



RIVERSUPPORT/  
REACHOUT  
QUICK REFERENCE  
GUIDE

For Faculty  
“Reach Out” for Student Success

*Contact:  
Retention & Success  
Coordinator  
@7095 with any  
questions regarding  
RiverSupport*



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## Notes:



## REACHOUT Quick Reference Guide

Sending a ReachOut is a way to get assistance, via the student's assigned advisor, for a student who is exhibiting behaviors detrimental to their success in the course, even after Instructor interventions.

Sending a ReachOut is **NOT** a way of direct communication between you and your student. Faculty should use usual methods with contacting the student directly to try and assist the student before sending the ReachOut to the Advisor.

### When would I send a ReachOut?

You would initiate a ReachOut for a student for several main reasons;

1. Need Advisors Assistance – Student challenge that needs Advisor's help.
2. Unable to reach a student after multiple attempts.
3. Student needs to hear Faculty suggestions from a different voice/viewpoint.

### What situations would NOT be appropriate for a ReachOut?

You would not send a ReachOut for certain situations;

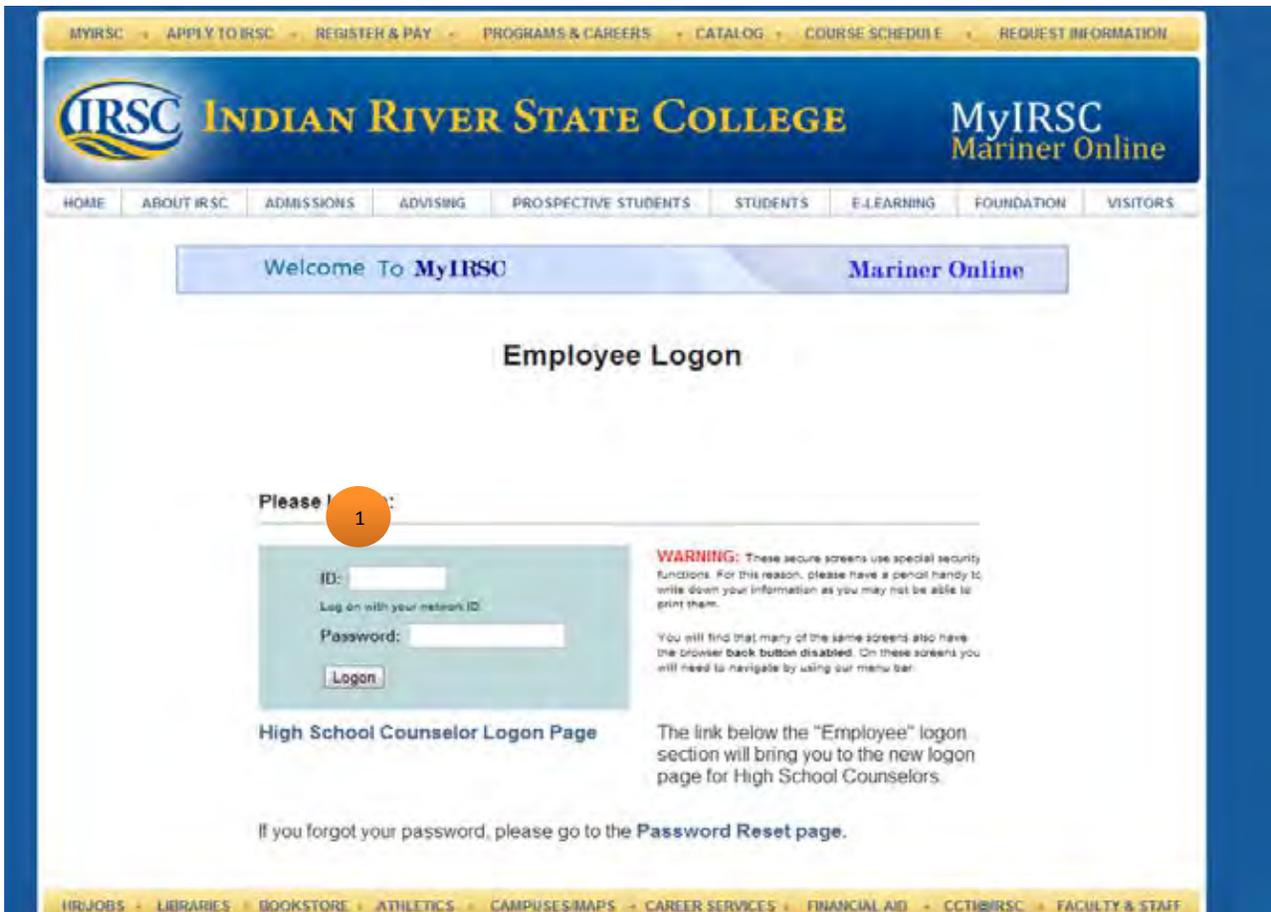
1. Student never attended class – Follow normal procedures for submitting your Non Attendance Roster.
2. Issues of suspected plagiarism or cheating.
3. Student has no foreseeable way of being successful in the class.
4. You simply need to communicate with an Advisor and do not need them to make contact with the student, i.e. for class reinstatement. Many times situations such as this require "official" documentation that needs to be imaged and kept on record, therefore this type of communication should be from the faculty IRSC.edu email account.

