



RAIDER SUCCESS HUB ALERTS

Alerts

Alerts can be used in Raider Success Hub to identify and track student support needs.

For more information about Alerts, See the Alerts for Instructors module at texastech.my.trailhead.com.

Introduction to Alerts Learning Outcomes

After completing this unit, you will be able to:

- Understand Alerts in Raider Success Hub.
- Review the different types of Alerts and Alert Reasons.

What Are Alerts?

Alerts are a notice that action or extra attention is called for on behalf of a student. Alerts can provide students and support staff with feedback related to performance in the classroom. For students who have displayed one or more indicators of academic or social disengagement (i.e., not attending class or failure to submit class assignments), Alerts streamline the process of getting help. For students who have displayed excellent performance in a course, they provide a form of praise and acknowledgment for a job well done.

NOTE: Alerts should NOT contain sensitive information or information that belongs in a Student of Concern report.

Once an Alert is raised, the student's Success Specialist is notified, and they will review the Alert, read comments entered by the instructor, and determine if outreach is necessary.

There are four Record Types for Alerts in Raider Success Hub:

- Academic- related or associated with performance in a course.
- Support- related or associated with personal challenges.
- Kudos – related or associated with congratulating students for their progress, work, etc.

- Financial- related to or associated with financial concerns.

Progress Surveys

Progress Surveys are email reminders sent to Instructors of Record, recommending them to give feedback to students at key points in the semester. Progress surveys provide instructors with a method to share information about a student's course performance. These surveys are distributed to faculty at specific points each semester; for more information on Progress Surveys, see our module [Progress Surveys for Instructors](#).

Automated Alerts

Automated Alerts are created when a student meets certain criteria. The following is a list of Automated Alerts, their criteria, and if the student is notified.

| Reason | Criteria | Student Notifications |
|--|---|-------------------------------------|
| Student Withdrew from Institution | <i>Change in enrollment status.</i> | No student notification will occur. |
| Retaking DFW Course | <i>Student who has previously received a grade of DFW is enrolled in the same course again.</i> | No student notification will occur. |
| Course Non-Attendance After 20th Class Day | <i>Student has never attended their course or accessed the online course. After being reported via the Faculty Dashboard, this alert will automatically be created.</i> | No student notification will occur. |
| Mid-Term Grade of F Submitted | <i>Faculty member submitted a mid-term grade of F to the Registrar.</i> | Student is notified via email. |
| Missed Appointment Concern | <i>Student has been marked as a no show for three appointments regardless of whom the appointment was with.</i> | Student is notified via email. |

Alerts

In addition to automations, Alerts can be manually created when Faculty or Staff identify a student need. Manual Alerts can be related to disengagement or engagement. See the tables below for a list of all Manual Alerts.

Alerts Related to Disengagement

| Type | Reason | Criteria | Student Notifications |
|----------|-----------------------------|--|-------------------------------------|
| Academic | Attendance Concern | <i>Student is not attending class regularly, and/or is frequently late, and/or leaves early. Allows early interventions from Success Specialists to help identify cause and mitigation paths to improve student success.</i> | Student is notified via email. |
| Academic | Discuss Course Drop Options | <i>The instructor has confirmed that the student will mathematically be unable to earn a passing grade; a grade of F is certain. The student should drop the course, if possible.</i> | Student is notified via email. |
| Academic | Mid-Term Grade D or Below | <i>The instructor who has not submitted grades to the Registrar has given a student a Mid-Term grade of a D or below.</i> | Student is notified via email. |
| Academic | Approved Absence | <i>Student has excused absence(s) for Athletics, Spirit, COVID, etc.</i> | No student notification will occur. |
| Academic | Anticipated to Leave TTU | | No student notification will occur. |
| Academic | Assignments Not Submitted | <i>Student is missing one or more assignments.</i> | Student is notified via email. |
| Academic | Course Performance Concern | <i>Student's course success is not supported by their activity/behavior/grades. E.g. students may have missed multiple deadlines, not arrived adequately prepared, not participated actively in the course, etc. Please provide detailed comments to guide interventionists.</i> | Student is notified via email. |
| Academic | Course Materials Assistance | <i>Student has not obtained or indicated they are unable to obtain course materials.</i> | No student notification will occur. |

