![Pine Technical & Community College logo]

FACULTY RESOURCE GUIDE FOR ACADEMIC ALERTS

Pine Technical and Community College (PTCC) is committed to student success and retention. If a student stops attending, falls behind in their assignments, or does poorly on tests, faculty can use the Academic Alert System as another intervention tool. It can also be used to identify students who are having challenges and connects them with services to help them be successful. Each alert goes directly to the student's e-mail as well as to the Student's Program Advisor, Student Success Coordinator, and Student Success Advisor. The goal is to identify, as soon as possible, what types of support a student may need to get back on track for the course, and for them to successfully complete the course.

This guide is meant as a resource to understand the process leading up to an alert, what happens after an alert is generated, and best practices to support our campus value of transparency, while still maintaining confidentiality.

CRITERIA FOR SUBMITTING AN ACADEMIC ALERT

1. Student must be demonstrating a **pattern** of behavior. For example:
   - *Failing to complete 3 weekly assignments in a row without contacting instructor in advance.*
   - *A student's grade falling into the failing or near failing range (C-, D+ or lower).*
   - *A student misses 2 consecutive classes or fails to log-in to D2L for 2 weeks without notification.*
2. The instructor has made attempts to address the behavior and/or academic concerns, but attempts have been unsuccessful or the student is not getting enough support.
3. The student should need additional support outside of what is provided in the classroom.

PRE-ALERT PROCESS

Faculty informs students about the Academic Alert System	Faculty identify students in need of extra help	Faculty attempt to work with students on the issue(s) of concern	Student not successful or needs additional help?	Submit an Academic Alert

BEST PRACTICES FOR AN ACADEMIC ALERT

At the beginning of the semester, inform students about the Academic Alert System
At PTCC we are focused on student success. By supporting students holistically, we can attempt to teach students how to successfully navigate the multiple demands and responsibilities that can impact their success during their academic journey. Letting students know in advance that an academic alert may be a possibility, will avoid students being caught "off-guard" when/if they receive an alert. It will also let students know that you are concerned about their welfare that we have support available, and they are not being "singled-out" by receiving an alert.

An Academic Alert is a student success resource, not a disciplinary measure
Students who receive an alert often think they are "in trouble". Explaining to students that the alert system is designed to support students be academically successful may debunk this misperception.

Include a short blurb about Academic Alerts in course syllabi
By including information in your syllabi can allow you to:
1) Remember to discuss the possibility of an alert with your classes.
2) There is documentation that you told your students that an alert may occur.
3) See below for example statements to include.

Statement Examples to include in Course Syllabi regarding Academic Alert Process

Example #1
At PTCC we want every student to be successful. The Academic Alert System is a campus-wide effort that seeks to support students early in the semester when they first begin experiencing difficulty in a class. If I feel you are having difficulty in my class (ex. missing class, missing assignments, and low test scores) I may submit and academic alert. This will refer you to the Counseling, Advising, and other Student Support Services. Once an alert has been submitted, a Student Success Team member or your Program Advisor will follow up with you by phone or email to find out what kinds of help you might need, connect you with the necessary resources, and to help you develop a strategy for success.

Example #2
I want every student to be successful in my class. Additionally, I want to make sure that all students have access to the resources they need to be successful. Therefore, if I feel you need extra support outside of my classroom, I will send an Academic Alert to the Counseling, Advising, and Student Support Services. Once I refer you, a Student Success Team member or your Program Advisor will follow up with you by phone or email to find out what kinds of help you might need, to connect you with the necessary resources, and to help you develop a strategy for success.

Example #3
PTCC has an academic alert system intended to identify and provide support to students who may be struggling in classes for any number of reasons. If I think you are falling behind in the class or I think that you might benefit from student support services, I may ask PTCC's student support team to contact you and see if they can assist you in anyway.

If you meet any of the following criteria I may trigger an academic alert:
• Failing to complete 3 weekly assignments in a row without contacting me about it in advance.
• Failing to turn in an essay without contacting me about it in advance.
• Your grade falling into the failing or near failing range (C-, D+ or lower).
• You either miss 2 consecutive classes or fail to log-in to D2L for 2 weeks without notifying me

Academic Alerts are not punishments. PTCC has many wonderful support services provided to students free of charge, so this is just one way that we can connect students with them. Please see the list of support services available to students in the Student Support section below.

