Alerts & Cases: Configuration Decisions

Alert Reason	Include in Progress Reports?	Ad-Hoc Alert Reason?	Should assigned Advisor receive an email?	Should student receive an email?	Should Alert Reason initiate a Case?	Who specifically should be assigned the Case?	Advisor or Case Assignee next steps	Timeline to Connect with Student
Athletic Support	No	Yes	Faculty Advisors, Department Chairs	Yes	Yes	Alison Richardson, Melanie Martel, Sue Diener	Verify student status. Outreach – 1 email, 1 phone call, 1 text as final option.	2 Business Days
Books and Supplies	Yes	Yes	Faculty Advisors, Department Chairs	Yes	Yes	ACE Team Member	Verify student status. Outreach – 1 email, 1 phone call, 1 text as final option.	2 Business Days
Disability Disclosure Referral (Confidential)	No	Yes	No	No	Yes	Joanna Willis ACE Team (backup)	Verify student status. Outreach – 1 email, 1 phone call, 1 text as final option.	2 Business Days
ESOL Referral	No	Yes	Faculty Advisors, Department Chairs	No	Yes	Rosie Hughes-Smith Dawn Higgins	Outreach – email, text and then phone call	2 Business Days
EasyLogin/Canvas Support	Yes	Yes	Faculty Advisors, Department Chairs	Yes	No	n/a	Sharon or Navigator does outreach as needed and daily reports can be run.	n/a
Financial And Basic Needs	No	Yes	Faculty Advisors, Department Chairs, Ryan Failing	No	Yes	Penny Fish, Rebecca Dean	Verify student status. Outreach – 1 email, 1 phone call, 1 text as final option.	2 Business Days

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GPA Below 2.0 (Advisor Use Only)	No	Yes	No	No	No	n/a	Advisor will send individualized email to Student.	n/a
Laptop Needed	Yes	Yes	Faculty Advisors, Department Chairs	Yes	No	n/a	Penny Fish runs the program and student needs to be triaged to determine actual need.	n/a
Life Issues (Comments Required)	No	Yes	Faculty Advisors, Department Chairs	No	Yes	Academic Advisor, Advising Team Member (Back Up)	Verify student status. Outreach – 1 email, 1 phone call, 1 text as final option.	2 Business Days
Low Initial Grade/Assessment	Yes	Yes	Faculty Advisors, Department Chairs	Yes	Yes	Academic Advisor	Verify student status. Outreach – 1 email, 1 phone call, 1 text as final option.	2 Business Days
Low Participation	Yes	Yes	Faculty Advisors, Department Chairs	Yes	Yes	Academic Advisor, Advising Team Member (Back Up)	Verify student status. Outreach – 1 email, 1 phone call, 1 text as final option.	2 Business Days
Mid Term Warning (Advisor Use Only)	No	Yes	No	No	No	n/a	Advisor will send individualized email to Student.	n/a

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Missing Assignments	Yes	Yes	Faculty Advisors, Department Chairs	Yes	Yes	Academic Advisor, Advising Team Member (Back Up)	Verify student status. Outreach – 1 email, 1 phone call, 1 text as final option.	2 Business Days
Non-Urgent Health and Wellness (Confidential)	No	Yes	No	No	Yes	Jason Wovkanech, Laurie Belanger, Janet Ercolini	Triage and determine who to assign the case to and then communicate with the student. Alert closure will occur within 5 business days – comments section can be used and case work will continue as needed.	1 Business Days
Non-Urgent Mental Health Concern (Confidential)	No	Yes	No	No	Yes	Jason Wovkanech, Laurie Belanger, Janet Ercolini	Triage and determine who to assign the case to and then communicate with the student. Alert closure will occur within 5 business days – comments section can be used and case work will continue as needed.	1 Business Days

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Other/Life Issue (Comment Required)	Yes	No	Faculty Advisors, Department Chairs	No	Yes	Academic Advisor, Advising Team Member (Back Up)	Verify student status. Outreach – 1 email, 1 phone call, 1 text as final option.	2 Business Days
Other Technology Needed	Yes	Yes	Faculty Advisors, Department Chairs	Yes	No	Front Desk Staff for ACE	n/a	
Student on Drop List (Advisor Use Only)	No	Yes	No	No	Ask Advising Team	Academic Advisor	Advisor will send individualized email to Student.	n/a
Student Stopped Doing Work	No	Yes	Faculty Advisors, Department Chairs	No	Yes	Academic Advisor, Advising Team Member (Back Up)	Verify student status. Outreach – 1 email, 1 phone call, 1 text as final option.	2 Business Days
Time Management/Study Skills	Yes	Yes	Faculty Advisors, Department Chairs	Yes	Yes	Sharon Bowden, ACE Staff Member (Back Up)	Verify student status. Outreach – 1 email, 1 phone call, 1 text as final option.	2 Business Days
Tutoring Referral	Yes	Yes	Academic Advisor Faculty Advisors, Department Chairs	Yes	No	n/a	Cases will not be needed, reports can be run and language changed once appointment scheduling in Navigate opens.	n/a