| | | | |
|-----------|---------------------|--|-------------------------------------|
| Financial | Financial Concern | <i>Student expressed concern with financial matters related to tuition, course materials, scholarships, and/or other essential resources required to achieve academic goals.</i> | No student notification will occur. |
| Support | Personal Challenges | <i>Student's behavior indicates (or the student has disclosed) personal challenges that are negatively impacting their academic progress that may not rise to the level of a Student of Concern report. (Submit a Student of Concern report to prevent individuals from harming themselves or others, or to address disruptive, concerning, or unusual behavior. If you feel an immediate threat or need emergency response call 911.)</i> | No student notification will occur. |

Alerts Related to Engagement

| Type | Reason | Description | Student Notification |
|-------|-------------------------------|---|--------------------------------|
| Kudos | You are off to a great start! | <i>Student has started off the term on top of their coursework.</i> | Student is notified via email. |
| Kudos | Showing improvement! | <i>Student has improved their performance in the course.</i> | Student is notified via email. |
| Kudos | Outstanding work! | <i>Kudos when a student goes above and beyond.</i> | Student is notified via email. |

Emails Sent to Students

Below is a list of emails sent to students when an Alert is created and the Alert(s) they are related to.

Attendance Concern:

Hi McKenzie,

I am reaching out because I've noticed you've missed one or more meetings of your class PFP 4370.001 recently. I wanted to touch base and see if everything is ok.

Regular class attendance is an important component of your academic success. Please let me know if you any questions or if you have any concerns.

If you need further support or would like to talk to someone about academic coaching or making a plan to keep on track this semester, then you can make an appointment with your Student Success Specialist in [Raider Success Hub](#).

Thank you so much, and I look forward to seeing you back in class soon.

Sent on behalf of,



Assignment(s) Not Submitted, Course Performance Concern, and Mid-term Grade of D or Below:

Dear McKenzie,

I am concerned about your performance in PFP 4370.

Your success in PFP 4370 is important to your academic progress. Here are the suggestions for actions you can take right now:

If you are struggling to understand the course content, speak with me before or after class, during office hours, or schedule an appointment.

Check out the [Learning Center](#) to see if tutoring is available for your course. You may also consider forming a study group with members of your class.

If you are struggling due to circumstances or issues not related to your course, reach out to your Success Specialist or Success Advisor to explore potential options. You can make an appointment in [Raider Success Hub](#).

Sent on behalf of,



Mid-Term Grade of F Submitted:

You recently received a midterm grade warning of F in your class (MATH 1330). Midterms can be tough, but they also provide a great opportunity to reassess how things are going and make any necessary adjustments.

Here are a few ways you can get back on track:

1. **Connect with Your Instructor:** Schedule a meeting with your instructor during their office hours. They can provide valuable insights into your progress and suggest specific ways to improve your grade.
2. **Meet with a Member of Your Success Team:** Your success team is here to support you! If this is your first semester at Texas Tech, your *On Track Champion* can help you craft a strategy to finish the semester strong. For all other students, your *Student Success Specialist* is available to help you create a personalized plan for success. You can easily make an appointment with them in [Raider Success Hub](#).
3. **Take Advantage of Free Drop-In Tutoring:** The [Learning Center](#) offers free drop-in tutoring most days of the week. It's a great resource to reinforce your understanding of the material!

Taking these steps can help you progress toward your goals for this course. If you have any questions, don't hesitate to seek support from any of the members of your success team!

Discuss Course Drop Options:

Dear McKenzie,

Your instructor, [REDACTED] for PFP 4370 is concerned you are unlikely to successfully complete your course this term.

