

Alerts

Importance of early alerts

- Focus resources on student engagement & success
- Coordinate work across campus
- Work upstream v rescue and recovery
- Key driver of retention

Early alerts in Aviso provide information to college officials which help to drive actions in support of students.

- Early alerts are the preferred way to notify campus stakeholders that a student may benefit from a connection to resources.
- Early alerts are routed to the student's academic advisor and other college staff, such as CARs, Residence Life, or Counseling Services depending upon the alert type.
- Early alerts are visible to faculty who have a student in class and who is not their advisee if “follow students currently enrolled in courses I teach” is selected in personal settings.

Caseload

Automatically follow students enrolled in current courses that I instruct

- All alerts are routed to members of CAST and Corey Landstrom as the Aviso system administrator.
- Alerts are not sent to students.

Questions to ask yourself prior to submitting an alert:

- Have you talked to the student?
- Does the student know you will be/are submitting an alert?
- Would you like CARs, Student Development, or another department or individual to reach out to the student?
- Would you like to or need to consult with someone prior to submitting an alert?
- Do I have a previous alert that is open for a particular student, and I have additional information to provide?
 - Enter feedback in the comments section in the original alert.
- What resources, if any, have you shared with the student?
- Will sharing the information via an alert help to connect other concerns that may facilitate a comprehensive response?

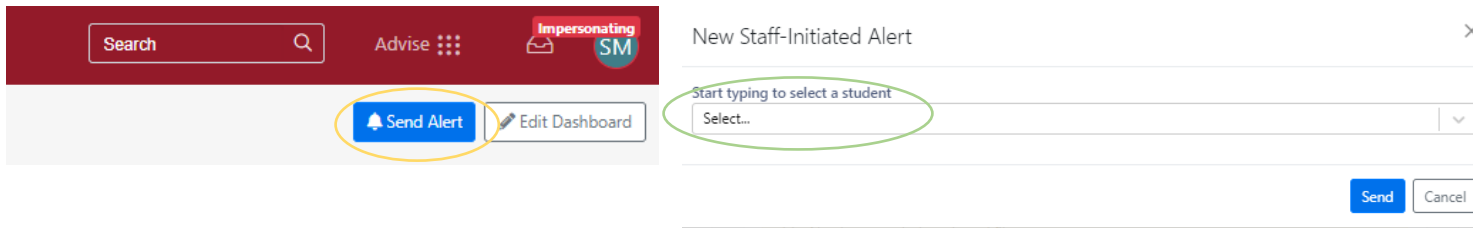
Ways to submit an alert

- Send alert from home page via search for student.
- Send alert from your course roster.
- Send alert from your caseload.
- Send alert from a filter you created.
- Submit alert for multiple students.

Several different alerts have been created and are available in Aviso. A guide to writing alerts is available later in this document.

Submitting an alert via your home page

In this option, select the “Send Alert” button (orange oval left image below).

