

## ISSUE: Student is struggling academically

### RESOLUTION

#### 1. Complete Student Success Check

myEFSC > EFSC Employee Applications > Faculty - Student Success Check

#### Options for students:

- Peer-Tutoring
- Learning Lab tutoring
- Smart Thinking
- Writing Lab
- Library resources
- Core Scholar workshops on study skills, time management, and organizational skills

#### 2. Contact student advisor

myEFSC > TitanWeb > Faculty Services > Advisor Menu > Summary or Detail Class List > Click on Student > Student Information

*Students can find their advisor by:*

myEFSC > TitanWeb > Advisor's name is located on the top right corner

#### 3. Contact SAIL (if applicable)

Cocoa: 433-7295 or 433-7297  
Melbourne: 433-5650

Palm Bay: 433-5868  
Titusville: 433-7297

## ISSUE: Student needs financial assistance with classes or books

### RESOLUTION

#### 1. Direct student to Financial Aid

Contact 433-7339

## ISSUE: Student needs to be withdrawn

### RESOLUTION

#### 1. During the first 2 weeks of class, use Census Report

myEFSC > EFSC Employee Applications > Faculty - Census Report

#### 2. After the first 2 weeks of class, use Student Success Check

myEFSC > EFSC Employee Applications > Faculty - Student Success Check

## ISSUE: Student is not in appropriate

#### 1. Direct student to class schedule search

[www.easternflorida.edu/academics/class-schedule-search.cfm](http://www.easternflorida.edu/academics/class-schedule-search.cfm)

#### 2. Direct student to contact Advising

Melbourne Campus : Bldg. 1  
Cocoa Campus: Bldg. 11

Palm Bay Campus: Bldg. 1  
Titusville Campus: Bldg. 1

#### 3. Contact Student Advisor

myEFSC > TitanWeb > Faculty Services > Advisor Menu > Summary or Detail Class List > Click on Student > Student Information

## ISSUE: Student is struggling personally

### RESOLUTION

#### 1. Direct student to EFSCares

Contact 321-631-8569

\*\*Students who need assistance or have questions about EFSCares can be directed to their nearest SAIL office. Students are able to call EFSCares directly from a private phone available in each SAIL office

#### 2. Direct student to Titan-2-Titan *(provides food and clothing)*

##### *Associate Provost Offices*

Melbourne Campus: Bldg. 1, Room 126  
Cocoa Campus: Bldg. 5, Room 128  
Palm Bay Campus: Bldg. 1, Room 206  
Titusville Campus: Bldg. 5, Room 105

#### 3. Direct student to Brevard County services

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#### 4. Contact student advisor

myEFSC > TitanWeb > Faculty Services > Advisor Menu > Summary or Detail Class List > Click on Student > Student Information

#### 5. Contact Associate Provost for student well-check

##### *Associate Provost Offices*

Melbourne Campus: Bldg. 1, Room 126  
Cocoa Campus: Bldg. 5, Room 128  
Palm Bay Campus: Bldg. 1, Room 206  
Titusville Campus: Bldg. 5, Room 105

#### 6. Direct student to Campus Security to obtain free bus pass

Cocoa Campus: 321-403-5907 • Bldg. 1, Front Lobby  
Melbourne Campus: 321-403-5909 • Bldg., Room 123  
Palm Bay Campus: 321-403-5911 • Bldg. 1, Room 112  
Titusville Campus: 321-403-4200 • Bldg. 1, Room 101A

## ISSUE: Student requested letter of recommendation

### RESOLUTION

#### 1. Direct student to complete and sign "Request for Letter of Recommendation form" prior to writing LOR

[www.easternflorida.edu/admissions/documents/req-letter-recommendation.pdf](http://www.easternflorida.edu/admissions/documents/req-letter-recommendation.pdf)

#### 2. If needed, access transcript of student for grade in your class

myEFSC > TitanWeb > Faculty Services > Advisor Menu > Student Academic Transcript