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Underprepared	Yes	Yes	Faculty Advisors, Department Chairs	No	Yes	Academic Advisor, Advising Team Member (Back Up)	Verify student status. Outreach – 1 email, 1 phone call, 1 text as final option.	2 Business Days

Alerts & Cases: Definitions

Alert Reason	Definition
Athletic Support	This is to be used for Athletes who need additional support in their courses. Make sure to add comments to the alert so the Academic Advisor has as much information as possible when reaching out and working with the student.
Books and Supplies	This should be submitted on students who do not have the necessary books (including access codes) and supplies (i.e art supplies) to complete course assignments and goals, even if it is an OER course.
Disability Disclosure Referral (Confidential)	This is to be used ONLY when a student has self-identified/actively disclosed a disability to a staff or faculty member. This is NOT to be used if you think a student needs support from Accessibility Services.
ESOL Referral	This is to be used as a referral so that staff can connect with and provide additional support to ESOL students.
EasyLogin/Canvas Support	Submit this alert on students who are struggling with EZLogin, CANVAS and/or SIS access/usage issues.
Financial and Basic Needs	Submit this alert for students who are experiencing issues related to food insecurity, at risk of homelessness, inability to pay utilities and/or inability to meet their basic needs. Examples: living in a residence hall and not registered but if moves will be homeless, food insecurity.
GPA Below 2.0 (Advisor Use Only)	Final grade report is used to filter for their students with gpas that fall below 2.0. Advisors communicate with students, who may or not be suspended to provide support and explain next steps in the process.
Laptop Needed	Submit this alert on students who have self-identified that they do not have a laptop to complete an assignment or are in need of a laptop for the entire semester. These students will be triaged to provide the correct level of support.
Life Issues (Comment Required)	Submit this alert for students who are experiencing issues that impede their ability to attend their class/es. Example: student is struggling with transportation and unable to make all in person classes.
Low Initial Grade/Assessment	Student attending course but receives a low initial grade on a quiz, test or other assessment and may need additional tutoring or student support.
Low Participation	Student is not consistently attending class or participating in class based on the course requirements.
Mid Term Warning (Advisor Use Only)	Advisors use that report to identify students for students with 2 or more C- grades or below. Intentional outreach to help student.
Missing Assignments	Student has not submitted or is not consistently submitting assignments.
Non-Urgent Health and Wellness (Confidential)	Submit this alert on students who have observable or self-identified hygiene concerns, change in appearance, attendance issues (frequently calling out sick - non COVID related illness), issues affecting ability to complete course or program. Examples (not limited to) – notification student was hospitalized, family related medical issues (parent/children). This is NOT to be used for a student in an urgent medical situation or for an injury that occurs on campus.

Alerts & Cases: Definitions

Alert Reason	Definition
Non-Urgent Mental Health Concern (Confidential)	Submit this alert on students who have observable or self-identified changes in behavior, personal challenges or observable changes in personality or appearance. Examples (not limited to) – extrovert to introvert, at risk of homelessness and food insecurity, focus on negativity and feeling of hopelessness. This is NOT to be used for a student in an immediate crisis situation. Require additional comments when this is submitted by staff and faculty.
Other/Life Issues (Comment Required)	Submit this alert for students who are experiencing issues that impede their ability to attend their class/es. Example: student is struggling with transportation and unable to make all in person classes.
Other Technology Needed	Submit this for students who need calculators, head phones or other pieces of technology (not including a laptop/desktop computer). These students will be triaged and provided the needed technology.
Student on Drop List (Advisor Use Only)	Weekly list – after add/drop period – multiple course drops, gateway course drops take a priority English Comp, Intro to Math – this is a withdrawal from courses.
Student Stopped Doing Work	Student has stopped submitting assignments/work for the course. Student was previously submitting assignments, either consistently or inconsistently.
Time Management/Study Skills	Submit this alert for students who need support with study skills and/or time management.
Tutoring Referral	Submit this for students who would benefit from using Tutoring Services. Please select the course that they need tutoring help with when submitting the alert.
Underprepared	Skills don't match course requirements based on previous coursework or multiple measures did not accurately place them in the correct course.