RAIDER SUCCESS HUB
HOW TO'S

Stay in the Loop with Alerts

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

Introduction to Alerts

Learning Objectives:

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 provide students with immediate feedback related to their 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), they 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.

As Instructor of Record, you can raise alerts for students enrolled in your courses.

Why Use Alerts?

With centralized student data and established Success Teams, Alerts can be used in Raider Success Hub to identify and track student support needs. For Alerts related to disengagement, an Alerts is a notice that action or extra attention is called for on behalf of a student.

Once an Alert is raised, the student's Success Specialist is sent an email notification. The Success Specialist will review the Alert, read comments entered by the instructor, and initiate communication with the student. This warm transfer allows a student to get the help they need in an efficient and streamlined process.

The Cycle of Alerts
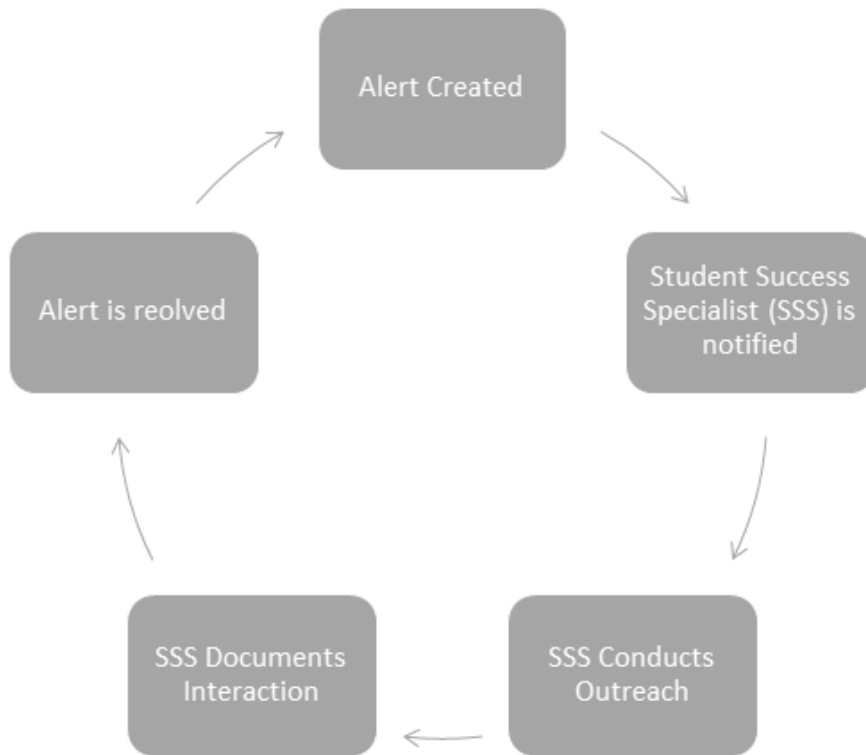
Alerts were formerly called "Flags" in the previous platform. We have three types of Alerts in Raider Succes Hub.

Type	Description
Academic	Related or associated to performance in courses of study.
Support	Related or associated to needs outside of courses of study.
Financial	Related to financial concerns.

There are two methods to raise an Alert in Raider Success Hub: manual and automated. Regardless of how the Alert is raised, you can efficiently move from Alert to action to quickly support students.

Automated Alerts

We are actively working to set up automated Alerts when a student meets specific criteria. As an example, an Alert will be created by the system when a student has a midterm grade of D or below.

The following is a list of automated Alerts to be implemented soon:

Automated Alert	Criteria
Student Withdrew from Institution	Change in enrollment status.
Mid-Term Grade D or Below	Midterm recorded is a D or Below.

| Re-Enrollment Required | | | Student has not confirmed graduation and is expected to re-enroll for the subsequent semester. |

Manual Alerts

Manual Alerts are created by instructors and staff members and can be done at any point during the semester.

Alerts Related to Disengagement

Type	Priority	Reason	Description
Academic	Low	Attendance Concern	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
Academic	Urgent	Discuss Course Drop Options	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.
Academic	Low	Approved Absence	Student has excused absence(s) for Athletics, Spirit, COVID, etc.
Academic	High	Anticipated to Leave TTU	
Academic	Low	Assignments Not Submitted	Student is missing one or more assignments.
Academic	Normal	Course Performance Concern	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.
Financial	Urgent	Financial Concern	Student expressed concern with financial matters related to tuition, course materials, scholarships, and/or other essential resources required to achieve academic goals.
Support	Urgent	Personal Challenges	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.)

Support	Low	Course Materials Assistance	Student has not obtained or indicated they are unable to obtain course materials.

Alerts Related to Engagement

Type	Priority	Reason	Description
Academic	Low	You are off to a great start!	Student is starting off the term on top of their coursework.
Academic	Low	Showing improvement!	Student has improved their performance in the course.
Academic	Low	Outstanding work!	Kudos when a student goes above and beyond.

🔥 **NOTE**: Except for a Personal Challenges alert, students are notified when an Alert is created. Comments entered by instructors are visible to students and staff.

Resources
- *Module*: Respond to Progress Surveys
- *Webpage*: What are Success Specialists?

Create and Modify Alerts

Learning Objectives:

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

1. Create an Alert.
2. Change the status for Alerts.

Create a Manual Alert

A current TTU student, Brooklyn Raider, is enrolled in MATH 2301. Her course instructor, Dr Carol O. Lights, has noticed Brooklyn missed the last three classes. Dr Lights is concerned about Brooklyn and the potential impact missing classes could have on her final grade. Before Brooklyn is unable to recover from a poor grade in class, Dr. Lights creates an Attendance Concern Alert. This alert will notify Brooklyn's Success Specialist and help her get the attention she needs to be successful.

To create an Alert:

1. From the *Student Advisee Case Record*, select the **Alerts** tab and click **New**.

2. Choose the type of alert you want to create and click **Next**.

3. Select the **New** status, and select a priority (see the table from the previous unit).
4. Enter *Comments* to explain why the *Alert* was created.

New Alert: Academic

5. Click **Save**.

Add Course Connection

To connect an Alert to a course:

1. Search for the course by typing the course information into the Course Connections field.
2. Click on Show All Results.

3. If the student is registered for the course, it will show up.

Resources

- *Salesforce*: Create and Manage Alerts (Support Staff)