Members of your Success Team are here to help:

1. Your **Instructor** can talk with whether you will be able to successfully complete the course.
2. Your **Advisor** can discuss the impact that dropping the course might have on your degree plan.
3. Your **Success Specialist** is available to help you find resources and develop action plans to continue on your academic path.

If you make the decision to drop the course, we recommend talking it over with [Student Business Services](#) to better **understand the financial impact**, and to be sure you won't owe money (even if you don't receive financial aid).

We want to help you succeed. Please let us know how we can support you.

Raider Success Hub

All Kudos:

Hello McKenzie,

Outstanding work!.

Your instructor for PFP 4370 would like to thank you for your hard work.

Sent on behalf of,

[REDACTED]

Create and Modify Alerts


Learning Outcomes

After completing this unit, you'll be able to:

1. Create an Alert.

Overview

Alerts indicate concern or praise for a student that may require action by one or more parties. Alerts enable collaboration between faculty and staff to help meet the needs of students. When an alert is created, it is assigned to a student's Success Specialist. The Specialist will be notified and will determine if student outreach is necessary. If contact is necessary, they will reach out to the student to discuss the alert with them.

 **NOTE:** Alerts should not contain sensitive information or information that belongs in a Student of Concern report.

Quick Guide: Creating an Alert

To create an *alert*:

1. Open the [Advisee \(Case\) Record](#).
2. Select the Alerts tab and click New.

The screenshot shows the 'Advisee (Case) Record' for Brooke Raider. The sidebar on the left contains student information: Brooke Raider, Banner ID R11753673, Preferred Full Name Brooke Raider, and Primary Academic Program LACU: Languages and Cultu... Below this is a section for Program Enrollments Details (4) with PE:543746, Program Name: ARCS: Archaeological Studies, and Catalog Year: 2022. The main content area has tabs for Appointments, Appt Summaries, Internal Notes, Tasks, Success Plans, Alerts, and More. The Alerts tab is selected, showing a 'New' button and a table of unresolved alerts. The table has columns for Record Type, Reason, Priority, Created Date, and Status. The first row shows an Academic alert for Attendance Concern with Normal priority, created on 8/11/2023, with a status of New.

3. Select the **Record Type**.

New Alert

Select a record type for this Alert.

☒ Academic

☐ Financial

☐ Kudos

Alerts that congratulate students for their progress, work, etc.

☐ Support

4. Status,

* Status

New

5. and Priority.

Priority

Normal

6. Choose a Reason from the drop-down.

Reason

Attendance Concern ▼

7. Enter Comments.

Comment Section

Comments

Has missed 2 classes - 3 classes and the student fails

 **NOTE:** All Academic and Kudos Alerts will require a Course Connection.

8. To add a course connection, search for the course by typing the course information into the Course Connections field.
9. Select **Show All Results**.

Alert Relationships

Student Record

00445335

Program Enrollment

Search Program Enrollments...

Related To

This field is calculated upon save

Course Connection

ANSC 3401

Show All Results for "ANSC 3401"

Search Cases...

10. Click the **Course Connection ID**.

Course Connection

ANSC 3401

Course Connections

3 Results • Sorted by Relevance ▼

| COURSE CONNECTION ID | COURSE NAME | COURSE OFFERING ID | PRIMARY FACULTY | CONTACT | MODALITY |
|----------------------|-------------|--------------------|-----------------|-----------------|----------|
| CC-317800 | ANSC 3401 | ANSC 3401.001 | Prien, Sam | Brooklyn Raider | FACE |
| CC-317795 | ANSC 3401 | ANSC 3401.503 | Prien, Sam | Brooklyn Raider | FACE |
| CC-317794 | ANSC 3401 | ANSC 3401.701 | Prien, Sam | Brooklyn Raider | FACE |

11. Click **Save**.

Resources

- **Module:** [Progress Surveys for Instructors](#)
- **Module:** [Advisee \(Case\) Record](#)
- **Unit:** [Accurate and Ethical Record-keeping](#)
- **Webpage:** [What are Success Specialists?](#)