Maxient Training Guide

1. Log in to Maxient at: https://cm.maxient.com/index.php?sjeccd

   If you ever have trouble with your user name or password call or e-mail Human Resources and speak with Tina (Yi Xiao) or Lisa (Lisa Owen) to request your password be re-set.

2. After successfully logging in to Maxient, the first screen is your home screen. This screen will alert you to your cases, incident reports and work in progress.

3. Most cases should be routed to you through the electronic forms (incident reports) with an e-mail notification in your e-mail inbox alerting you that you need to log in to Maxient to review the new case.

4. However, there may be times when you hear of a situation and you need to manually enter it into Maxient for tracking purposes. One way to enter a new case manually into Maxient is to click on "**Create a New Case**". "Create a New Case" can be used to either manually open a new case or to add additional people to an existing case. To add additional people to an existing case, you must know the case number.

   When you create a new case manually, it is always advised that you use the next current number (for the case) as designed by Maxient rather than specifying your own case number to avoid the potential of duplicative cases in Maxient with the same case number.

   SID (Student Identification numbers also known in Ellucian /Colleague as Person ID) can be looked up by clicking on the magnifying glass once the information has been uploaded into Maxient by ITSS. The magnifying glass opens a Campus Data Feed Look up Tool that allows you to search by an individual's first name, last name or e-mail address. If there is more than one individual with that name the search will also produce their middle name, nick name, date of birth, gender, ethnicity and class schedule if that information is currently available via the most recent data transfer between SJECCD and Maxient.

   Please be aware that SJECCD has not uploaded any employee identification numbers. If you have a case involving an employee than they must be entered manually into the system using information from Ellucian Colleague.

   Once you have entered all the necessary SID into the Create a New Case screen, hit the "Get Started" button.

   Incident information must be entered at the top of the screen.
   Select a case type from the pull down menu: Title IX, Student Conduct, Academic, Person of Concern/BIT (behavioral intervention team), Employee Related, FYI/Information.

   You may (if appropriate) restrict access to a particular case by the pull down menu marked access restriction. Currently cases may be restricted to specific groups of people in the

following areas: Academic, Administrative Services, BIT/POC, Financial Aid, HR & Title IX.

Referral source is the individual/entity that provided you the information about the case. This pull down menu is so you can enter their general position within SJECCD: Academic Affairs, Administrator, Athletics, BIT, Categorical Program, Counseling, Faculty, Staff, Student, Student Affairs, or Student Health Center.

Reported by: should be the name of the individual who provided you the information about the potential case, both first name and last name.

Reporter's e-mail should be the individual who provided you the information's e-mail address.

Then you need to enter the incident date, time of the incident, the date the incident was reported to you and the location of the incident. The location of incident drop down menu includes all building at all SJECCD locations, you can also select off campus or online. Specific location should be used to narrow down where the incident occurred. Examples might include a specific room number within a building or address off campus for any field trips, or an on-line medium/forum where the incident occurred (facebook, twitter, snapchat, etc.)

There is a text box provided for a description of the incident. Please be as specific as possible when entering information. The summary of the incident should be key words to help guide routing of the complaint to the appropriate person. For example: Incident may involve intimate partner violence. I am concerned for the student's well-being. (Key that incident may be Title IX and Person of Concern case that needs coordination of resources to best help the individual.)

Any related or relevant documents should be up loaded into the case. This can include Word documents, PDFs, photos, audio tapes, e-mails, etc. SJECCD needs to keep records as accurate as possible and inputting all information received from any source allows this information to not only be stored, but also shared by other users when necessary. Items can be uploaded to the case Electronic file as a whole or to the electronic filing cabinets of individuals in the case.

Involved Person(s)- in this section all individuals connected to the case should be3 included in the case file. It is import to note the individual's role in the case. The role can be: Witness, Student of Concern/POC, Complainant, Respondent or Incident Reporter. Make sure to check the "add to case" box. Most of the fields will pre-populate if these individuals were already selected on the Create a Case page. If information is incorrect or missing add correct/ updated information. In the Charges/ Issues of Concern select all applicable items from the scroll down list. Do not click "apply to everyone, unless everyone in the case file should have those charges or Issues added to their file. (For example you might have a witness to whom the charges/issues would not apply, but you want to keep them in the case file for informational purposes.)