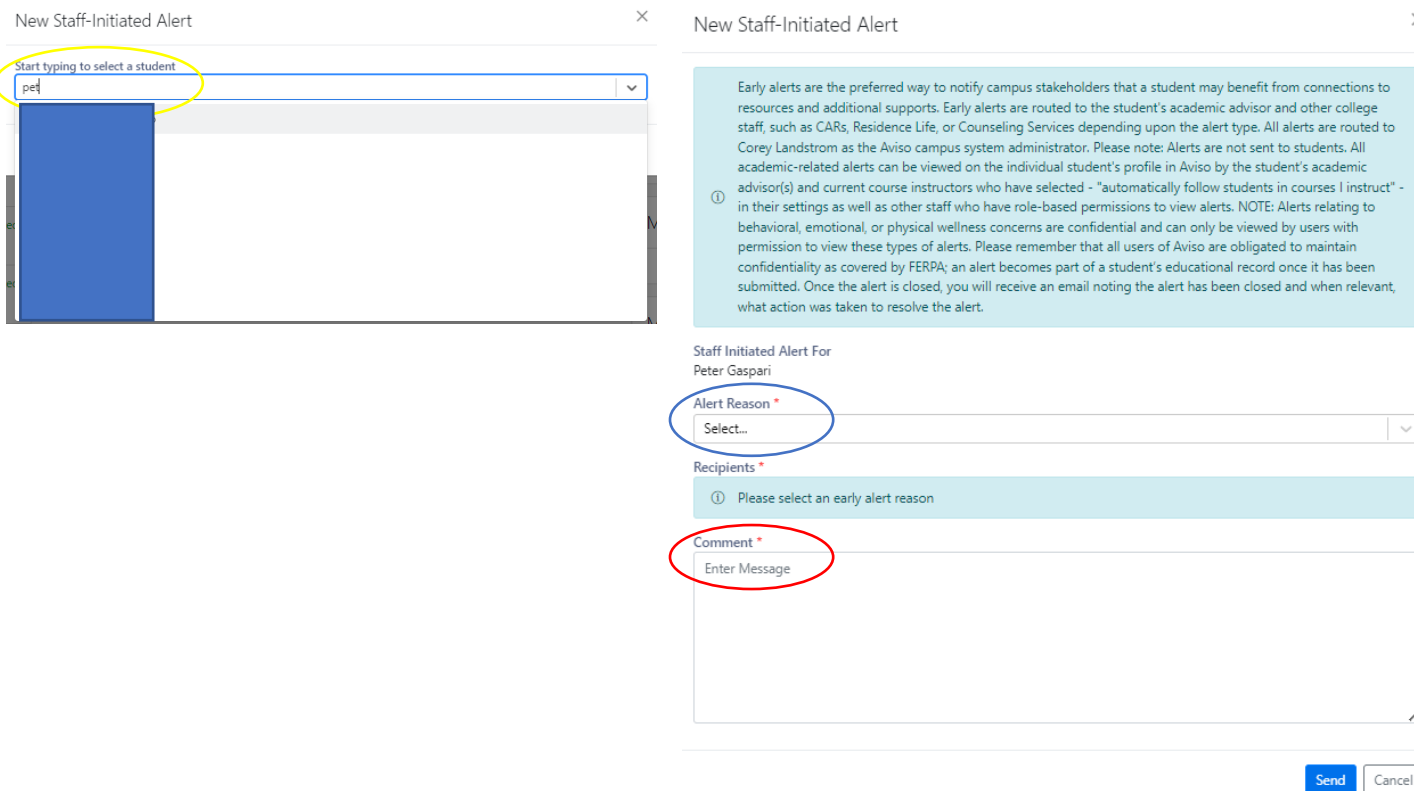


The image shows the top navigation bar of the system with a search field, an 'Advise' menu, and an 'Impersonating SM' indicator. Below the navigation bar, a 'Send Alert' button is highlighted with a yellow oval. To the right, a 'New Staff-Initiated Alert' window is open, featuring a dropdown menu labeled 'Start typing to select a student' with 'Select...' as the current selection, highlighted by a green oval. At the bottom of the window are 'Send' and 'Cancel' buttons.

Search for student in pop-up menu (green oval right image above).

The “**Start typing to select a student**” field (yellow oval in image below) will start to populate when the student’s name appears you can select it from the list or continue keying in their name (only students in your caseload will be visible using this tool).

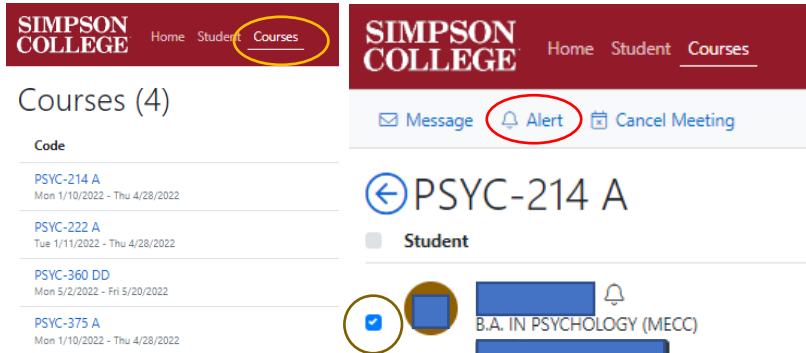
Once you’ve selected a student, the New Staff-Initiated Alert window will pop-up.



The left screenshot shows the 'New Staff-Initiated Alert' window with the 'Start typing to select a student' dropdown menu open, displaying a list of students. The text 'pet' is entered in the search field, and a blue oval highlights the dropdown menu. The right screenshot shows the same window after a student has been selected. The 'Alert Reason' dropdown menu is highlighted with a blue oval, and the 'Comment' text area is highlighted with a red oval. The 'Alert Reason' dropdown menu is currently set to 'Select...'. The 'Comment' text area contains the placeholder text 'Enter Message'. A light blue informational box is visible at the top of the window, providing details about early alerts and FERPA compliance. At the bottom of the window are 'Send' and 'Cancel' buttons.

