

When YOU are Tasked through Student Care Community

Step 1: You will receive a link in your Mission 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 NUMBER". The 3rd option is "FOLDER NUMBER".

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:

Click where it says "Click HERE to update". This will take you to the previous screenshot in Step Option 1. T-3.7 (t<017D Tf 0 Tc 0 Tw 22.017 0 002FF<0011189019

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 screenAll of