Tags- tags alert the reader to important side issues that have already happened. This pull down menu allows for the following tags: EMS called, EMS transport, Criminal Charges pending, Resources list provided, Complainant notification Letter sent, Not Title IX related. Tags are valuable because they allow for tracking in Analytics.

Clery Reportability- If the incident involved a reportable clery charge than you must select the applicable clery charge from the pull down menu. When in doubt select the clery charge you believe is applicable to the incident. (You should notify Norma Chappell in the Police Department if you believe a case is clery reportable.) In instances when a case is both Title IX and clery and the alleged victim has requested anonymity, then you must report that the incident occurred to the police department without disclosing the relevant names of those involved, solely for the purposes of clery tracking. However, Title IX Coordinators must be provided all information.

Pings- When you need to coordinate a case with another individual, pings allows you to send them an e-mail notification of the case. This is useful if a case might affect another area of campus. (Example: notifying Student Support Services or BIT)

Assignment- allows the case to be re-assigned to another individual.

Home Office- The office having primary responsibility for the case.

Appointment- Allows you to put in notifications of the next important date. This will show on the Maxient home screen as a necessary to do on the date entered. SJECCD recommends always having an appointment date to keep the case active on your home page for better tracking and more likely to process the case timely.

Status and Next deadline- ALWAYS keep the case open until **ALL** issues in the case have been resolved, including any sanctions to be completed. Keep in mind, if you are coordinating with other offices on a case or an individual in a case you need to speak with them before closing out a case. Only the assigned home office should close a case.

Notes- Individual or General Notes/File History—Everyone reviewing the case should make notes to the case file regarding what they did when. Keep in mind that you may be in an accident and someone may need to access the file while you are out on sick leave or in the hospital, make sure that others looking at the file can proceed with the case in your absence that could occur without fore warning. Notes should be kept in the following format so there is consistence between cases:

Month/day/year   Your first & last name (person entering note)   Note

Example:

12/01/2016   Lisa Owen   Contacted witness (name) by telephone they agreed to interview on date in XXX location at _____ time.

12/04/2016   Lisa Owen   Witness _____(name was interviewed, see individual's electronic File Cabinet for interviewer's notes.

See Maxient User Guide for more information.

Add to Database: once you have entered all relevant information hit this button to open the case.

5. **Find a Case**- when you need to retrieve a previous case you worked on, use this function. You can search by case number, incident date, external report number (if applicable), individual's name (last name, first name) Please be aware that if a case has been restrict to a specific group, the case will not show up.

6. **Find Priors/ History**- To check to see if a case/ incident has already been entered into Maxient or to find a case you previously worked on but don't remember the case number, use this function. Cases can be looked up by Student ID Number (SID or Person ID), First name or last name. You can you % as a wild card if you don't know an exact spelling of a name, but you must have at least 3 letters. (Example: Johns%n for Johnson and Johnsen)

7. **Update an existing case**- To recall existing cases when you have either the individual's name or 10 digit file number. This will work in cases where there are multiple cases with people of the same last name. (Example: entering Johnson will bring up all cases with Johnson is the last name of an individual in the case. You can click into the case to check if it is the right case, and if not, start the process over.)

8. **Act on CRF**- A case resolution form is basically a worksheet that you will use to hear cases in Maxient. Each time a user resolves a case, they should use the case resolution form. You can only Act on a CRF if a case is still open. To act on a CRF you must have either the individual's name or the 10 digit case number. There are three steps in this screen: approve the CRF, generate an outcome letter, and update the deadline date. Example: It has been determined that a student violated a District policy or one of the provisions within the Student Code of Conduct. This would be noted in the case file. If the case was investigated by another individual they might send the case on to the individual's supervisor or Dean for further action. The Supervisor/Dean would log into the case to act on the recommended CRF. They can choose to approve the CRF or revise the CRF. (Investigator might have recommended an apology letter, but the supervisor/Dean decides that the individual also needs to write a paper on plagiarizing, or an alternative penalty/sanction. Once the CRF is approved the individual generates a letter to the individual who is to be sanctioned. Make sure to have a date in the system by which the sanction is to be completed or acknowledged. [For employee sanctions, please consult with Human Resources on allowable sanctions. You would still complete the CRF with oral warning- letter acknowledging when oral warning occurred, etc.]

