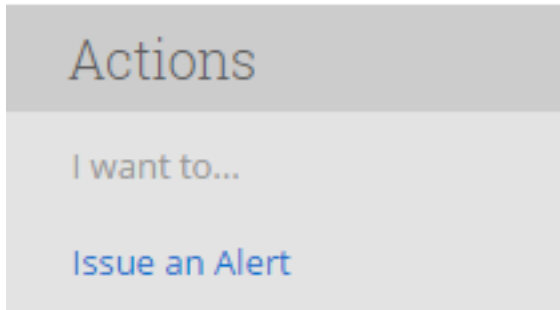


Alerts and Cases

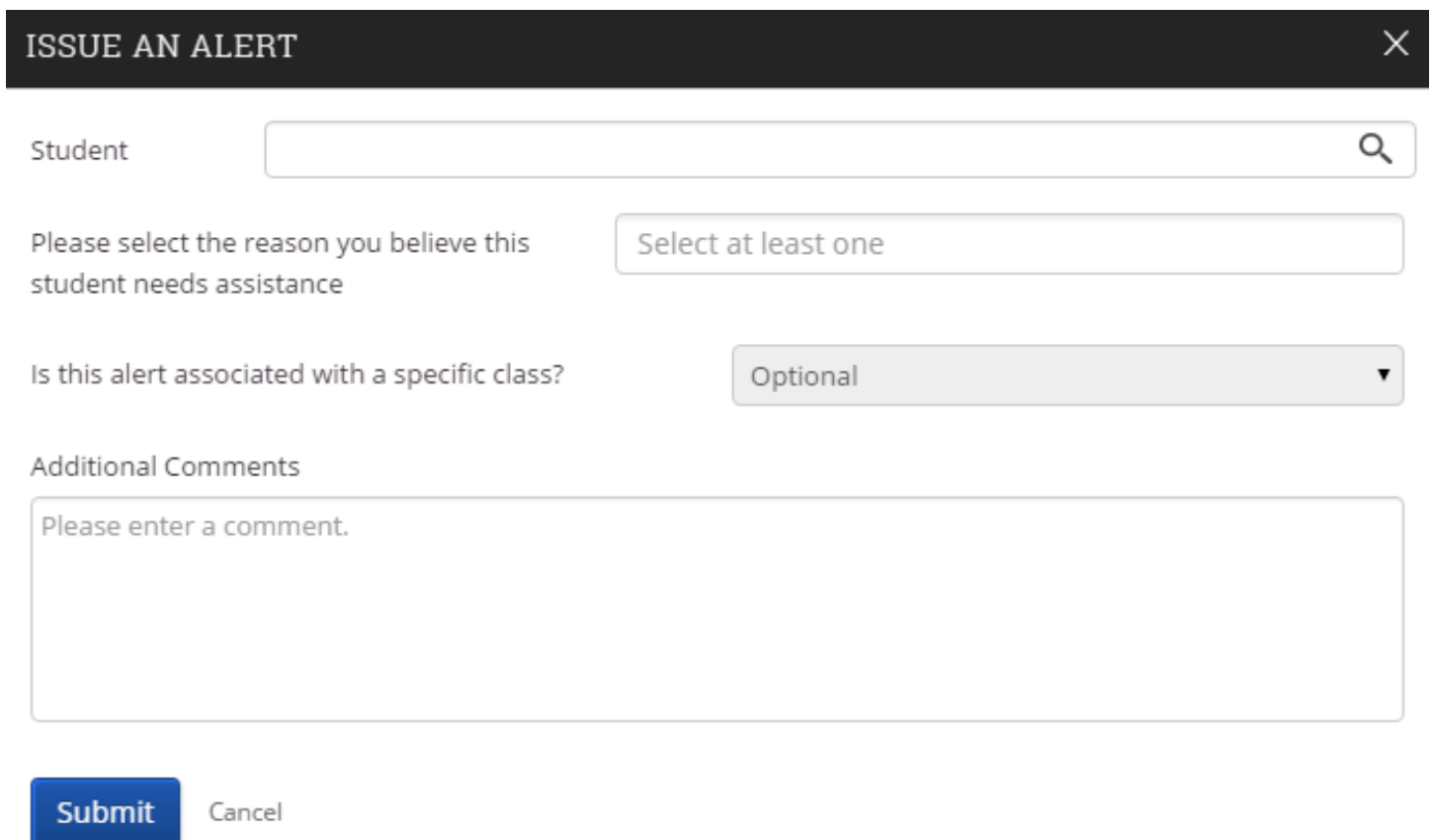
Alerts and Cases

Users with appropriate permissions have the ability to issue an alert on a student at any time. Alerts are a way to draw attention to a student who may potentially be at-risk. To issue an alert, click the Issue Alert button.



A screenshot of a user interface showing a menu titled "Actions". Below the title, there are two options: "I want to..." and "Issue an Alert". The "Issue an Alert" option is highlighted in blue.

The system will then display the Issue Alert dialog.



