



Spotlight on Flags: Enhancing Student Success through Timely Alerts

Uplift UNIVERSITY

MENTOR COLLECTIVE

Lauren Ficker Partner

Dashboard

Activities

Flags

Conversations

Mentorships

Participants

Resources

Community

Flags

Uplift University

You have 0 pending flags to review

Review Pending Flags

Pending

Actionable

Non-Actionable

Resolved

All Flags

Search by name or email

Search

Filter Flags

Export Flags

< Prev

Next >

101 flags total

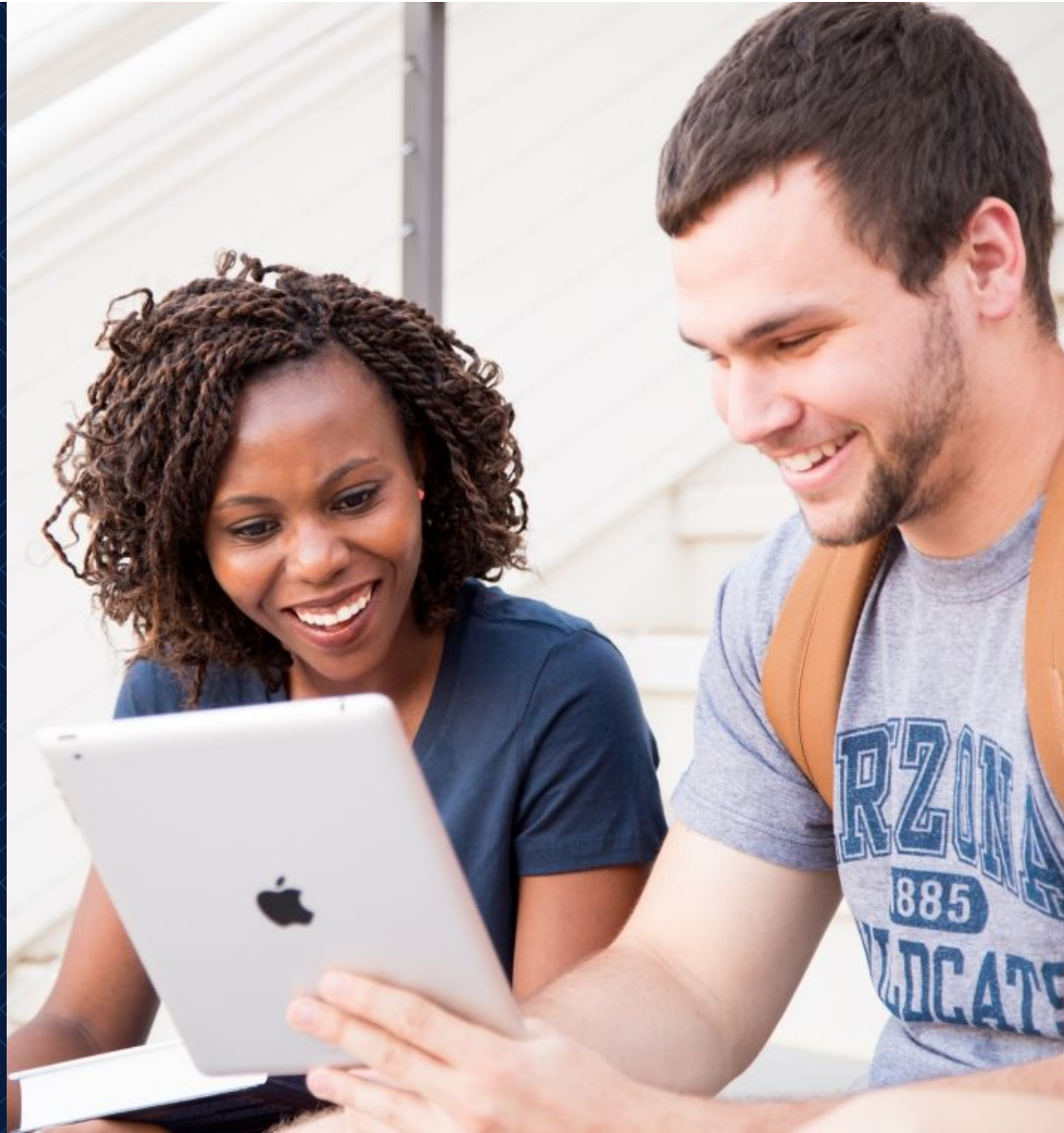
| Details | Date report | Support priori | Mentee | Mentor | Topic flagged |
|---------|--------------|----------------|--|--|---------------------------|
| > | Mar 21, 2023 | Not needed | Ashli Steuber steuber.ashli.622@torp.test | Nannette Greenfelder greenfelder.nannette.272@friesen.example | Academic struggles, Other |
| > | Mar 9, 2023 | Not needed | Tessa Cartwright cartwright.tessa.647@rodriguez.example | Arlotte Hand hand.arlotte.790@aufderhar-howell.example | Academic struggles |
| > | Mar 7, 2023 | Not needed | Sharie Rodriguez rodriguez.sharie.85@nikolaus.test | Lillia Nicolas nicolas.lillia.24@gbson.test | Academic struggles |
| > | Mar 6, 2023 | Not needed | Katharine Grant grant.katharine.907@wintheiser.test | Lillia Nicolas nicolas.lillia.24@gbson.test | Academic struggles |
| > | Mar 6, 2023 | Not needed | Dan Johnson | Tobi Quitzon | Academic struggles |