# ReachOut

Faculty members can create a ReachOut for students in their designated classes from the Course Roster in Mariner Online or via the Grade Center in Blackboard.

## Sending a ReachOut via the Course Roster in Mariner

Log into Mariner Online via the Employee Logon



1. Use your personal login information to access your Mariner Rosters.

HOME PERSONAL FACULTY / ADVISORS STAFF CAMPUS MISCELLANEOUS LOGOFF

Welcome Teresa M. Hawker  
Last Login: Aug 6, 2014 11:48 AM

Class Roster

[Instructor Schedule](#) [View More Detail](#) [View BE profile](#) [Printable Page](#)

Dates

Instructor Dates			Student Dates	
Withdrawal	Grading Open	Grades Due	Refind	Withdrawal
12/12/14	11/28/14	12/12/14 @ 8:00P	08/29/14	11/06/14

Course Info

Ref Num	Crs Id	Instructor	Secs	Class Title	Total	Campus	Enrld	Early Grd	Roll All
203101	AMH2010	Ms Teresa M Hawker	1	Amer Hist disc-Recon	20151	11	3	N	N

Schedule

Bldg	Room	Start Date	End Date	Start Time	End Time	Days
TEL		09/29/14	12/11/14	8:00P	8:00P	M

Students

Num	Student Name	Last ReachOut Date	Student ID	Primary Phone	2nd Phone	Email	Paid	Notes	Grade
1	Tari, Di	09/29/14	014888048 <a href="#">ReachOut</a>	(772) 452-1234		tedj@mail.fsc.edu	✓		C2
2	Tari, Email		E14888222 <a href="#">ReachOut</a>	(771) 222-4455		tedj@mail.fsc.edu	✓		
3	Tari, Jasta		J12032908 <a href="#">ReachOut</a>			tedj@mail.fsc.edu	✗		

Additional Functions: [Export to Excel](#) [email all students](#)

- The date of the last ReachOut that was sent will be displayed here.
- The ReachOut link is located in red next to the Student ID, click on the **ReachOut** to access the ReachOut form

## Sending a ReachOut via Blackboard

- Log into Blackboard via the Blackboard Login



Blackboard  
learn+

USERNAME:

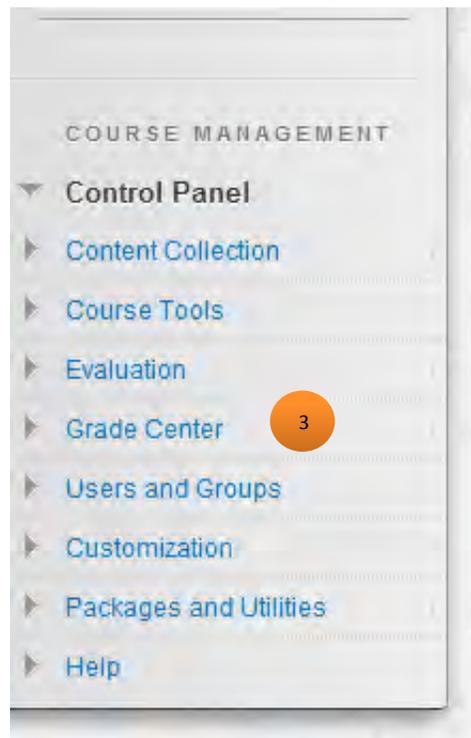
PASSWORD:

[Login](#) [Trouble Logging in? Visit Student Support](#)

2. Choose the course the student is enrolled in.



3. From the Control Panel select the Grade Center.



4. Check the box next to the particular student needing assistance.
5. Click on the **ReachOut Button** to access the ReachOut form.

The screenshot shows the Blackboard Grade Center interface. At the top, there is a navigation bar with 'My Institution', 'Courses', 'Community', and 'Content Collection'. Below this, a message states '(Course is unavailable to students until Monday, August 25, 2014) : Grade Center'. The main content area is titled 'Grade Center : Full Grade Center' and includes a success message: 'Success: Column hidden. It can be shown again from the Column Organization page.' Below the title is a help text: 'When screen reader mode is on the table is static, and grades may be entered on the Grade Details page, accessed by selecting the table cell for the grade. When screen reader mode is off, grades can be typed directly into the cells on the Grade Center page. To enter a grade: click the cell, type the grade value, and press the Enter key to submit. Use the arrow keys or the tab key to navigate through the Grade Center. More Help'. The interface includes a toolbar with 'Create Column', 'Create Calculated Column', 'Manage', and 'Reports'. A 'Grade Information Bar' is visible, containing 'Move To Top', 'Email', and 'ReachOut' buttons. A table of student names is shown, with a 'ReachOut' button circled in orange and labeled '5'. Below this, an 'Expanded View' of the grade table is shown, with a 'ReachOut' button circled in orange and labeled '4'. The table has columns for 'Last Name', 'Weighted Total', and 'Total'. The 'Total' column has a checkmark icon. The table lists the following students: Barth, Cardenas, Davis, Diver, Elms, Francois, Hagood, Hartman, Hepburn, and Kroleski. A 'Selected Rows: 0' indicator is at the bottom of the table.

Expanded View

Last Name	Weighted Total	Total
<input type="checkbox"/> Barth	--	--
<input type="checkbox"/> Cardenas	--	--
<input type="checkbox"/> Davis	--	--
<input type="checkbox"/> Diver	--	--
<input type="checkbox"/> Elms	--	--
<input type="checkbox"/> Francois	--	--
<input type="checkbox"/> Hagood	--	--
<input type="checkbox"/> Hartman	--	--
<input type="checkbox"/> Hepburn	--	--
<input type="checkbox"/> Kroleski	--	--

## How to Send an ReachOut

To select a student for a ReachOut, click on any field within the student row. The following page appears:

1. **Basic information** is provided for your reference. This includes:

ReachOut

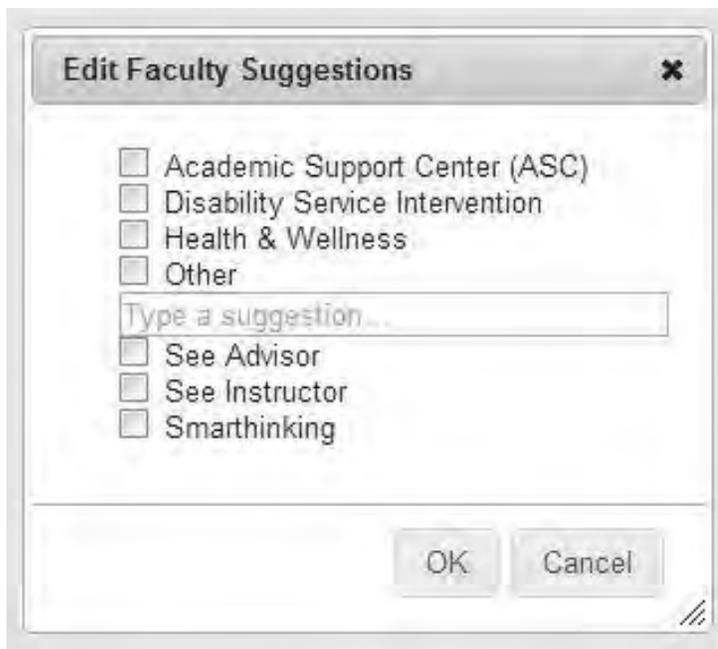
ReachOut Details - "Information Regarding Student At-Risk of Course Failure"

