



# Spotlight on Flags: Enhancing Student Success through Timely Alerts

A screenshot of the Uplift University MENTOR COLLECTIVE software interface. The left sidebar shows navigation options: Dashboard, Activities, Flags (which is the active tab), Conversations, Mentorships, Participants, Resources, and Community. The main content area is titled "Flags" and "Uplift University". It displays a message: "You have 0 pending flags to review" with a "Review Pending Flags" button. Below this, a navigation bar includes "Pending", "Actionable", "Non-Actionable", "Resolved", and "All Flags" (which is underlined). A search bar and a "Filter Flags" button are also present. The main table lists flagged items with columns: Details, Date reported, Support prior, Mentee, Mentor, and Topic flagged. The table contains six rows of data. At the bottom right of the interface is a "Help" button. The top right corner shows a user profile for "Lauren Ficker, Partner".

Details	Date reported	Support prior	Mentee	Mentor	Topic flagged
>	Mar 21, 2023	Not needed	<a href="#">Ashli Steuber</a> steuber.ashli.622@torp.test	<a href="#">Nannette Greenfelder</a> greenfelder.nannette.272@friesen.example	Academic struggles, Other
>	Mar 9, 2023	Not needed	<a href="#">Tessa Cartwright</a> cartwright.tessa.647@rodriguez.example	<a href="#">Arlette Hand</a> hand.ariette.790@aufderhar-howell.example	Academic struggles
>	Mar 7, 2023	Not needed	<a href="#">Sharie Rodriguez</a> rodriguez.sharie.85@nikolaus.test	<a href="#">Lilia Nicolas</a> nicolas.lilia.24@gibson.test	Academic struggles
>	Mar 6, 2023	Not needed	<a href="#">Katharine Grant</a> grant.katherine.907@wintheiser.test	<a href="#">Lilia Nicolas</a> nicolas.lilia.24@gibson.test	Academic struggles
>	Mar 4, 2023	Not needed	<a href="#">Dan Johnson</a>	<a href="#">Tobi Quitzon</a>	Academic struggles

June 17, 2024 | 1:00 PM ET

# A guide to best practices and tips to make your virtual experience seamless

- Upon entry, audio is on mute
- Ensure your camera is on
- Adjust your video layout to speaker view
- Chat your name and institution!
- Q&A at the end



# Welcome!



**Katherine Law, M.A.**  
Senior Partner  
Success Manager,  
Mentor Collective

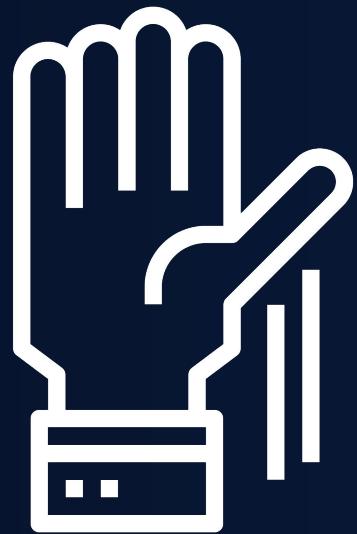


**Shannon LaCount, Ed.D.**  
Vice President Strategic  
Initiatives, Mentor  
Collective



**Jennifer Kious, M.Ed.**  
Customer Education  
Manager, Mentor  
Collective





**Poll**

- Join at [menti.com](https://menti.com)
- Use code **8688 8706**



# Today's Session

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- Flags demo
  - *What are they and how do they work?*
- Sharing insights from flags across your institution
  - *How can these insights enhance your student success strategy?*