Information about selecting the **Alert Reason** (blue oval in immediate left image) and writing your **Comment** (red oval in immediate left image) are found later in this document.

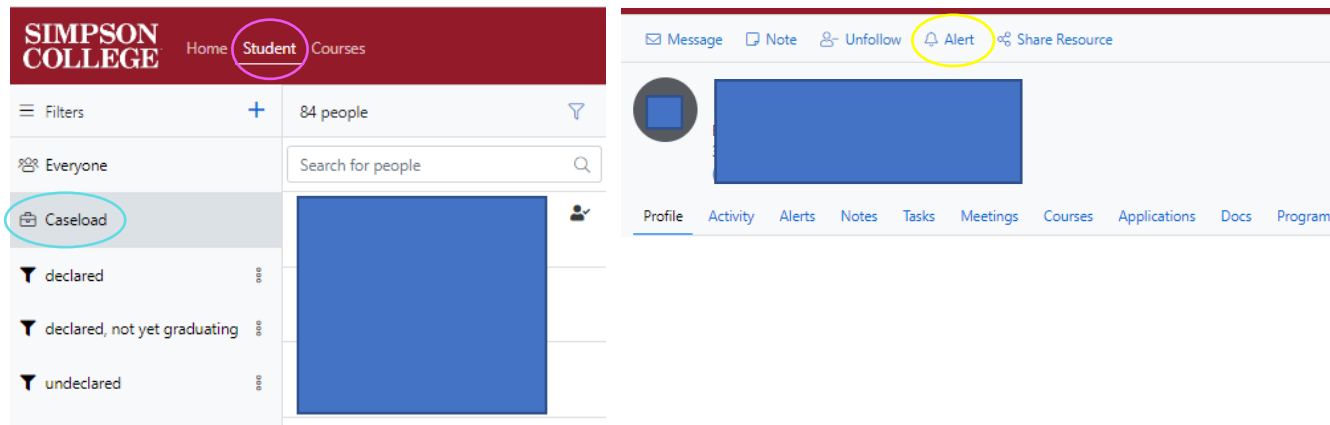
Submitting an alert from course roster



Navigate to your “**Courses**” tab (orange oval in far-left image):

- Select the course which the student is in.
- Locate the student on your course roster.
- Using a checkbox (brown oval in near left image), select the student.
- Select “Alert” (red oval near left image) to open the alert window.
- Proceed with writing the alert as described previously.

Submitting an alert from your caseload



Navigate to your “**Student**” tab (pink oval in left image):

- Select “**Caseload**” (teal oval in left image).
- Select the student you want to submit an alert.
 - Select the “**Alert**” button above the student’s name (yellow oval in near left image)
 - Proceed with writing the alert as described previously.

Submitting an alert from a filter

Use the same approach described in submitting an alert from your caseload, except select the student from the filter list.

Submitting an alert for multiple students

There may be instances in which you wish to submit an alert regarding multiple students. For example, students who performed poorly on an exam in a class.

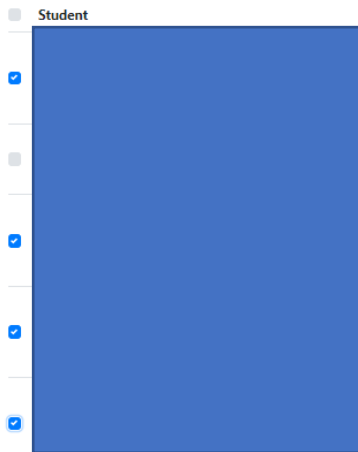
1. When submitting an alert for multiple students, please follow the following practices:

- Do not specifically name students in the alert.
- Provide a broad overview in the alert comments so that individual students are not singled out.
- The broad submission of an alert accomplishes your need to provide information to college employees who will respond to and/or interact with the alert.

The most common way faculty submit alerts regarding multiple students is through a course roster.

