

## **SCORE: Helping Students Reach Their Goals**

An electronic student referral system, SCORE (**S**tudent **C**ontact **R**equest) ensures access to Advising and other free student resources i.e. referrals to peer mentoring services and the Student Learning Center tutors and specialists. This academic intervention tool was designed to bridge the gap between the student and the variety of resources and options available to them at Palm Beach State College

SCORE facilitates connecting the identified student with the resource, paperwork, or personnel necessary in order to enhance student retention and academic longevity.

Formerly known as “Early Alert,” this name was too similar to Palm Beach State College’s “Emergency Alert” system; therefore, a name change to differentiate the two was necessary. The newly named SCORE system is the positive message this program hopes to communicate to students and faculty alike.

The SCORE button is found on each professor and instructor’s class roster. This is to serve as a supplemental and proactive tool to assist with students achieving their scholastic long- and short-term goals. By clicking on the SCORE button, the professor will have an email sent to the student and the academic advisor requesting they set up an appointment to meet. SCORE (Student Contact Request) is a resource where students are invited to meet with the SCORE academic advisor to discuss strategies to maintain good academic standing.

### *SCORE’s Purpose and Vision:*

1. To encourage and foster student success and retention
2. To address student’s academic and personal difficulties before the course withdrawal deadline so an academic intervention can be initiated
3. To serve as an additional tool to contact students at risk

### *Steps for an Effective SCORE Referral:*

1. The faculty member will inform the student that their name has been submitted to the SCORE system
2. The faculty member will explain what the SCORE system entails and why the student has been identified- if the student is accessible
3. The faculty member will ask the student to check their Palm Beach State email because a message will be sent to them from the SCORE Success Coach/advisor

4. The faculty member will suggest the student call the Advising Front Desk to set up an appointment with the designated SCORE Success Coach/advisor on that campus

\*Be aware that the information submitted to the SCORE team is **not confidential** and will be shared with the student.

The SCORE system encompasses four types of referrals. To ensure an effective and efficient student intervention, the SCORE referral initiator should become familiar with what does and doesn't constitute as a SCORE referral. Please read the information found on this page below before activating the SCORE system.

Appropriate reasons for selecting **Attendance Issue:**

1. Student has missed several class meetings in a row
2. Student is at risk for exceeding the allotted number of absences
3. Student arrives tardy to class or leaves early from class on several occasions
4. Student's name is on the roster for this course yet has never attended
5. Student attended first few class meetings and has not returned to class

Appropriate reasons for selecting **Lack of Class Preparation:**

1. Student has not turned in several assignments
2. Student does not have appropriate textbook and supplies for class
3. Student has missed or been absent for several quizzes and/or tests they haven't made up

Appropriate reasons for selecting **Need for Academic Support:**

1. Student needs supplemental tutoring on specific subject- i.e. Physics, Anatomy and Physiology, etc.
2. Student encouraged to attend Student Success Seminars hosted by the Student Learning Center
3. Student should schedule meeting with tutor from:
  - a. Writing Lab- term paper formatting and writing clarity
  - b. Reading Lab- reading comprehension, conversation skills for ESOL students, vocabulary building,
  - c. Math Lab- calculations, math anxiety, test anxiety
4. Student does not participate in class activities

Appropriate reasons for selecting **Academic Advisement and Referrals to Other Services:**

1. Student contemplating change of program objective
2. Student registered for too many classes and is now having difficulty balancing school, work, and other obligations
3. Student may need to explore various appeals and requests such as late add/transfer, late withdrawal, refund request, and/or course reinstatement

N.B.: If the type of referral needed is *behavioral* in nature- i.e. if a professor or instructor is concerned about the behavior of a student, whether that student seems intoxicated, impaired, agitated, or disruptive, the faculty member should ***contact Security immediately***. A call or email to the Associate Dean of the instructor's department and the Dean of Student Services on your campus informing them of this incident is also strongly advised.

If the type of referral needed is *emotional* in nature- i.e. if a professor or instructor believes the student could benefit from mental health counseling, ***provide information on the College-Wide Counseling Center immediately***. A SCORE referral should not be sent. Encouraging the student to contact the Counseling Center directly by calling 561-868-3980 to get more information about the services provided and to make an appointment is advised. The student must initiate the appointment.