9. **Letters**- when you need to send correspondence to anyone in a case use this feature. Maxient tracks not only when a letter was written and sent to the individual with the recipients delivery information, but if you send it by e-mail, it also tracks when the individual views the letter. The

e-mailed recipient receives an e-mail with an electronic link to the letter in Maxient. The individual can print the letter from Maxient for their files, but it keeps track of the date and time the letter was viewed.

10.   **Analytics-** allows SJECCD to look make reports that look at trends of cases, clery cases for reporting purposes, tags, case summaries, active cases, overdue cases, unheard/unresolved cases, and case turnaround times. Please talk to Tina or Lisa before attempting to run an analytic as these take practice to run correctly and if done incorrectly, may produce inaccurate results.

11.   **Administrative**- Administrative features are limited to specific users due to technical requirements. If multiple users try to manage specific features at the same time it can override the first user logging into the system for that field. If you believe that Maxient needs additional fields, or specific functions, please contact Tina or Lisa for assistance. While some changes may be easily made, others take additional time, see note below.

Administrative functions include: Managing users, managing user groups, managing charges/sanctions, managing incident reports, incident report layouts, managing form letters, managing analytics, managing offices, configuration, backups and feed (controlled by ITSS only), audit trails, system logs, and editing messages. Please keep in mind that some administrative functions can only be added by the Maxient technology help desk (located on the East coast) and may take 2-3 weeks for implemented changes to occur in our system.

Good Features to know about in Maxient

Home- the house like button at the top right hand corner of every page, will take you to the home page. The Back Arrow key does NOT work in Maxient and will most likely log you out of the system. Try to use the Home key instead.

My Account- The second button on the upper right hand side of the screen that looks like an outline of a person holding a horizontal contact card is the my account button. This page allows you to check your account information and change certain fields. In this field you can update your name, change your password, and add specific preferences. Please note that some fields should not be changed without consulting with Tina or Lisa first. (For instance SJECCD has chosen not to allow private notes because no one but the original writer can ever view these notes. In addition your rights to act within the system are tied to your "Hearing Officer Title" if you change this without making changes in Administrative changes you will lose the ability to take specific actions.) Please use caution with this screen in making changes.

Question Mark- When you have questions about how to do specific functions in Maxient or need a training review, use the third button in the upper right hand corner. This opens the **HELP** function in Maxient. You can search by key word or brows help forums for assistance. THE BASICS help forum includes general work flow videos on how to use Maxient.

Logging OFF- to log out of Maxient use the key that looks like an arrow going into a book. This button is the fourth and last button on the top right hand corner. Please be aware that Maxient system will automatically log you out of the system if you have no activity on a page for 15 minutes. Make sure to always save your data before working on another task or information you attempted to enter, but didn't save, will be lost and you will need to re-enter it.

Frequently Used Terms in Maxient

As you have probably experienced on your own campus, every office, organization, and database has its own language - and Maxient does, too! Knowing the commonly-used terms and their meanings will help you navigate the system with ease!

Appointment Date
An appointment date is the date a hearing officer sets for a meeting with a student or for a scheduled hearing. This can be added at the time of case creation or using the Update Existing Case screen. This date is distinctly different from "Hearing Date", which is entered on the Case Resolution Form at the time the case is resolved.

