SPRING 2016 EARLY ALERT ADVISOR OUTREACH PROTOCOL

As Advisors WILL NOT be notified via email (or email digest) when an alert is raised as part of a progress report, the following protocol is requested during the spring 2016 progress reporting period:

a. Advisors will run alert reports 1x weekly during the progress survey reporting period (January 25-February-15)
b. The Learning Commons will also be running reports and initiating outreach to those students who receive Learning Commons Referrals during the progress survey reporting period.
c. Additionally, for the time being, advisors are asked to run this report on a regular basis throughout the semester to accommodate the 24/7 alert raising feature in SSC. The outreach protocol in this case will be the same as during the progress survey reporting period.

The following alerts are associated with the progress survey (the same alerts are available within the 24/7 alert feature):

1. Poor Attendance affecting academic performance
2. Inadequate homework and assignments
3. Missing assignments
4. Poor class participation
5. Low quiz/test grades
6. Unsatisfactory Academic Performance
7. Learning Commons Referral

There is currently no “close the loop” feature (except for the Learning Commons Referral) in which advisors can circle back with instructors when the alert is addressed. This is another reason why working within SSC to enact follow up outreach on students is critical, as it creates an electronic record of outreach (under the “Conversations” feature).

Alert Report Directions:

1. Go to the “Reporting” tab in the orange menu.
2. Click on “Detailed Students Flagged At-Risk” (report in the top left Progress Reports Section). Identify the date range, and any other filters you would like. Leaving the box blank means that your report will contain ALL alert types. If you want to target only a specific alert, type the alert name in the box.
a. If you are an advisor, go to the “Assigned To” filter area, and fill in your name in the Assigned to Advisor section
2. Once the report loads, click select all checkbox underneath Actions, click actions, and press “send message.”

3. OPTIONAL: Once your message is sent, go back to your list, select all, and Add a Note that you reached out to the student. Please note that your email will save in the “Conversations” feature.
SAMPLE ADVISOR OUTREACH EMAIL TEXT:
I am writing regarding a recent academic alert issued by one of your professors. Check your BGSU email inbox for details of this alert in a recent email notification from Cyndie Roberts, who manages the academic alert process here at BGSU.

As part of a comprehensive effort to provide students with ongoing feedback on their academic performance and to identify and assist at risk students, BGSU uses SSC to alert students of their academic performance issues. I urge you to take this alert seriously and to consider the email notification you received closely. See your instructor immediately to discuss ways in which you can improve your performance, and ultimately, your grade.

ACT NOW! As your academic advisor, I am here to help as well. If you have questions about your academic performance, where to turn for help, your progress toward degree, or if I may assist you in any way, please feel free to contact me at: