**(How and when?)**

* Download the supplemental services report each month for monitoring and remove unnecessary columns.
* Initially monitor reporting for and make contact with all MGSs/MSAs.  To be completed by end of first quarter.

**(Who?)**

* Monitor report for and make contact with priority 1 and 2 MGSs/MSAs during the first two weeks of each month, and at least quarterly for priority 3 level contacts.
  + **Priority 1:**  MGSs/MSAs with no documented services in the MSIS system.
  + **Priority 2:** MGSs/MSAs with little or no services reported under Academic Guidance and/or “\*Case Management” or “\*Student Advocacy” service approach. \* as applicable to position.
  + **Priority 3:** All others MGSs/MSAs.

**What?**

* Monitoring to:
  + Remind MGS/MSAs of logging requirements, and process for documenting (referring to RC.) Develop and maintain relations with MGSs/MSAs providing them with affirmations or technical support, per guidance below.
  + Ensure all MGSs/MSAs are providing and logging academic guidance services, and all other services as prioritized per FTE.
  + Remind all MGSs/MSAs that any service provided by MGS must be logged as Case Management and any service provided by MSA must be logged as Student Advocacy.
  + When it is evident provide suggestions and/or recommended corrections when it is found that service to student warranted logging under additional or different “supplemental services” areas.
  + Remind MGSs/MSAs to complete and submit any referred services to RC at time of submitting log.