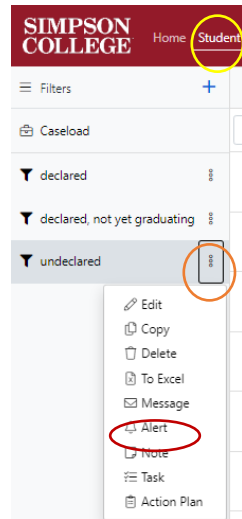
Referring to the **Submitting an alert from course roster section**, use the checkboxes to select the specific students about who you wish to submit an alert.

← PSYC-214 A



A visual example is provided below (left image).

Once you have the students selected, select the alert button (see Submit an alert from course roster section for reference).



2. Another method to submit an alert regarding multiple students is to use a **filter** you've created.

Navigate to your **"Student"** tab (yellow oval in immediate left image):

- Select the filter you wish to use.
- Select the three vertical circles on right (orange oval in immediate left image).
- Select Alert from the pop-up menu (red oval in immediate left image).

Proceed with creating the alert in window that pops up. You will see the number of students who will be included in the alert (blue circle in image below) in this example, 58 students:

This is a less common method and should be used sparingly.

Writing an alert

When writing the alert, please refer to the list of questions below to help guide you in what information should be present in the alert. Answering these will help you to write an effective alert that can drive actions in support of the student.

- Have you talked to the student about your observations/concerns?
- Does the student know you will be/are submitting an alert?
- Would you like CARs, Student Development, or another department or individual to reach out to the student?
- Would you like to or need to consult with someone prior to submitting an alert?
- Do I have a previous alert that is open, and I have additional information to provide?
 - Enter feedback in the comments section in the alert
- What resources, if any, have you shared with the student?
- Will sharing the information via an alert help to connect other concerns that may facilitate a comprehensive response?

A general rule of thumb to follow when writing an alert:

- Use specific information versus generalities or assumptions;
- When available provide specific dates, times, locations if relevant;
- State known facts avoid providing opinions.

Depending upon the alert type, different individuals will have access to the alert.

When you select an alert type, the pop-up window will identify who will receive the alert.

Students are **not** notified of alerts and the pop-up window will show that.

Staff Initiated Alert For

[Redacted]

[Redacted] will not be notified of this alert.

Alert Reason *

Academic Course Concern: Referral to CARs

Recipients *

Center for Academic Resources, SOC Assist, Amy Jeffrey-Kennel, Brandon Stromer, Corey Landstrom, Jody Ragan, Mara Bailey, Matt Hansen, Monica Lewis, Paula Kueter, Sarah Davitt, Stephanie Neve, Tara Rehmeier, Ethan Brown, Heather Emery-Cunningham, Lisa Carponelli

Comment *

Enter Message

In Aviso, you can only select **one** alert type.

If what you wish to report connects with more than one alert type, select the one that most closely connects to the information you have to share. In your comment, please provide details that connect to the other alert types.

After you send the alert, you will see a message such as this one:

Your Alert has been successfully sent to Center for Academic Resources, SOC Assist, Amy Jeffrey-Kennel, Brandon Stromer, Corey Landstrom, Jody Ragan, Matt Hansen, Monica Lewis, Paula Kueter, Sarah Davitt, Stephanie Neve, Tara Rehmeier, Mara Bailey, Ethan Brown, Heather Emery-Cunningham, and Sal Meyers.

Staff Initiated Alert Reason	Description	Guide to writing the alert
Academic Alerts		Please include only facts, not opinions, in your description
Academic Course Concern: Progress	Student has current grade of C- or below, poor exam/test score, general difficulty with course content. Academic coaching, tutoring, or writing assistance recommended.	A description of the student's academic situation and any specific details which can help to direct the response. If no immediate response is necessary, please note how you will continue to monitor the situation and how you will determine when a student should be contacted.
Academic Course Concern: Referral to CARs	Referral to CARs for tutoring, writing support, academic coaching.	Please provide specific details about which service will benefit the student. If unsure, please note the need for CARs to assess what resource will best support the student.
Academic Course Concern: Attendance	Student has inconsistent attendance or has extended absences.	Please provide specific details of dates the student was absent from the class. If the nature of the absence is known or if this is a change from previous attendance behaviors, please note that information.
Academic Course Concern: Never Attended (Only submit in the first week)	Student has not attended class during the first week.	Please submit an alert for any student who was on the course roster but did not attend class during the first week.
Academic Course Concern: Engagement	Low, poor, or lack of engagement in class or with coursework.	Please provide a synopsis of efforts made to engage the student in the course. If reasons are known for why they are not engaging, please provide that information.
Adjustment/Transition	Student is having difficulty adjusting to college and could benefit connecting to resources.	Please provide the challenges the student is encountering that are creating barriers to their access of resources or adjusting to college.
Retention Risk	Student may withdraw and/or transfer; student has disclosed they are thinking about transferring.	<p>Please provide detailed information about how you came to know the student was considering withdrawing or transferring, including the reasons why they are considering withdrawing or transferring and where they are thinking of transferring, if known. Finally, if you know how long they have been considering this, include that information.</p> <p>If you believe the student may benefit from a conversation with a college official, please share that you believe such a meeting can be helpful.</p>
Accessibility/Disability Services	Student has disclosed a prior accommodation and/or has expressed the need for accommodations.	Please provide the information you have from the student and whether you referred them to Accessibility Services. While registration for accommodations requires documentation and can take some time to establish, if you believe there is a level of urgency for the process, please detail why.