Analytics
Analytics are reports that gather together and organize data stored in your system. Analytic reports can be generated to track almost anything in your system *(trends, usage, progress, etc.)*, and your system comes pre-loaded with all kinds of useful analytic reports. *Can't find what you're looking for in the pre-loaded analytics? Send us a help ticket at support@maxient.com.*
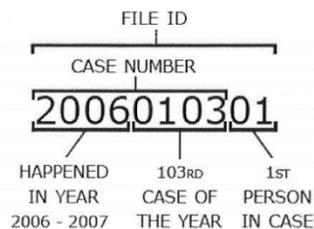
Audit Trail
The audit trail tracks all of the activity within an individual student's case file. The audit trail in any case can be viewed by clicking on "expand audit trail" on the Update Existing Case screen. Once expanded, a user can view what, when, and by whom changes were made to that case - *things like notes, additions to the electronic file cabinet, status changes, and even who views the case.* Talk about security of information!

Case
Cases are the "files" in your system that store information *(i.e. incident reports, involved parties, supplemental documentation, etc.)* related to a particular situation or issue *(i.e. an alcohol incident, a mental health transport, an incident of academic dishonesty).* Create cases to store data in your Maxient system, use cases to send (and store) correspondence to involved parties, and hear those cases using the Case Resolution Form.

- **File ID** *(see image below)***:** The file ID is the number that identifies a particular person's file within a case in the system. The File ID is made up of three parts: The academic year of the original incident *(academic year 2006-2007)*, the next sequential case number *(103rd case that year)*, and the number of the person involved in the case *(person 1 of 4 in this case)*.

FILE ID

CASE NUMBER

2006 0103 01

HAPPENED IN YEAR 2006 - 2007 | 103RD CASE OF THE YEAR | 1ST PERSON IN CASE

- **Case Number** *(see image above)***:** Each case is given a number, which consists of the first 8 numbers in a File ID.

Case Resolution Form
A case resolution form is basically a worksheet that you will use to hear cases in Maxient. Each time a user resolves a case, they should use the case resolution form.

Charges/Issues
Charges and issues are classifications of policy violations or behavioral issues/concerns. *(i.e. A charge in a judicial affairs case might be 'underage alcohol.' An issue for a behavioral intervention team might be 'angry outburst,' 'suicidal ideation,' or 'disjointed thoughts/ideas.')*

Configuration Screen
The Configuration screen is where you will define the options for many of the dropdown boxes in your system (*incident locations, gender identifiers, classification, and more)*. You'll also be able to set "Hearing Officer Titles" here and specify "Clery Associated Charges". In short, configuration is where you can customize your system to fit your institution and your needs! *(Level 5 users only!)*

Custom Reports
These are the reports that users can create on their own! Using the custom reports feature on the analytics page, you can create reports that only you can see, and save them for future use. This feature is enabled on a per user basis by your Level 5 administrators using the Manage Users screen.

Dashboard Report
A dashboard report is located under Analytics, and can be created for any Hearing Officer Title. The report pulls case information connected to a particular Hearing Officer Title *(open AND closed cases!). Need dashboard reports created? Email support@maxient.com with the names of the Hearing Officer Titles, and we'll make them for you!*

Electronic File Cabinet (EFC)
The EFC is where all of your documents (*letters, forms, incident reports, pictures, etc.*) are stored within case files. Think of it like a physical file cabinet full of documents. You can upload new files at any time to either the EFC for the entire case, or the EFC for just one student's file- *pretty neat, huh?*

Findings
When hearing any type of conduct case, a finding is the disposition regarding a charge/issue that is assigned to the student(s) involved in a case. For example, a finding might be that a student is "in violation" of a policy or "responsible" for a policy infraction. Your level 5 administrator(s) can change your "findings language" on the Configuration screen.

Hearing Date
A hearing date is the date on which a hearing was completed/case was resolved. When hearing a case using the Case Resolution Form (CRF), users will be prompted to add a hearing date. Please

do not set hearing dates *manually* on the Update Existing Case screen. This will cause the system to think that a CRF has already been completed in the case.

Hearing Officer
Any individual user in your system that can have cases assigned to them. Remember, however, cases in Maxient are tied to Hearing Officer Titles (roles), NOT individual hearing officers (users).