SUBMITTING AN ACADEMIC ALERT

When a PTCC faculty needs additional assistance with student outreach and decides to submit an academic alert, they can access the system on the "Staff & Faculty" page on the PTCC website. To submit an alert, follow the instructions below.

To submit a new alert:

1. Visit http://pine.edu/staff-and-faculty/
2. Click on "Academic Alerts" from the left tool toolbar
3. Click "New Alert"
4. Enter your Star ID and password
5. Select the course list needed
6. Check the box(es) for students receiving the Alert - "comments" to the right are NOT sent to the student
7. The comment window under "Additional e-mail text" allows you to make specific recommendations that will go directly to the student(s) with the e-mail letter.

To follow up on an existing alert:

1. Visit http://pine.edu/staff-and-faculty/

2. Click on "Academic Alerts" from the left tool toolbar
3. Click "Follow Up"
4. Enter your Star ID and password

Important Note: If faculty submit an alert, but do not need additional outreach from the Student Success team, they should make that explicitly clear in the alert tool by including **"No additional follow up is required from the Student Success team."**

ACADEMIC ALERT DESCRIPTORS

The following academic alert descriptors are provided as guidance for faculty to select the most appropriate alert to assist with determining appropriate student outreach.

POOR PERFORMANCE	
Needs assistance reading / writing	Reading and writing ability is negatively impacting academic performance (to be paired with tutoring recommended)
Lack of understanding of course content	Student continues to struggle with course content even after intervention (to be paired with tutoring recommended)
Late or un-submitted Assignments	Student chronically submits late work
Lacks study skills	Lack of effective study skills is negatively impacting student's academic performance

OUTSIDE OF CLASSROOM DISTRACTIONS	
Student seems upset/stressed	Student appears upset/distracted which is negatively impacting academic performance
Student has expressed outside distractor is impacting learning	Examples include: environmental, relational, financial, or medical

POOR ATTENDANCE	
Excessive absences	3 or more unexcused absences; has not logged into D2L for two weeks
Stopped attending	Student initially attended, but has stopped attending AND did not respond or follow through with assignments; has not logged into D2L for more than two weeks

TUTORING IS RECOMMENDED	
Needs assistance reading / writing	Reading and writing ability is negatively impacting academic performance
Lack of understanding of course content	Student continues to struggle with course content even after intervention

STUDENT SHOULD WITHDRAW FROM COURSE	
Assignments not submitted	3 or more unexcused absences
Lack of motivation	Student lacks motivation and is at-risk of earning an "F"
Lacks study skills	Lack of effective study skills is negatively impacting student's academic performance and is at-risk of earning an "F"
Stopped attending	Student initially attended, but has stopped attending AND is unresponsive when contacted and is at-risk of earning an "F".
Low grade	Student is at-risk of earning a "D" or lower

EARLY ALERT	
Difficulty adjusting	Student is having difficulty completing course work
Inappropriate pattern of behavior in class	Student is regularly disruptive, confrontational, and/or exhibiting other inappropriate behavior in class-<mark>Behavioral Intervention Form (BIT Form-not academic alert- SEE AVENUES FOR REPORTING CONCERNING STUDENT BEHAVIOR/ACADEMIC PROGRESS BELOW)</mark>
Student disclosed a disability	Student disclosed a disability to the instructor
Student may have a disability	Instructor suspects student may be eligible for accessibility and accommodation services

WHAT HAPPENS AFTER AN ACADEMIC ALERT IS SUBMITTED?

After an academic alert is submitted, the following steps are taken.

1. The Academic Alert System will generate an email to the student to inform him/her that an instructor is concerned of their progress.

   Hello -
   You are receiving this email because your instructor is concerned with your progress in the following course:
   [faculty comments included from Alert system are included here]
   We encourage you to contact your instructor as soon as possible to address their concern. Additionally, my role as your Student Success Coordinator is:

   - *To provide academic advising to help you reach your educational goals (in partnership with your program advisor) and,*
   - *Discuss resources available to students. Whether it involves learning, test taking, life matters, or other personal concerns, we are here to help figure out some options to get you back on track.*

   Please don't hesitate to reach out and set up an appointment with me to develop a success plan!