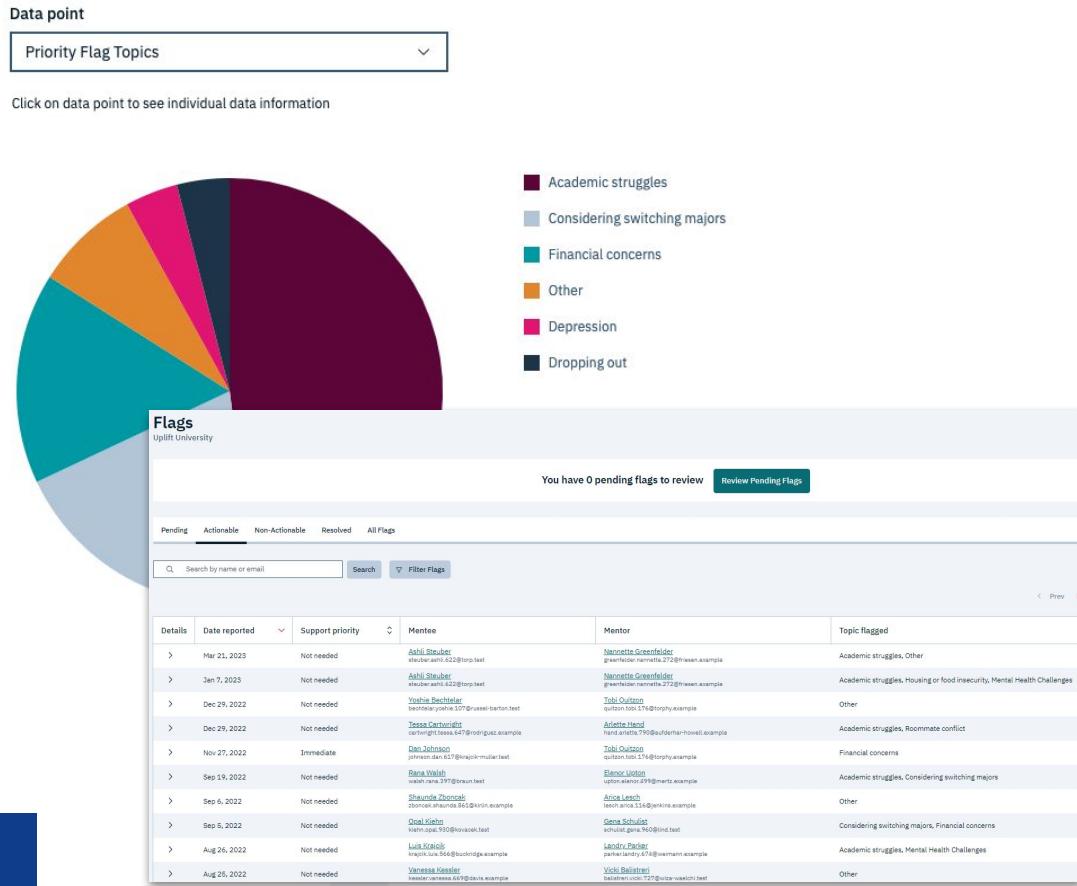
# Demo of Key Features

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- 1. How to Submit a Flag**
- 2. Mentor View of Flags**
- 3. Admin View of Flags**
- 4. Flag Data in Aggregate**