#### 3. Include in syllabus, LOR policies, such as maximum time passed since in your class and minimum time frame to write LOR

## Student is behaviorally inappropriate (class, office hours, or email)

### RESOLUTION

#### 1. Contact Associate Provost

**Continue on back**

### Associate Provost Offices

Melbourne Campus: Bldg. 1, Room 126  
Cocoa Campus: Bldg. 5, Room 128  
Palm Bay Campus: Bldg. 1, Room 206  
Titusville Campus: Bldg. 5, Room 105

- 2. Document everything in writing to Associate Provost
- 3. If student is registered with SAIL

You might want to seek further guidance from the SAIL office.

- 4. Student is not registered but may benefit from SAIL page...

SAIL typically advises against directly referring to SAIL based upon observation because it could be viewed as discrimination or as a presumed disability. Instead, we recommend that the instructor "Suggest a variety of college-wide resources including SAIL and/or contact SAIL directly for guidance."

### ISSUE: Student is not registered but may benefit from SAIL

#### RESOLUTION

- 1. Suggest SAIL to student or contact SAIL for advice on how to suggest to student

Cocoa Campus: 321-433-7295 or 321-433-7297  
Melbourne Campus: 321-433-5650  
Palm Bay Campus: 321-433-5868  
Titusville Campus: 321-433-7297

### ISSUE: Student missed test

#### RESOLUTION

- 1. Your choice for no make up, make up during another class, make up during office hours, or make up in the Assessment Center

### Assessment Centers

Melbourne Campus Assessment Center (MCAC):  
Bldg. 10, Room 218, 321-433-5879  
Cocoa Campus Assessment Center (CCAC):  
Bldg. 1, Room 116-120, 321-433-7694  
Palm Bay Assessment Center:  
Bldg. 2, Room 235, 321-433-5229  
Titusville Learning Lab & Assessment Center:  
Bldg. 1, Room 115, 321-433-7502

- 2. Identify make up test policy in syllabus, including responsibility to schedule make up and time frame

### ISSUE: Student is missing class for EFSC approved event

#### RESOLUTION

- 1. Athletics - Communicate with Athletic Coach

[www.efscTitans.com/information/directory/index](http://www.efscTitans.com/information/directory/index)

- 2. Concerts & Plays - Contact with Faculty in charge

[www.easternflorida.edu/academics/academic-departments/performing-visual-arts/theatre/](http://www.easternflorida.edu/academics/academic-departments/performing-visual-arts/theatre/)

### ISSUE: Student is missing class for dual enrolled event

#### RESOLUTION

- 1. Communicate with EFSC's dual enrolled representative

EFSC's Accelerated Programs Office  
321-433-7152 or 321-433-5155

### ISSUE: Student Cheated

#### RESOLUTION

- 1. Communicate with student without violating student's FERPA rights

[www.easternflorida.edu/admissions/registrars-office/ferpa-privacy-act-info/](http://www.easternflorida.edu/admissions/registrars-office/ferpa-privacy-act-info/)

- 2. Document everything in writing to Associate Provost
- 3. Identify cheating policy in syllabus, including outcome
- 4. If necessary, review EFSC Student Code of Conduct and disciplinary procedures

[www.easternflorida.edu/student-life/student-handbook/student-code-of-conduct.cfm](http://www.easternflorida.edu/student-life/student-handbook/student-code-of-conduct.cfm)

### ISSUE: Student was absent

#### RESOLUTION

- 1. During the first 2 weeks of class, use Census Report

[myEFSC](#) > EFSC Employee Applications > Faculty – Census Report

- 2. After the first 2 weeks of class, use Student Success Check

[myEFSC](#) > EFSC Employee Applications > Faculty – Student Success Check

- 3. Identify absence policy in syllabus, including responsibility of each party and make up work
- 4. If multiple absences, review the class participation requirements

[www.easternflorida.edu/admissions/registrars-office/attendance.cfm](http://www.easternflorida.edu/admissions/registrars-office/attendance.cfm)