A screenshot of the "ISSUE AN ALERT" dialog box. The dialog has a dark header with the title "ISSUE AN ALERT" and a close button (X). Below the header, there are several input fields and a dropdown menu:

- A "Student" label followed by a search input field with a magnifying glass icon.
- A label "Please select the reason you believe this student needs assistance" followed by a dropdown menu with the text "Select at least one".
- A label "Is this alert associated with a specific class?" followed by a dropdown menu with the text "Optional" and a downward arrow.
- A label "Additional Comments" followed by a large text area with the placeholder text "Please enter a comment."
- At the bottom left, there is a blue "Submit" button and a "Cancel" link.

Student- Type in the name or student ID to search for and select the student you wish to issue the alert for.

Alert Reason- Select the Alert Reason that best describes the reason you issued this alert (these alert reasons are defined and set by your Application Administrator).

Associated with a Class? - If the alert is associated with a specific course, you can select it here. Otherwise, leave this blank.

Additional Comments- This is where the advisor should write, in detail, the reasoning behind this alert.

When an Alert is issued for certain Alert Reasons, a case may be automatically created. These cases can then be followed and managed on the Cases page.

Issue an Alert from a Student's Profile

Another way you can issue an alert for a student is from the student's profile. Simply navigate to the student's profile page and select the Issue Alert link on the right hand side of the page in the "I want to..." box.

The screenshot displays the EAB Campus Student Success Collaborative interface. The main content area shows the profile for Laura Gonzalez, a Sophomore in Biological Science at the College of Arts & Sciences. The profile includes tabs for Overview, Success Progress, Reports / Notes, Class Info, and Major Explorer. The Success Progress section shows a Course Grade D/F of 2 and Repeated Courses of 1. A modal window titled "ISSUE AN ALERT" is open, allowing the user to issue an alert for Laura Gonzalez. The modal includes a dropdown for the student name, a required selection for the alert reason, a dropdown for "Is this alert associated with a specific class?" (set to "Optional"), and a text area for "Additional Comments". The modal also features "Submit" and "Cancel" buttons. On the right side of the interface, there is a "Staff Alerts" section with a notification badge showing 3 alerts, and a "I want to..." menu with options: Message Student, Add a Note on this Student, Add a Reminder to this Student, Report On Advising, Schedule an Appointment, Add to Watch List, Issue an Alert, Edit User Settings, and Impersonate User.

Alert Reasons

When enabled, users are required to provide a reason why they marked a student at-risk. These outcomes are customizable and are managed in the Administration feature.



Alert Reasons

Add New

NAME	IS ACTIVE?	CREATES CASES?	AUTO ASSIGN ADVISOR?	AUTO ASSIGN COACH?	AUTO ASSIGNED USERS	EMAIL NOTIFICATION?	ACTIONS
High number of Withdrawals	Yes	Yes	Yes	No		No	Edit Delete
Sleeping in class	Yes	No	No	No		Yes	Edit Delete
Financial Aid	Yes	Yes	No	No	Seth Moucka	Yes	Edit Delete
Missed multiple assignments	Yes	No	No	No		No	Edit Delete
Failed Midterm	Yes	No	No	No		No	Edit Delete
Medical Issues	Yes	Yes	No	No		No	Edit Delete
Needs Tutoring	Yes	Yes	No	No		No	Edit Delete
Positive Alert	Yes	No	No	No		No	Edit Delete

- **Name:** Will be seen by Admins and professors when marking a student as at-risk. It should be as specific as necessary to convey the appropriate meaning.
- **Alert Reason is Active:** When checked, this reason will be selectable by professors when marking a student as at-risk.
- **Show This Reason When Issuing Alerts:** This option, if checked, will be available to users as they use the Issue an Alert feature.
- **Show This Reason when Creating Progress Reports:** If checked, this reason will be available to users as they create a progress report for a student.
- **Alert Reason will Automatically Create a Case:** Alerts can optionally automatically create an at-risk Case for those students marked as at-risk. When this option is checked, users can also choose from a host of auto-assign options.
- **Auto Assign Case to Student's Advisor:** Checking this option means that any student assigned this alert will have its case assigned to the student's assigned advisor(s).
- **Auto Assign Case to Student's Coach:** Checking this option means that any student assigned this alert will have its case assigned to the student's assigned coach(s).
- **Auto Assign Case to These Users:** Or a specific advisor can be assigned to handle all of these specific types of alerts. For example, I would like advisor Taj Alexander to be assigned to all students marked with the "Financial Problems" alert.

Case Outcomes

Before a case can be completed, an outcome must be assigned. These outcomes are customizable and are managed here.



SSC University

Add New

NAME	IS ACTIVE?	ACTIONS
Closed	Yes	<input type="button" value="Edit"/> <input type="button" value="Delete"/>
Financial Aid Issue Resolved	Yes	<input type="button" value="Edit"/> <input type="button" value="Delete"/>
Student Received Counseling	Yes	<input type="button" value="Edit"/> <input type="button" value="Delete"/>

Name: The name will be seen by Admins and Advisors and should thus be as descriptive as possible. These names will also be visible on reports.

Active: If you wish an outcome to no longer be selectable at the conclusion of a case, uncheck this box.