Other Alerts		<p>For any of the alerts below:</p> <p>*If there are concerns for the immediate safety of the student or others, please call Campus Safety (515.961.1711) or 911 an acute scenario.</p>
Campus Engagement/Connections	Student is not connected/engaged on campus which may be associated with homesickness, a personal or family issue, etc.	Please provide the circumstances, if known, that are creating a barrier for their engagement. If you have made efforts to support the student, please provide the steps that have been taken.
Career	Student has raised questions about life and career, internships, or other opportunities/interests.	Please provide how you have engaged the student and what questions have arisen. If there are specific interests that are known, please detail them.
Disruptive Behaviors - Classroom	Student has presented behaviors that are disruptive to classroom experiences.	<p>Please provide the factual information about how the student has disrupted the classroom. Include what steps you have taken to rectify the situation and whether there is further action needed.</p> <p>*If there are concerns for the immediate safety of the student or others, please call Campus Safety (515.961.1711) or 911 an acute scenario.</p>
Disruptive Behaviors - Other	Student has presented behaviors that are disruptive to residential living and other environments.	<p>Please provide the factual information about how the student has disrupted the residential or other environments. Include what steps you have taken to rectify the situation and whether there is further action needed.</p> <p>*If there are concerns for the immediate safety of the student or others, please call Campus Safety (515.961.1711) or 911 an acute scenario.</p>
Financial Concerns	Student has financial difficulty that impacts their success. For example, can't purchase/rent books, has outstanding student account bill, has an emergency situation.	Please provide detailed information how the student's financial situation has created barriers for their access to their education. If you have referred the student to an office and/or person, please provide that information.
Health	Student has disclosed an underlying health issue (illness, injury, etc.) that is beyond their ability to predict and/or control and which is impacting their engagement and success.	<p>Please provide details of the student's situation that are known to you. If you have referred the student to Health Services, please note that information. If there are other steps that have been taken to support the student, please note.</p> <p>*If the situation is an acute, personal health situation please call Campus Safety (515.961.1711) or 911 if there is an immediate risk to the student's wellbeing.</p>

Mental Health	Student has disclosed (or has observed behaviors) a mental health issue that is beyond their ability to predict and/or control and which is impacting their engagement. This may include but is not limited to substance abuse/addiction, disordered eating, self-injury, etc.	Please provide details of the student's situation that are known to you. If you have referred the student to Counseling Services, please note that information. If there are other steps that have been taken to support the student, please note. *If the situation is an acute, personal health situation please call Campus Safety (515.961.1711) or 911 if there is an immediate risk to the student's wellbeing.
Self-Care/Hygiene	Student's appearance and personal hygiene is impacting the classroom, residential living, or other campus environment.	Please provide a detailed overview of what you have observed and any timeline information if the student's self-care/hygiene has changed. If there has been sudden change, please note that.
Roommate Conflict	Student discloses issue/concern with roommate.	Please provide detailed information about the nature of the conflict, what if any initial steps have been taken to resolve the conflict, and whether any referrals have been made to a residence life staff member.
Grief	Student discloses (or staff learn of) a death that impacts the student	If you are aware of a death that impacts the student, please provide the information that you know. If the student has indicated they don't want any outreach from any college personnel, please describe.
Harassing Conduct	Student discloses incident of harassment on campus.	If you are aware of any harassing conduct, please provide detailed information about what is known, what steps have been taken to address, and whether other college offices have been notified such as Title IX in the case of sex or gender-based harassment. *If the situation is an acute, personal health situation please call Campus Safety (515.961.1711) or 911 if there is an immediate risk to the student's wellbeing.
Suicide	Student has attempted suicide, has suicidal thoughts, or discloses a plan or past attempt.	If you are aware a student has suicidal ideation, plans to complete suicide, or has disclosed a past attempt please provide the specific details of what you have learned. If you know they are currently engaged with a provider, please note that information as well. *If the situation is an acute, personal health situation please call Campus Safety (515.961.1711) or 911 if there is an immediate risk to the student's wellbeing.

