

WHAT'S NEW?

STUDENT SUCCESS LINK - CRM



Dear SMCCCD Colleagues,

Since our last update on the Student Success Link (SSL), also referred to as the CRM, the District has moved from a phased approach of implementation to a project prioritization process. Projects in the SSL are prioritized alongside other ITS projects as they utilize the same ITS staff members to implement the projects. This new approach allows us to consider both capacity and districtwide priorities.

In this newsletter you will read updates on projects completed recently, as well as projects that are currently in progress. To check out previous Phases of implementation, visit the [Technology Taskforce webpage](#).

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Projects Completed:

- Veteran and Military Connected Students in the SSL
- Early Alerts
- Disability Resource Center (DRC) and Educational Access Center (EAC) in the SSL
- COVID Messaging, Appointments, and COVID Positive
- Exempt and Returning Student Updates
- Transcript Evaluation in the SSL

Projects in Progress:

- K-12 in the SSL
- Texting in the SSL
- WebSMART Banner Upgrade
- Forms in the SSL

HOW DOES PROJECT PRIORITIZATION OCCUR?

Projects are submitted for consideration throughout the year and are added to the [Project Prioritization Smartsheet](#) (PPS). In August of each year, the list is given to the VPSSs who work with their college cabinets and other stakeholders to determine how the college should rank order the projects based on college enrollment, equity plans, and other college initiatives. Project rankings are then averaged across the District and the projects prioritized are determined for the semester/year; these are indicated in “Yellow” on the [PPS](#). Projects that are determined to be compliance, health and safety, or cyber security concerns “jump the line” on the priority list; these are indicated in “Red” on the [PPS](#).

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PROJECTS COMPLETED

Veteran and Military Connected Students in the SSL



This project included automated messaging to get students connected with Support Teams, assigning automated Success Plans, and electronic Certification Form submissions in support of the new Isakson and Roe regulations. (Launched Fall 2021)

Early Alerts



Launched in Fall 2021, this project included Faculty & Staff training of Early Alerts submitted for instructional courses through Canvas, creating automated messages sent to faculty upon status changes, and creating a programs and affiliations view for assignment and follow-up of the alert in the SSL. The Early Alerts website can be found at: <https://www.smccd.edu/earlyalerts/>. (Launched Fall 2021)

Disability Resource Center (DRC) and Educational Access Center (EAC) in the SSL



DRC and EAC teams were moved into the SSL with specialized privacy settings according to requirements. DRC/EAC students now have Support Teams and DRC/EAC specific appointment topics. (Launched Fall 2021)

COVID Messaging, Appointments, and COVID Positive Reporting



This project included all COVID related updates in the SSL built and enhanced in order to support changing COVID guidelines. This included testing message and appointments for students receiving vaccination exemptions and a form for students to report COVID positive tests. (Launched Fall 2021)

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PROJECTS COMPLETED CONT'D

Exempt and Returning Student Updates



This project reflects the updated definitions per the Enrollment Services Committee (ESC) recommendations for Returning and Exempt Students. It included updated Success Plans, Marketing Cloud messages, a dedicated Success Navigator and automated processes. (Launched Spring 2022)

Transcript Evaluation in the SSL



This project includes integration of “Student Educational History” into the SSL; Success Plan and Success Team development and automation, Banner integration of process, and Marketing Cloud automated messaging. (Launched Fall 2022)



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PROJECTS IN PROGRESS

K-12 in the SSL



This project included creating the College Connection Form in the student SSL portal, workflow approvals for parent/guardian and high school counselor, Success Plan and Success Team development, Marketing Cloud automation, Banner integration for the creation of registration dates, cohort codes and Fee Assessment Rate Codes. (Phase I Launched November 2022)

Texting in the SSL



This project includes Student Communications Standard Operating Procedure (SOP) development, automated texting as part of Marketing Cloud journeys, and program-level one off texting to students. (Expected Launch - Spring 2023)

WebSMART Banner 8 to Banner 9 Upgrade



The current version of WebSMART will become desupported by the vendor (Ellucian) in the Summer 2023. Some of the customized forms created in WebSMART will move over to the SSL for the student to submit. (Expected Launch - Spring 2023-Summer 2023)

Forms in the SSL



Admissions & Records, Counseling and Financial Aid forms will all be moved into the SSL for student submission, workflow, Marketing Cloud communication, staff processing and Banner process integration. (Expected Phase 1 Launch - Spring 2023)

If you have any questions about the SSL/CRM, the implementation, or specific solutions or vendors, please direct your questions to your College Contact.