Document Information

Folder	Document
Folder Title: Felix, Robert Q.	Type: Student Success
Creator: Felix, Robert Q.	When: 07/24/2018 01:11 PM
Modified: Loughran, Amy	When: 11/27/2023 11:43 AM
Folder#: 3322	
Doc Subject: Felix, Robert Q.	Type:
Creator: Loughran, Amy	When: 11/27/2023 11:43 AM
Doc#: 33717	
Text: Please check in with Bob to determine why he has stopped going to classes.	

Assignment Information

Type: Task Assignment Category: Task Followup
Creator: Loughran, Amy Created: 11/27/2023 Due/Expire: 11/27/2023 Task #: 7168
Recipients: Loughran, Amy

New Assignee: New Date:

Response: Email to: None Creator Assignee Doc. Recipients

Notes:

Blue Arrows: The “Task” will be explained in the “Text” box. Select a response from the dropdown (“On Hold” if you’re waiting for more information from the student, “Completed” if you have the information needed or the student is non-responsive after multiple attempts). Type your notes in the box.

Orange Arrows: You may at times need to reassign the task. If so, find the person’s name and click. If necessary, change the date.

Green Arrow: YOU MUST CLICK “Save Changes” before leaving the page!

Option 2: If you click on DOCUMENT NUMBER the screen will look like this:

Document Information					
Folder	Overview	Add Recipients	Add Alert	Edit Subject	
Folder Title:	Felix, Robert Q.		Type:	Student Success	
Creator:	Felix, Robert Q.	When:	07/24/2018 01:11 PM	Folder#:	3322
Modified:	Loughran, Amy	When:	11/27/2023 11:43 AM		
Notes:					
Doc Subject:	Felix, Robert Q.		Type:		
Creator:	Loughran, Amy	When:	11/27/2023 11:43 AM	Doc#:	33717
Text:	Please check in with Bob to determine why he has stopped going to classes.				

Assignment and Alert Information					
Type:	Task Assignment	Category:	Task Followup	ID#:	7168
Creator:	Loughran, Amy	When:	11/27/2023 11:43 AM	Due/Expire Date:	11/27/2023
Recipient:	Loughran, Amy	When:		Email to:	
Response:	No Action	Click HERE to update			

Attachment(s)				
Attach File				
Filename	Size	User	Created	
No attachments recorded for this document.				

Click where it says “Click HERE to update”. This will take you to the previous screenshot in Step 2 Option 1. Then follow the arrow directions shared above.

For every Response selected, you will need to leave a new Note.

If you are in the process of meeting with a student (e.g. have sent an email to the student or will be reaching out to them), please mark the task as “On Hold” and describe this in the “Notes” box.

When you have met with the student or have received a sufficient response from them, you can select “Completed” and describe your conversation with them in the “Notes” box. For all responses and notes, you MUST click “Save Changes” when you are done.

What Do I Write?

If you are new to writing notes or unsure what to share, here are some guidelines.

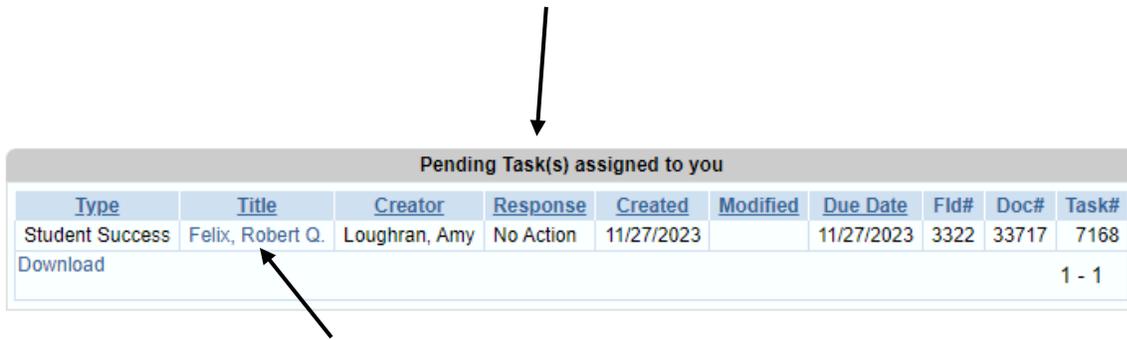
1. Use a third-person point-of-view and include names rather than pronouns.
2. Remain objective and private – share the nature of the conversation and the general topics the student mentioned, but don’t make assumptions or share your own thoughts within the notes.
3. Be as clear as possible to help others who are also supporting the student.
4. If there is any concerning or sensitive information that the student/resident discloses, share that with the appropriate reporting entity or if you’re an RA, speak with your RD directly (e.g. thoughts of self-harm, Title IX concerns, serious issues at home like a recent death).
5. Do not include specific health or mental health information that is disclosed, but record it in a general manner (e.g. “student self-reported a mental health concern”).
6. Any emergency should be reported directly by calling 911 and/or the campus Department of Safety.

To Check on your Tasks that are still outstanding:

1. Go into Falcon Link
2. Open Student Care Community
3. Click on the “Control” tab in the upper right corner of the screen



The “Control” tab will take you to this screen. All of your pending tasks will be listed here including the type of task, most commonly, “Student Success”.



The screenshot shows a table titled "Pending Task(s) assigned to you". The table has the following columns: Type, Title, Creator, Response, Created, Modified, Due Date, Fld#, Doc#, and Task#. The first row contains the following data: Student Success, Felix, Robert Q., Loughran, Amy, No Action, 11/27/2023, (blank), 11/27/2023, 3322, 33717, and 7168. Below the table, there is a "Download" link and a page indicator "1 - 1". An arrow points from the text above to the top of the table, and another arrow points from the "Download" link to the "Title" column.

Type	Title	Creator	Response	Created	Modified	Due Date	Fld#	Doc#	Task#
Student Success	Felix, Robert Q.	Loughran, Amy	No Action	11/27/2023		11/27/2023	3322	33717	7168

Download 1 - 1

If you click on the live name link under “Title”, this will take you directly to the Option 1 screen shown above. Follow the arrow directions as described. Make sure to hit the “Save Changes” button before exiting the screen.

Still Unsure What To Do?

Contact the Office of Student Success at studentsuccess@messiah.edu and we will be glad to help!