Help

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

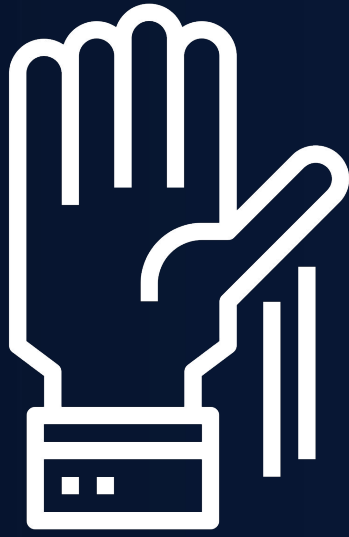


Shannon LaCount, Ed.D.
Vice President Strategic
Initiatives, Mentor
Collective



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





Poll

- **Join at menti.com**
- **Use code 8688 8706**



Today's Session

- 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

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



Flags

Data point

Priority Flag Topics

Click on data point to see individual data information



Flags
Uplift University

You have 0 pending flags to review [Review Pending Flags](#)

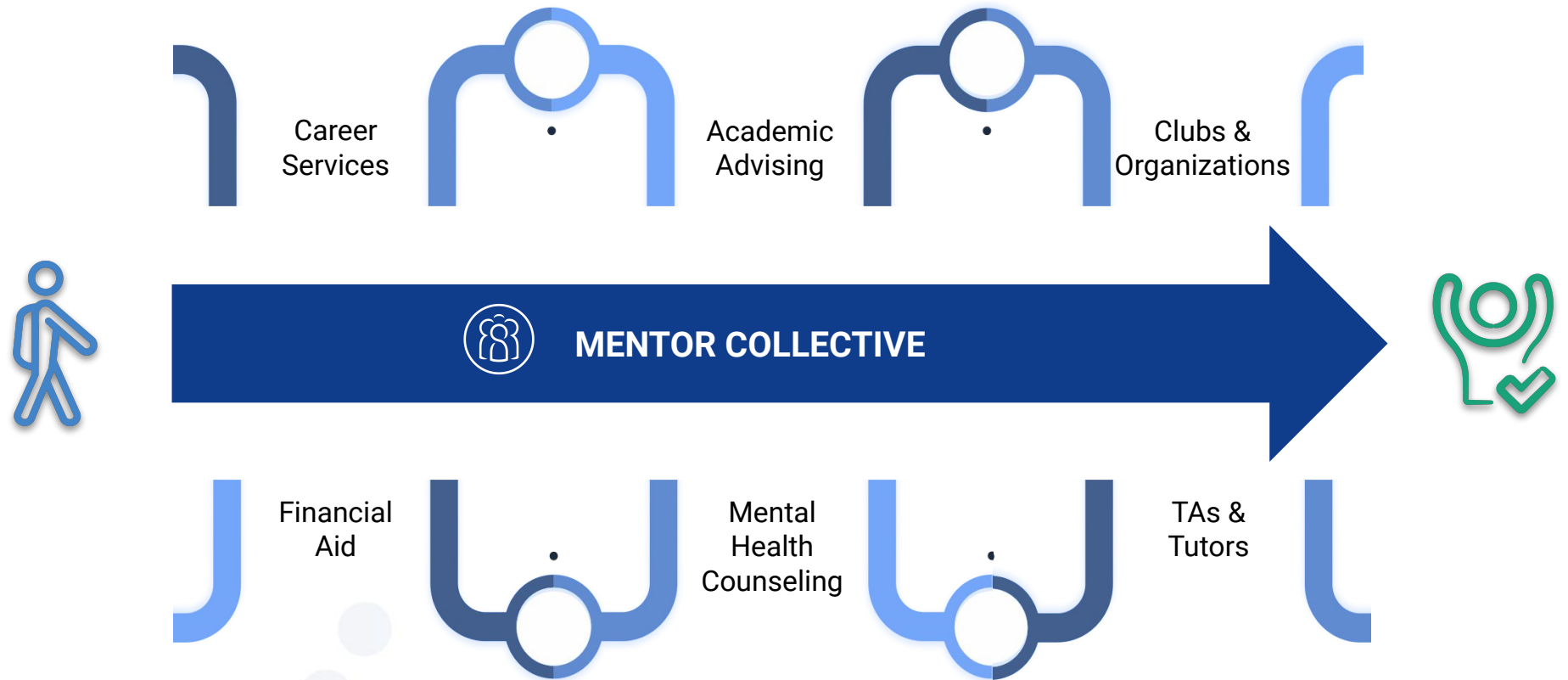
Pending Actionable Non-Actionable Resolved All Flags