Hearing Officer Title
A hearing officer title is a role that an individual fills on your campus. *(i.e. Director of Student Conduct, Area Director - AB Complex, Assistant Director for Student Integrity, etc.)* Remember, cases in Maxient are tied to Hearing Officer Titles (roles), NOT individual hearing officers (users). Each Hearing Officer Title must be unique, but it doesn't necessarily have to be directly reflective of a user's official title at your institution. *For example, your Dean of Students could have the Hearing Officer Title of "Conduct Officer 1" in your system.*

Hearing Types
The hearing type is literally the type of hearing a student attends or the sort of resolution that was made. It could be an "administrative hearing," "panel hearing," or "findings meeting," dependent upon your institution's process and vocabulary. Your level 5 administrator(s) can change or add hearing types on the Configuration screen.

Home Office
The home office is the office on your campus to which a case is assigned *(i.e. Dean of Students, Student Conduct, Academic Integrity, Housing, etc.)* Typically, a case should be assigned to the home office where the case is being managed, or where the hearing officer works. For example, if a case is being heard by a residence hall director for adjudication, its home office might be "Housing." Home office directly impacts the language your involved parties will see when you send them emailed correspondence.

Homescreen
The homescreen is your Maxient landing page once you are logged into the system. It is where you can find new cases assigned to you, new incidents reports for your review, and even your conduct cases for the day! It's intended to show you a quick glance at things that require your attention *right now*.

Incident Report
An incident report is one means by which information about an event or occurrence on your campus is routed to your system. Incident reports are created when individuals complete your incident reporting forms. Incident reports contain information that can be used to create cases. Once information provided by incident reports is entered into the system as cases, users can search for that data in the system and run analytic reports. Keep in mind that you may create cases without an incident report if necessary.

Letters
Letters are used to communicate with your students about cases in which they are involved, for

memos, and for creating victim Xcase letters. We recommend relying on emailed correspondence as much as possible because you can track their receipt in your audit trail and/or in your electronic file cabinet. Your level 4 and 5 Maxient administrators will create and maintain templates for you to use, and can create as many as they like! *These are huge time-savers! You'll love 'em.*

Next Deadline Date
Use the Next Deadline Date to keep track of when the **next thing in a case** needs to happen/is due. For example, the next deadline date should be updated each time a student completes a sanction/action in the system until nothing else remains. Next deadline date can be deleted entirely when a student no longer has sanctions/actions to complete in the system and when nothing else needs to be completed by any party.

Status
The status in a case represents where it falls within your process *(i.e. Open, Closed, Pending)*. If a case is "open," for example, there is still something to be done with that case. Once a case is complete, it would be ready to move to a status of "closed." Your level 5 administrator(s) can change or add statuses on the Configuration screen. And while you're in configuration, you can even color code your statuses with any basic colors *(red, orange, green, blue, purple, etc.)*.

System Log
The system log is a bird's eye view of the activity within your system accessible by your level 5 administrator(s). When viewing the system log, a user will see login attempts, user account setting changes, IR layout alterations, when reports are run and by whom, etc.

Tag
A tag is a method by which to track bits of information that institutions deem important, but have no other way to track in the system. Users can create and edit tags on the Configuration screen. Examples of tags might be "medical transport," "police called," or "parent involved." That information isn't tracked elsewhere in the system, but it is information you might want to know and search for down the road.

Sanctions/Actions
Sanctions and actions are the consequences or outcomes of your students' behaviors. *(i.e. A sanction might be an alcohol fine that is assigned during an administrative hearing for a charge of underage drinking. An action might be an anger management assessment assigned by a behavior intervention team following an outburst in a classroom.)*

User
Users are individuals who use your system. Each user should have a login and password, and their accounts can be added, managed, and deleted by your level 5 administrators using the Manage Users screen.

Maxient User's Guide

1. **Maxient Help screen**-Once you log in to Maxient you can look at a wide range of help topics for support including training videos by clicking on the question mark in the upper right hand side of the page. This top bar for every page in Maxient. Topics in help include: Announcements, The Basics, Analytics and Clery, System Administration, Troubleshooting, MaxFest (information from conferences of Maxient users), and Resources Shared by our schools. Please review and play around in the various help topics when you have time to help you learn the system.

