How to Help My Students

**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
  Palm Bay: 433-5650
  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**ISSUE: Student needs to be withdrawn**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

- **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 the 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**
  
  211

- **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**
  

- **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**
How to Help My Students

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
   
   **Resolutions:**
   - **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 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 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
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
2. Concerts & Plays - Contact with Faculty in charge
   www.easternflorida.edu/academics/academic-departments/performing-visual-arts/theatre/