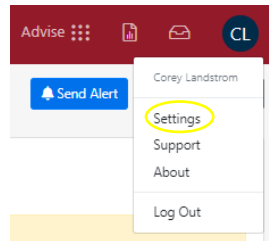
Alert Visibility

You may wish to follow the progress of an alert after you have submitted one.

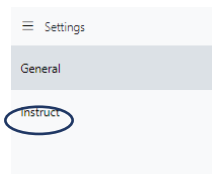
This is possible in Aviso, and your continued engagement with the student and providing updates to alerts helps others focus their work in support of a student.

To view alerts for students who may be in your class but are not an advisee, you want to be sure you have selected the option “Follow students in courses I instruct” in your personal settings.

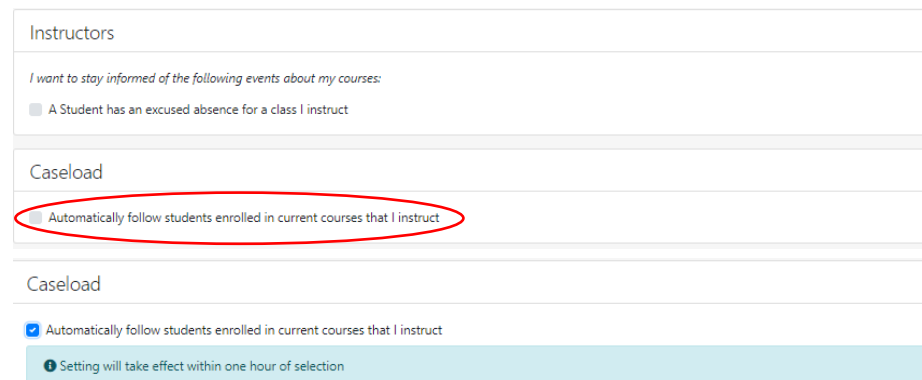
First, access your personal settings in Aviso. Referencing the image below, your settings are found under your initials in the top right of your Aviso window. ↓



In the pulldown menu, select “**Settings**” (yellow oval in image to left)



Next, select “**Instruct**” in the menu (blue oval to immediate left image)



Next, select “Automatically follow students enrolled in courses that I instruct” (red oval in immediate left image)

You will receive a confirmation after selecting.

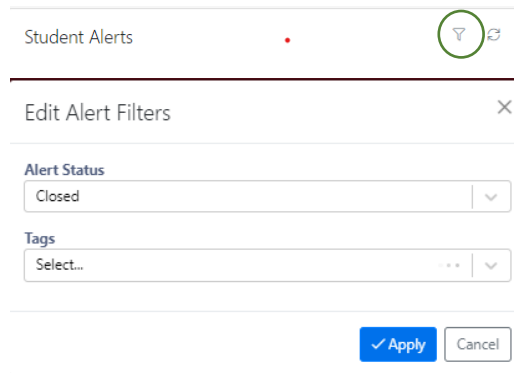
Engaging with alerts

If you have chosen to follow students enrolled in your courses, you will have same visibility as you do with your advisees. This means:

- You may see alerts regarding students in your class
- You may see alerts you submit for students in your class but who are not advisees.

One way to see alerts is on your personal homepage and having alerts populate in a widget. For instructions on setting up your homepage, please see the Homepage Dashboard section.

If you have selected to have alerts visible in a widget, you have the option to show open alerts:



The image shows two parts of the user interface. At the top is the 'Student Alerts' widget header, which includes a red dot indicating an alert, a filter icon (a funnel), and a refresh icon. Below this is a pop-up window titled 'Edit Alert Filters'. It has a close button (an 'x') in the top right corner. Inside the window, there are two sections: 'Alert Status' with a dropdown menu currently set to 'Closed', and 'Tags' with a 'Select...' dropdown menu. At the bottom of the window are two buttons: a blue 'Apply' button with a checkmark and a white 'Cancel' button.