Course: CGS1060-189555 - COLLEGE COMPUTING  
Term: 20142  
Student: NEYVINES ALVAREZ  
Enrollment Status: Active  
Net ID: n13002837  
Student ID: N13002837  
Student Email: alvarezn1@mail.irsc.edu  
Student Type: High School Graduation/GED  
Assigned Counselor/Coach: BROWN, ALISA  
Office:  
Phone:  
Department:  
Email cc:  
Campus: \* Select a campus...  
Referral Reasons: \* "Why is Student At-Risk of Failure?"  
Add/Edit  
Faculty Suggestions: Add/Edit  
Faculty Interventions: \* "What Interventions have you taken with this student?"  
Add/Edit  
Comments: \* "Please add comments to assist advising in resolving this challenge."  
Send ReachOut Cancel

- a. Course
- b. Term
- c. Student Name
- d. Enrollment Status
- e. Student ID
- f. Student Email
- g. Student Type (e.g., new, transition, returning etc.)

2. **Advisor Information** (including name contact information) is imported, if available.
3. **Email CC** - If you would like copy someone other than the Advisor to receive the ReachOut email, enter their email address here.
4. **Campus** – Select the appropriate campus for this ReachOut.

5. **Referral Reason** – Select the appropriate referral reason as to why the ReachOut for the given student was initiated. This standard list is developed by your institution. Examples may include:
- a. Academic concern
  - b. Excessive absence
  - c. Low homework/quiz scores
  - d. Low test scores
  - e. Never attended
  - f. Personal concern
  - g. Tardiness
  - h. Other
6. **Faculty suggestion** - To provide a suggestion to the Advisor for how an ReachOut can be resolved, faculty members can click the “Add/Edit” link. A list of options (pre-determined by your institution) will be provided. You can also type a suggestion not listed.



The image shows a dialog box titled "Edit Faculty Suggestions". It contains a list of checkboxes for various support services: Academic Support Center (ASC), Disability Service Intervention, Health & Wellness, Other, See Advisor, See Instructor, and Smarthinking. Below the list is a text input field with the placeholder text "Type a suggestion...". At the bottom of the dialog are "OK" and "Cancel" buttons.

7. **Faculty Interventions** – to provide information to the Advisor of the types of communications that have taken place with the student regarding this particular challenge.

8. **Comments** - To provide additional details regarding the student challenge, type them in this box. Comments are required. The content entered will not be visible to the student, but it is a communication that will stay in the student's record.
9. When you have completed the fields click "Send ReachOut."

### What happens when a ReachOut is sent?

When a ReachOut is sent, a number of emails are generated.

1. An email is sent to the advisor. If the student has been assigned an Advisor, that Advisor will receive the ReachOut. If an advisor is not assigned, the ReachOut will be sent to the advising Department Chair. This person is responsible for monitoring the unassigned ReachOuts and reassigning as appropriate.
2. An email is sent to the faculty member when you submit the ReachOut indicating the ReachOut was successfully submitted.
3. An email is sent to the faculty member when the Advisor responds to the ReachOut. The Advisor will inform you when they have taken action on a ReachOut. You may get multiple emails if the student is non-responsive, or if the ReachOut requires multiple contacts. For more information about how Advisors respond, please see the chapter "ReachOut (for Advisors)."
4. An email is also sent to a student. The email does not indicate the reason for the ReachOut or include any additional comments. Faculty should communicate openly with students about ReachOuts, what they are intended to accomplish, and why you may send them. An example email a student might receive is below:

Dear HANNAH FIES,

Hello! In case we haven't met or spoken in a while, I am your assigned advisor here at Indian River State College. As your advisor one of my goals is to be a support for you during your academic career as an Indian River State College student. Your instructor for EDF4430-194621 has notified me that you may be experiencing some challenges that could affect your success in the class. I will be contacting you soon to see how I can assist you.