Search by name or email Search Filter Flags

| Details | Date reported | Support priority | Mentee | Mentor | Topic flagged |
|---------|---------------|------------------|--|--|--|
| > | Mar 21, 2023 | Not needed | Ashli Steuber steuber.ashli.822@upl.edu | Nicolette Groscheider groscheider.nicolette.212@upl.edu | Academic struggles, Other |
| > | Jan 7, 2023 | Not needed | Ashli Steuber steuber.ashli.822@upl.edu | Nicolette Groscheider groscheider.nicolette.212@upl.edu | Academic struggles, Housing or food insecurity, Mental health challenges |
| > | Dec 29, 2022 | Not needed | Yoshie Reichel reichel.yoshie.201@upl.edu | Tobi Oudman oudman.tobi.214@upl.edu | Other |
| > | Dec 29, 2022 | Not needed | Tessa O'Connell o'connell.tessa.547@upl.edu | Ariette Hensel hensel.ariette.790@upl.edu | Academic struggles, Roommate conflict |
| > | Nov 27, 2022 | Immediate | Dan Johnson johnson.dan.821@upl.edu | Tobi Oudman oudman.tobi.214@upl.edu | Financial concerns |
| > | Sep 19, 2022 | Not needed | Rene Walsh walsh.rene.397@upl.edu | Rene Walsh walsh.rene.397@upl.edu | Academic struggles, Considering switching majors |
| > | Sep 6, 2022 | Not needed | Shaunda Thomas thomas.shaunda.861@upl.edu | Arica Leach leach.arica.134@upl.edu | Other |
| > | Sep 6, 2022 | Not needed | Dual Grady grady.dual.710@upl.edu | Dual Grady grady.dual.710@upl.edu | Considering switching majors, Financial concerns |
| > | Aug 26, 2022 | Not needed | Luis Rodriguez rodriguez.luis.566@upl.edu | Luis Rodriguez rodriguez.luis.566@upl.edu | Academic struggles, Mental health challenges |
| > | Aug 26, 2022 | Not needed | Yarema Neri neri.yarema.822@upl.edu | Yarema Neri neri.yarema.822@upl.edu | Other |

- 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



What You Told Us...

Actions taken in response to flags



Maxient
Navigate
Symplicity



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

- **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?

- **Orientation meet-up (June 25)**
 - RSVP to 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

- **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
- Quick response to product-related questions and technical requests such as Dashboard support, participant communication, microsurvey launching, and data gathering



Thank you!