Select the filter tool (green image in left image).

A pop-up window will open providing options for alert visibility. Select Open or Closed alerts.

In most instances, you will not need to select a tag for this step.

Alerts for students will populate the widget for you to view in order of submission (image to right).

If you go to a student's alerts, you can see what actions and communications have taken place.

Please see the next page for an example of the engagement and information regarding a student and an alert.



The image shows the 'Student Alerts' widget with two alert entries. Each entry starts with a blue square icon, a student name (redacted), and a timestamp. The first entry is dated 'March 30, 2022 10:38 AM' and is marked as 'Closed by Aviso System'. The text of the alert reads: 'Attendance by [redacted] has been identified for an Alert for Academic Course Concern: Attendance by [redacted] has once again stopped coming to class and has not been completing assignments. In addition, yesterday, she missed a major presentation. I have reached out to [redacted] have not heard back. I am concerned she will not be able to pass the class if this continues.' The second entry is dated 'March 14, 2022 11:29 AM' and is also marked as 'Closed by Aviso System'. The text of the alert reads: 'Law for Academic Course Concern: Engagement by [redacted] and [redacted] has been identified for an Alert in [redacted] and [redacted] continues to struggle in Psychology and Law. A major paper was due Monday March 7. A smaller assignment was due Friday March 11. [redacted] submitted neither. She also has done very few of the low-stakes daily pre-class assignments. She usually attends class and is engaged in discussion. But her pattern of not submitting work has continued even after her most recent conversation with her advisor (Sal Meyers) and with me. I'm assigning 50% to non-submitted major papers and smaller assignments, but I fear that [redacted] is now unlikely to pass the course.'

 Staff Initiated Alert - Academic Course Concern: Progress

Closed

Mon, 2/07/22, 12:28 PM [redacted]

[redacted] has been identified for an Alert for Academic Course Concern: Progress by [redacted]. [redacted] came to meet with me for a second time mid last week to strategize how to catch up on missing assignments. We made a new plan for the assignments she was going to work on over the end of the week and the weekend (while leaving others for later) and she seemed positive and dedicated to getting work in. However, I have checked the assignments we had targeted and there is no progress. I have reached out by email to ask how I could provide further support, but I would appreciate TRIO making contact too. I know [redacted] cares about the content and is invested in the class,... I am not sure what is making progress on her submitting work so challenging.

 Comment

[redacted] [redacted] Mon 2/07/2022 12:28 PM

Advise

Alert for [redacted] created by [redacted]

 Comment

[redacted] [redacted] on 2/07/2022 1:42 PM

I will reach out to [redacted]. I did meet with her last week and she admitting to hitting a motivational wall. We strategized a bit and I encouraged her to reconnect with [redacted] too (she'd enjoyed having extra accountability before). I will ask her to meet with me again as well.

[redacted] [redacted] Wed 2/09/2022 9:09 AM

  Advise

[redacted] is planning to start studying in the TRIO office as way to help her stay accountable.

 Comment

[redacted] [redacted] Tue 2/15/2022 4:35 PM

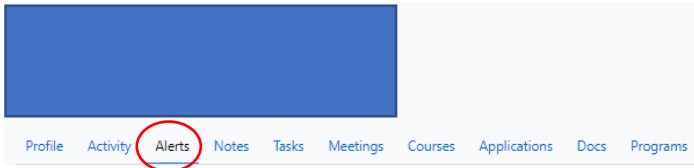
[redacted] and I met yesterday morning to create an extensive to-do list to help her get caught up. That said, I have not seen her studying up here with much frequency yet. I plan to reconnect with her on Thursday.

[redacted] [redacted] Thu 2/10/2022 10:19 AM

And if needed, at least one testing room is typically open for studying. [redacted] can support her in CARs if the area in TRIO is full.

- In the above example, you can see the alert (Academic Course Concern: Progress) was submitted by a faculty member. The date and time are automatically recorded when the alert is submitted.
- The student who is subject of the alert is identified below the individual who submitted the alert (redacted in above example).
- Others who had connections with the student provided additional information and actions that were taken.
- Some alerts may have more extensive information shared between the individual who submitted the alert and others who are connected with the student (and who have a role that provides such access).
- There are certain alerts you will not have access to such as a Mental Health, Health, or Suicide.