In the meantime, here are a few resources which may help you with this class.

If you have not spoken with your instructor you may contact them at the information below:

Instructor: Joe Teacher

Phone: (772) 462-7777

Email: [jteach@irsc.edu](mailto:jteach@irsc.edu)

An Academic Support Center (ASC) is available at each campus. The ASC provides professional tutoring in English, reading, math, and science -- specific assignments based on reading instructor referrals, and support for daily assignments. The Center also provides additional quiet computer areas for students, online resources, and supplemental learning materials. Walk-ins are available during open hours. Contact Indian River State College at: 772-462-4772 for more information or log onto <http://www.irsc.edu/students/academicsupportcenter/academicsupportcenter.aspx?id=833>

Smarthinking provides online tutoring and academic support services for most subjects and is free to all Indian River State College students. To access Smarthinking log into your BlackBoard student account: <https://blackboard.irsc.edu>

We value you as an Indian River State College student and want to support your success. I look forward to speaking with you soon.

Sincerely,

Susie Advisor  
MUELLER CAMPUS D 107  
[sadvis@irsc.edu](mailto:sadvis@irsc.edu)

Email generated by: Indian River State College - RiverSupport

# RiverSupport Resources

RiverSupport Resources is IRSC's online resource guide that offers students support in overcoming a multitude of challenges. Resources listed are from the IRSC campuses, throughout the community, state and even nationwide. Students can access self-help guides that will direct them to resources based on specific questions or they can search for keywords from the various challenge areas.

Resources can be chosen and placed into the Task Pane where more information can be detailed and the resources can be printed out or emailed to give the student all the details where and when they need them.

The screenshot shows the RiverSupport Resources website interface. At the top left is the IRSC River Support Resources logo. Below it is a 'Home' button. The main content area is divided into two panels. The left panel is titled 'Search for Resources' and contains a search box with the placeholder text 'Assist me with:' and a 'Go' button. Below the search box is a 'Challenges' section with a count of 36. The challenges listed are: Alcohol and/or Substance Abuse (9), Child or Adult Care (10), Computer/Email (6), Concentration (Poor Concentration) (3), Crisis/Rape Resources (14), Cultural Awareness Issues (2), Emotions, Moods and Stress (15), and English as a Second Language (2). The right panel is titled 'Tasks' and has a count of 0. It contains three tabs: 'Active', 'Completed', and 'All'. At the bottom of the interface are 'Print' and 'E-mail' buttons.

## Important things to remember

- RiverSupport is a communication system between the faculty member and the advisor. It is not a way to communicate directly with the student. Students will never see information that is placed in the ReachOut Details form.
- Each ReachOut initiates three (3) automated emails
  - One to the student's assigned Advisor with the details of the ReachOut
  - One to the student from their Advisor
  - A confirmation email back to you as the Instructor
- Please allow the Advisor three (3) business days after the ReachOut has been sent to work on contacting the student before another ReachOut is initiated
- Each time the Advisor responds to the ReachOut you will receive an email detailing the action(s) of the Advisor and the student's response. There may be questions for you from the Advisor, **please read the comments and respond if needed**.
- Once the ReachOut challenge has been resolved and no more actions need to be taken the ReachOut will be closed by the Advisor and you, the Instructor, will be notified that the ReachOut has been CLOSED and be given details regarding the final outcome of the ReachOut challenge.
- The Early Alert system is still available and will function as normal. Please feel free to continue to use the Early Alert system as you are accustomed.

## Effective Practices for ReachOuts – (reported by IRSC Faculty)

1. **Integrate ReachOuts into your class** - Include in your syllabus a statement about the River Support/ReachOut system. Here is a sample statement that you can insert in your syllabus or place on ANGEL:

***This class uses the River Support/ReachOut system. I will notify your Academic Advisor if you have struggled with academic concerns, excessive absences, incomplete work, difficulty with the course content, or other issues affecting your coursework.***

***This warning is not an official grade, yet it indicates concerns about your progress that need to be addressed immediately. Since the ReachOut provides essential notices by email, a course requirement is that you check your RiverMail account frequently and respond quickly if you receive an email message regarding a ReachOut from River Support.***

***If you are contacted from an Advisor regarding a ReachOut, please respond to those individuals and also visit me during my office hours so we may talk about strategies for how you can be successful in this class.***

**Make class announcements.** Before submitting a ReachOut, communicate to your class reasons you may be submitting them and your expectations for students who receive them. Some faculty has created a homework assignment or have offered extra credit for students who complete DLAs (Directed Learning Activities) related to the ReachOuts such as extra credit points for using ASC services or creating an action plan with their Advisor.