   You can email or call me: Jen Rancour I 320-629-5174 I Jen.rancour@pine.edu

2. The Academic Alert System notifies the Student Success Coordinator and the student's Program Advisor that an alert has been generated.

   - The goal of the **Student Success Team's** outreach is to help students be successful in the course for which the academic alert was submitted by connecting them with additional resources, or by helping them to understand the impacts of withdrawing from or failing the course.
   - The goal of the **Program Advisor's** outreach is to help students be successful in their overall program by helping them to understand the impacts of withdrawing from or failing courses required of the program, or by helping to redirect students to a new program if necessary.

3. The assigned Student Success Team member attempts to make contact with student.
4. The Student Success Team member meets with the student to refer them to additional resources to be successful in the course, and can provide additional tools and resources to help keep them on track with their academic plan. Some examples of resources include, but are not limited to the following:
   1. Success Strategies (study skills, testing taking tips, time management tools, etc.)
   2. Tutoring
   3. Financial Resources
   4. Counseling Resources (academic, personal, and career counseling)
5. Student Success team will document outreach attempts and meeting notes in the Academic Alert System to "close the loop" with faculty who submitted alert.
6. At the end of the semester an end-of-term report will be disseminated to Staff and Faculty recapping the usage of the Academic Alert system.

STUDENT SUCCESS TEAM FOLLOW UP

Instructor Submits an Alert
- Identify need of extra help (see descriptors for guidance.)
- To be submitted after Instructor attempts to work with students on issues of concern

Academic Alert generates an email to:
- Student
- Program Advisor
- mysuccess@pine.edu

Student Success Team:
- Monitors alert report weekly
- Attempts to make contact with student 2x via, personal email, text or phone call
- Additional referrals may be needed
- Notes are updated in comments field for followup

AVENUES FOR REPORTING CONCERNING STUDENT BEHAVIOR/ACADEMIC PROGRESS

Faculty and staff have multiple avenues for reporting concerning student behavior at PTCC. The following chart was created to help faculty and staff understand that best avenue for reporting concerning student behavior. Note that list of behaviors is only a few examples of possible reportable behaviors.

BIT Incident Report	Academic Alert	Student Code of Conduct
Disruptive behavior, especially if getting worse after faculty attempts to intervene	Poor performance in class	Academic dishonesty
Dramatic changes in appearance, behavior, or weight	Consistently doing poorly on tests	Theft and damage of property
Making disturbing comments in conversation, e-mail, letters, social media postings or papers	Falling behind on assignments	Disruptive conduct/behavior
Sad, anxious or experiencing dramatic mood shifts	Lack of student success skills (study skills, time management, test taking skills, etc.)	Weapons on campus
Acting paranoid or suspicious	Student is at risk of failing a course	Alcohol or other controlled substances on campus
Frequently angry or easily frustrated		Abuse of smoking policy

Reporting Procedures

BIT
(see PTCC BIT page for more information)

- contact a member of the BIT to discuss concern
- Fill out the BIT Incident Reporting tool

Academic Alerts
(see PTCC Academic Alert page for more information)

- Contact Student Success Coordinator to discuss academic concern
- Fill out Academic Alert online tool to report concern

Student Code of Conduct
(see PTCC Student Handbook for more information)

- Any member of the College community (students, faculty, and/or staff) may file a complaint alleging a student or organization has violated the student conduct code. The steps to file a complaint are as follows:
  - The complaint will be filed in writing with the Chief Student Affairs Officer (forms are available for this purpose, and assistance can be provided in outlining the complaint if needed).
  - The complaint will be signed by the person entering the complaint. Anonymous citations will not be accepted.
  - Any student cited for violation of the Code of Conduct will be assumed innocent until it is determined otherwise.

MOVING FORWARD (ACADEMIC ALERTS)

PTCC will be transitioning to new software for the Academic Alert System beginning Fall 2019. The software will offer many enhancements to the current tool.

- Enhance/Modify the Descriptors to include a "Kudos" (words of encouragement/motivation.)
- The ability for instructors and advisors to record notes and conversations and identify the type of conversation.
- The ability to secure notes, as appropriate.
- Enable communication amongst instructors, student success team, and advisors or between students and advisors, as driven by your preferred methods of communication.