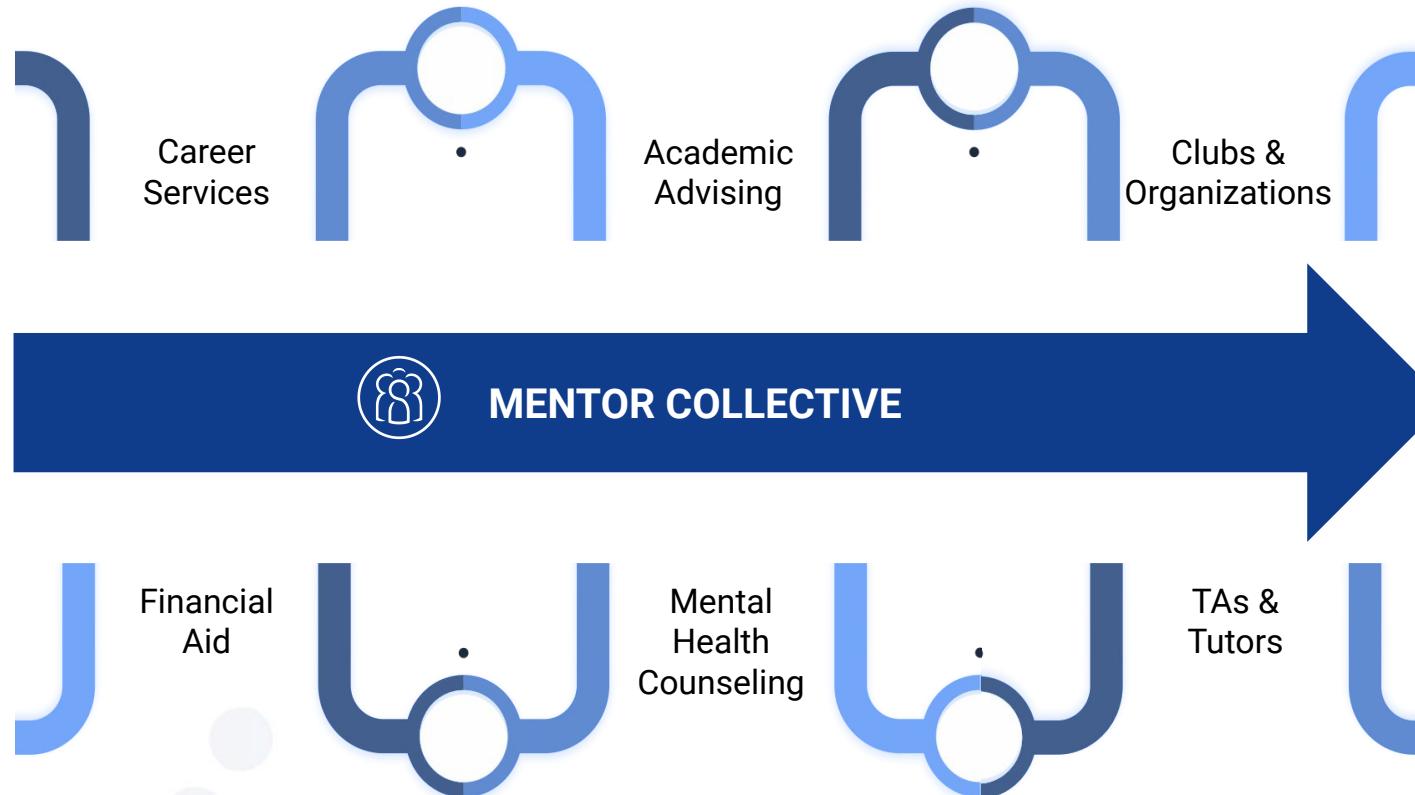


# Flags



- **Provide immediate support**
- **Interpret aggregate results during key periods in the student experience**

# Student Success Strategy





**Student Success**

**Career Readiness**

**Online**



Academic Struggles

Transferring or Dropping out

Considering switching majors



Financial Concerns

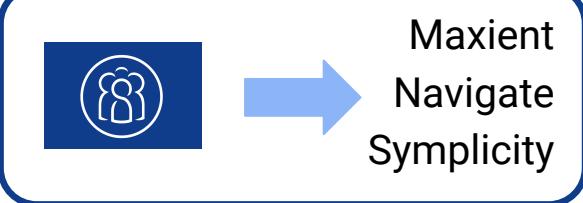
Balancing Work, Family and school

Housing or food insecurity

Health and wellness issues

Roommate conflict

### **Actions taken in response to flags**



**Personally** reach out to mentees



**Share** flag with another office



**Personally** reach out to the mentor



**Enter** flags into another system



**Export** for analysis



More than half of respondents

## What You Told Us...

- Recruitment partners and external relations
- Supervisor
- Registrars
- Institutional Research
- Leadership: Deans, Provost, Chancellor
- Department Chair
- Dean of Students
- Academic Advisors
- Tutoring team

**Stakeholders with  
whom flags are  
shared**

# Additional Suggestions

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- **Financial Aid Office**
- **Residence Hall Advisor**
- **SIS/CRM**
- **Health and or Counseling Center**
- **Career Services**

# Access Data Via Outbound SFTP

## What is Outbound SFTP?

Outbound SFTP, or Secure Shell (SSH) File Transfer Protocol, is a network protocol used to transfer data over the internet securely. It is commonly used for enterprise and business-to-business file transfer in many industries. Mentor Collective allows partner institutions to access and download files containing mentorship information via outbound SFTP.

# Q&A



# What's next?

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- **Orientation meet-up (June 25)**
  - RSVP to [jennifer@mentorcollective.org](mailto:jennifer@mentorcollective.org)
- **Check your inbox for:**
  - Invitation for summer technical series
  - Monthly Digest with tips and tricks and timely resources
  - Related video content
  - Follow-up from this webinar



# Partner Resources

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- **Partner Knowledge Center**

- Full suite of articles and video content
- Learn how to navigate the Dashboard
- Download templates for designing, promoting, and managing your program
- Explore research-based recommendations for growing mentorship and see examples from other institutions

- **Email the Partner Support Team**

- [partnersupport@mentorcollective.org](mailto:partnersupport@mentorcollective.org)
- Quick response to product-related questions and technical requests such as Dashboard support, participant communication, microsurvey launching, and data gathering



Thank you!