2. **CATs, Early Assessment** - Use CATs (Classroom Assessment Techniques) or other measures (syllabus quizzes, homework) early in the semester to identify “at-risk” students.  
<http://www.ncicdp.org/documents/Assessment%20Strategies.pdf>  
<http://citl.indiana.edu/resources/teaching-resources1/sampleCATs.php>
3. **Use ReachOuts Early in the semester** – Students who have been referred **early** in the semester have a better chance of turning around their grades. Don’t wait until the latter part of the semester when students do not have time to turn their grade around. The best time to make a ReachOut is from Week 3 – 7 in the Fall and/or Spring semester.
4. **For the initial student contact, consider using the “Meet with Instructor” Email referral to determine what is going on with the student**– As instructors, we see behavioral traits that are symptomatic of “at-risk” students: Tardiness, Missed Homework, Poor quality of homework submitted, missed classes, disheveled appearance etc. We see the behavioral indicators

that students are struggling, but we often do not know the reasons that lie beneath the behavioral indicators. Instructors have found the “Meet with Instructor” referral email, via Angel or RiverMail, to be effective as the initial referral as they can meet with the student to see what is going on. Here is a sample email that you can adapt for your class and/or student;

Hello (*student first name*),

I am glad that you are enrolled in my class (***Underwater Basket Weaving***). Success in college can sometimes be challenging and I want you to know that I am here to support your academic goals. I am concerned that you are not experiencing the level of achievement in my class that you expect and want you to know that IRSC has many support services to aid your efforts.

Please come and see me ASAP so that we can discuss strategies for your success in this course. Below are my office hours and location as well as my phone # and email. I look forward to working with you over the next several weeks.

Office Location:

Office Hours:

Phone #

Email:

Sincerely,

*Your loving instructor*

After discussing what is going on with the student, the instructor can then best determine if the student needs additional resources and can initiate a ReachOut if necessary. If contact is not made with the student after several attempts a ReachOut can also be sent to aid in getting the student the information needed.

5. **Use of IRSC RiverMail Required** - Since the ReachOut goes to the student’s RiverMail email, require students to use their RiverMail account as part of the class (embed assignments within RiverMail, at the start of the semester have every student email you from their RiverMail account, suggest students use the auto-forwarding email feature in RiverMail).

# Faculty Questions

## Why Should I Use the ReachOut Program?

As a faculty member, you are the most influential person students come in contact with. Therefore, you are the best person to recognize when and if your students are experiencing academic or personal difficulties. Your awareness of and timely response to potential student academic problems is the foundation of our River Support System.

### Reasons students are referred:

- Poor attendance or tardiness
- Missed tests/quizzes
- Exhibits a low level of engagement
- Failure to obtain required textbook and/or course materials
- Submits substandard work
- Exhibits a low level of reading comprehension
- Experiencing academic or personal difficulties that are interfering with classroom success
- Exhibiting inappropriate behavior that warrants concern
- Is not performing well on tests/quizzes

## When should I submit a ReachOut?

We encourage you to submit ReachOuts as early as the first week of classes if you feel a student needs intervention beyond what you as an instructor can offer. A ReachOut to an Advisor means that this student is having issues that need other resources and support over and above your own interventions and efforts. Students missing the first few days of class often have difficulty and need support early to be successful. Contacting these students is critical, sending a ReachOut if you are having difficulty with making that contact would be appropriate.

ReachOuts and River Support do not replace your own classroom management or student engagement techniques. River Support is simply another layer of protection for the student to get needed support.

The first six weeks of the semester are critical to being proactive and getting your students on track. However, we encourage you to submit early and often, throughout the semester. ReachOuts will be functional throughout the entire semester. Many times, a student stops attending or struggles later in the semester.