How do I know who has engaged with the student/alert?



Navigate to the student by clicking their name in the alert widget.

In the student profile select “Alerts” (red oval in left image) to view any alerts the respective student may have.

Any alerts submitted regarding the student are shown.

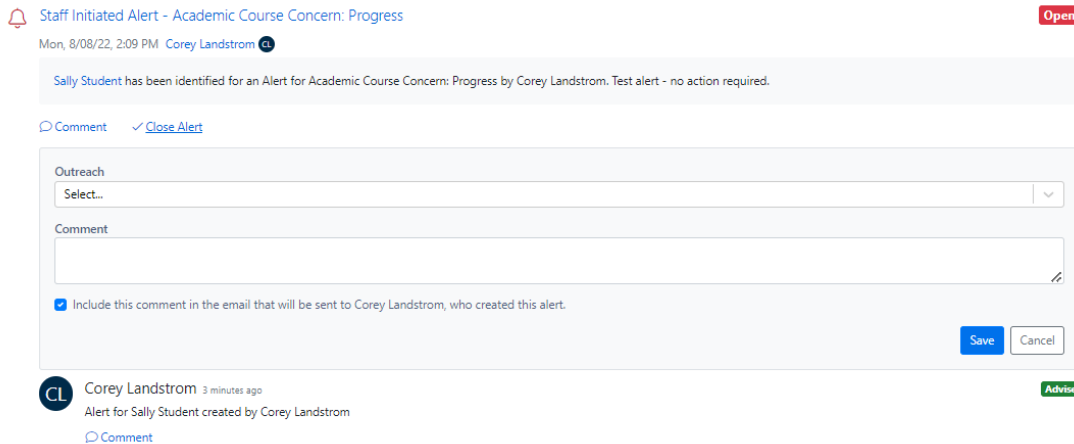
You will see information and comments other colleagues have posted (if there are any associated with the alert).

If an alert is currently open, and I have information to update and/or share, should I submit a new alert?

If the information you have is connected to the open alert, providing information via a comment may be more effective than a separate, new alert. This keeps relevant information connected to the student and the alert in one place.

When does an alert close?

In most instances, an alert will be closed when it appears the student has taken steps to rectify the situation.



Alerts are not intended to remain open for a long period of time but may remain open for several weeks as progress is made. When alerts are closed, the staff member who is closing the alert will submit a brief statement regarding the alert and rationale for closing the alert.

The staff member who closes the alert will select an “Outreach” option if applicable.

Information relevant and rationale for closing the alert will be added to the comment section.

The individual closing the alert, can choose to have their comments shared with the individual who submitted the alert.

Care and Actions Team for Students (CAST)

The Simpson College Care and Action for Students Team (CAST) focuses on students whose behavior has been brought to the attention of a college official via an early alert and for which a formal response is necessary. In most cases, the information is provided via an Aviso Early Alert. This multidisciplinary team reviews, assesses alerts, and determines the course of action based upon a prescribed set of factors, the magnitude of concern, any prior submitted alerts, information team members and others may have about the student, and the applicable college resources and procedures.

CAST will:

- respond to reports regarding students;
- work with, support, and connect them to resources as necessary;
- follow up with students, reporters, and others connected to students as needed;
- develop preventative identification, education, and response strategies.

CAST is chaired by the Executive Director of the Center for Academic Resources (Corey Landstrom). The following personnel serve on the team:

- Assistant Dean for Student Academic Services (Paula Kueter)
- Dean of Students/Director of Residence Life (Matt Hansen)
- Registrar (Jody Ragan)
- Director of Student Support Services/TRIO (Stephanie Neve)
- Director of Counseling Services (Jenny Vargas)
- Chaplain (Mara Bailey)
- Athletics representative (Brandon Stromer)
- Academic Coach (Sarah Davitt)
- Director of First-Year Experience & Community Engagement (Tayler Keitzer)

* The Director of Counseling Services serves as consultant to CAST and will provide context to situations and examples of possible routes of resolution. They do not, however, disclose confidential client information including whether a student is a client.

In some instances, other college staff who have a unique relationship with or perspective about a student may be invited into a CAST meeting to provide information about a student.