2. **File Identification number**- The Maxient default for case numbers is [Year, number of the case for the year, and number of person within the case]. For example if the first new case for 2016 was filed by Jane Doe against John Brown the first person entered would have the case number [20160101] This would be 2016 as the year, 01 for the first case of the year, and 01 for the first person listed in the case. John Brown would have the case number [20160102] this stands for [year, case number and 2nd person in the case]. If at all possible case numbers should be entered using the Maxient default file identification numbering system in order to preserve the appropriate order of cases as they come in or are entered into the system.

3. **Individual Identification numbers**- All SJECCD students have been uploaded into Maxient with their corresponding student identification numbers. You must verify each person enterd into the Maxient system against the information linked from SJECCD upload of information into Maxient. The easiest way to check information is prior to entering a new case use **Find Priors/History**. Under the **Find Priors** tab you can look up a student by Student ID number, First or last name, organization or network username. You must make sure the student name matches the student identification number before entering the case.

   Please be aware that due to confidentiality issues SJECCD has not uploaded any staff or faculty information into Maxient. This information must be entered individually for each case by first checking the information in Ellucian Colleague/Datatel.

   If one of the case individual involves a non-student/ non-employee member such as a community member, the user will need to create an "Individual Identification number". The format should be: Last name.first name for example Jane Doe should be entered as a unique identification number Doe.Jane. In the event that there is already a Doe.Jane in Maxient and you cannot confirm if they are the same individual then the second individual would become Doe.Jane.2, then Doe.Jane.3, etc. This way the District can keep track to see if the same individual appears in multiple cases.

4. **Evidence**-All evidence gather in a case including but not limited to: witness interview notes, e-mails, text messages, video, recordings and photos must be kept in the case's electronic file cabinet. If the item relates to a specific individual such as notes from a witness interview then the notes should be kept in the electronic file cabinet for that witness. Evidence gather from

particular witnesses should be kept in their electronic file cabinet. If the evidence pertains to the entire case such a video from the District then the item should be kept in the case file electronic filing cabinet. If in doubt as to the correct place to save evidence saving to both individual witness file and case file should be used.

5. **Letters**- On the first screen for letters under the tab Edit Your Draft, you can change fonts or type size for the letter. Please note you can choose your designation of the letter, the default for Maxient is e-mail, but other options are available depending on what students have saved in our system as their preferred manes of contact. Please check Ellucian/Colleague for students preferred address or e-mail address.

   When creating a letter you have the ability to edit margins in the last tab (Preview, send or save). If the preview does not look correct and text is over the header or footer then increase the margins to make the letter appropriate. The areas available for change are: Page 1 top indent, left indent, top indent (for pages after the first page), right indent, and bottom indent. Feel free to change indents for your individual needs, this will not affect the letter template unless done in the Manage template screen.

6. **Notes-** Our Maxient system is set up so that all notes are public and viewable by anyone who has access to the file by case type. DO NOT ERASE ANY NOTE. If you accidently erase notes, promptly call or e-mail Tina Xiao, tell her what happened and request she contact Maxient help support to revive a backup from the previous evening. We will lose data entered that day so it is important to contact other Maxient users to let them know they may need to re-enter data after the backup is completed.

All notes need to be kept in a standard format for uniformity. Notes should be kept in the following manner:

Month/day/year   Your first & last name (person entering note)   Note

Example:

12/01/2016   Lisa Owen   Contacted witness (name) by telephone they agreed to interview on date in XXX location at _____ time.

12/04/2016   Lisa Owen   Witness _____(name was interviewed, see individual's electronic File Cabinet for interviewer's notes.

You are responsible for ensuring that all notes you enter into Maxient are appropriate for any viewer including OCR auditors. Notes need to be neutral in tone but factual. The purpose of notes is to allow another user to know the status of a case by reviewing them. Accidents happen to everyone without any regard to schedules. Make sure you keep case notes up to date so that if something happens (you get sick are in an accident, etc.) someone else can look at the case and know what is happening and can pick it up if necessary.