## How much information should I include in the ReachOut?

Advisors are contacting students based on the information that you provide in the ReachOut, especially in the comments section. Students will not see any of this information so please feel free to give the Advisor as much information as possible. It is also good to offer your own suggestions as to what the student should do to improve. Advisors have been told to contact you, the Instructor, for clarification if needed so please be as detailed as possible.

## What will happen after I have submitted a ReachOut?

When you submit a ReachOut, the student will receive an email to their RiverMail from their Advisor. The general purpose of the email is to reach out to the student and inform them that we are concerned about their progress in your course. The email communication will list general referrals to your contact information, the ASC Lab and Smarthinking Online Tutoring. We encourage you to provide as much information as possible in the comments area. This information **WILL NOT BE** provided directly to the student, however will greatly assist the Advisor when contact with the student is made to discuss the specific challenges.

In addition to the student receiving an email communication, you will receive a confirmation email. An email detailing all this information is also sent to the student's assigned Advisor.

## Should I let my students know that they may receive a ReachOut?

We recommend that you announce at the beginning of the semester that you are participating in River Support and the ReachOut Program and that students may receive a ReachOut, via email. In addition, the student will be contacted by their Advisor to help resolve the challenge. We also recommend that you include in your syllabus and on your Angel shell information about ReachOuts. A suggested syllabus statement is provided above in the ***Effective Practices for ReachOuts*** section.

## Will I receive feedback on the result of the ReachOut?

Yes, you will receive feedback each time the Advisor responds to the ReachOut in River Support. Please feel free to contact the Advisor via Outlook mail should you need any further updates or other information.

## Can I send a ReachOut if I need to simply communicate with the Advisor, not necessarily needing them to contact the student, such as with a class reinstatement?

Sending a ReachOut to an Advisor means you need their assistance and want them to make contact with the student to get direct help for the student challenge. Other types of communications with Advisors should be from official IRSC correspondence, such as emails, for imaging and storage purposes.

## Do ReachOuts go on a student's academic transcript?

No, they do not.

## Is the ReachOut Program replacing mid-term grades?

No, a ReachOut is not a grade or a grade replacement. It is a tool to help the student get the needed support and resources to be successful in passing the course as well as in their academic tenure at IRSC.

## Should I send a ReachOut if I feel a student has cheated or violated classroom policy?

No, Instructors should continue to follow current procedures for issues such as those. The Department Chairs and/or Provosts can determine what may be needed as a follow up to that type of situation.

## Should I send a ReachOut if a student never attended class?

No, instructors should submit the Not Attended Roster as required when the availability window to make this submission becomes available (the day after the drop deadline for the particular class).

## Should I send a ReachOut if I feel a student is in an abusive situation?

This would greatly depend on the situation. There are many laws that govern abusive situations. First and foremost, IRSC is in complete compliance with the Protection of Vulnerable Persons law which states that if you know or have a reasonable belief to suspect that a **child** (a person under the age of 18 years);

1. is abused by an adult or
2. is the victim of childhood sexual abuse or
3. is the victim of a juvenile sexual offender.

You must immediately notify the Department of Children and Families (DCF) Abuse Hotline. Notification must be made by Calling, Faxing or E-Mailing the Florida DCF Abuse Hotline at...

o 1-800-962-2873, or

o Florida DCF Abuse Reporting Website;

[http:// www.dcf.state.fl.us/abuse/report/](http://www.dcf.state.fl.us/abuse/report/)

### **A violation of the law is a 3rd Degree Felony!**

If you have questions or need guidance on the notification process please contact;

Human Resources

- Melissa Whigham  
mwhigham@irsc.edu  
(772) 462-7282
- Safety/Security Department  
Alan Montgomery  
jmontgom@irsc.edu  
(772) 462-7860

There may be other abuse situations where you might feel the student could use some other support or assistance from their Advisor. This situation could warrant a ReachOut as well as a personal conversation with the assigned Advisor to get the student the proper assistance.

**Please feel free to contact the Retention & Success Coordinator  
@ 7095 if you need any assistance with RiverSupport or sending a ReachOut.**