Retention Alert System

STUDENT RETENTION ALERT SYSTEM

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ACCESSING THE RETENTION ALERT SYSTEM

The Retention Alert System can be accessed by logging into your StormFront account using your User ID and password. In addition, faculty members utilizing Scholar can access the Retention Alert System through their Scholar course sites.
Faculty members may contribute retention alert information through their class rosters. From the Faculty Information menu, select the **Class Roster** link.

On the **Class Roster** form select the appropriate section for the student.
Select the student link.

<table>
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<th>Name</th>
<th>ID</th>
<th>Class</th>
<th>Level</th>
<th>Minor</th>
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<td>Alan, Shik</td>
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<td>Beach, Sandy</td>
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<td>Kroll, Marybel M.</td>
<td>3483534</td>
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On the **Student Profile** form click on the “Add Retention Alert Info” hyperlink in the lower left corner.

On the **Contribute Retention Info** form, select the specific issue you would like to report on for this student.
Enter a summary statement and detailed notes about the student. You should also indicate the Method of Contact(s) you used. Click on submit when finished. It is recommended you begin your summary statement with the “Dept-Course-Sec” information (i.e. MATH 105-A) if the concern is related to a course.

Once you submit, you will see a confirmation note about the issue you just submitted for the student and who the case will be assigned to which can include multiple offices, academic advisors, and coaches (as applicable). These individuals will be notified of the case being created and will have access to the case to begin their process of contacting and working with the student.
As an option, you can use the **Contribute Retention Info** link to provide information on a student regardless of whether or not a case already exists. This provides the opportunity to submit information related to a student but who may not be in a course with you.

Clicking on the link will provide you the opportunity to search for a student by student ID or name.
For faculty members who are utilizing Scholar within their courses, retention alert information can also be provided using links within the course site.

First, log in to Scholar using your User ID and password and select the course in which the student is enrolled.

On the left side of the course site, you will see the section labeled **MID/FINAL GRADE ENTRY**.

Click on the “Retention Alert” link.

The Retention Alert screen will display the list of students enrolled in the course. The second column provides a link called “Retention Alert.”

Clicking the “Retention Alert” link will direct you to the login page for StormFront leading to the Retention Alert screen.

You can then enter the information as needed.
As individuals are assigned to work on a retention case, emails will be sent to provide reminders regarding any open cases. Login into your StormFront account and select **My To Do List**. Working a retention case allows you the opportunity to provide additional information regarding the student. If a case has been resolved, an action available is to close the case.

Please note: this option may not be available to all staff. If not, please refer to the section regarding “Viewing Contributions You Have Made” on page 21.

You will be presented with a list of all of the open cases that you are assigned to work. **Click on the student case (link) that you want to work on.**
You will be presented with the **Work the Case** form. Click on **Expanded Case History** to view details of how the case was created and any notes associated to that item.

In order to "**work the case**" you can select any item from the **Choose an Action** drop down box.

**NOTE:** As you begin working cases, keep in mind that you should never close out of a case by clicking the X in the upper right hand corner of the web form or by using the BACK button. If you need to close out of a case, you can select **Go to My To Do List** from this drop down box.
ADDING A NOTE TO A CASE

To add additional information, select the action, “Add a Note” from the menu options. A **summary statement** is required. There is ample room to record detailed notes which are relevant to the student’s case.

After you click on **SUBMIT**, you will see the summary of that student’s case with the item you just added at the top of the list.
VIEWING CONTRIBUTIONS YOU HAVE MADE

You may use this process as a way to view items you have contributed to student retention cases. You will not see information that may have been contributed to the same case by others.

Select **My Contributions to Cases**.

The system will display the cases of students for whom you have contributed an alert. The **Item Date** indicates when information was first contributed. There is a **Case Status** column that will indicate whether the case is **New** (entered but not yet acted upon), **Active** (has more than one alert submitted or is currently being worked on) or **Closed** (the case has been closed).

Click on the link in the **Summary** column and you will be able to view any contributions that you have made to that particular case.

To add new information or to request information regarding this student, select the **Add/Request Info** link in the far right hand column: