

Should I Enter an Alert or a Note?

A guide for Stetson SSC

Considerations

You have information about a student, either regarding personal or academic concerns, so what do you do?

If you have found discovered this information from a source other than the student in question (another student, a roommate, another faculty member, etc.), it is helpful to attempt making direct contact with the student yourself prior to recording anything in SSC. We have found that having a connection with a faculty member who cares can be helpful in students' success.

The following are some questions to consider when you are concerned about a student but are not sure if you need to issue an alert.

- Is there reason to believe that academic concerns that the student is having reach is more pervasive than just being in your course?
- Is the student at risk of failing?
- Is there a clear connection between the student concerns and campus resources, which may benefit them? (e.g. Academic Success, Financial Aid, Residential Living and Learning, Student Counseling Services, etc.)
- Is the student in need of additional outreach beyond your referral or working with you with academic concerns in your course?
- Is there currently a case open for the student that you have information that would be helpful to share?

The following chart is not comprehensive but meant as a general guide for situations that warrant an alert versus when a note would be appropriate.

Note	Alert
<ul style="list-style-type: none">• Student is absent from several classes but has been in communication with you about why and how to make up missed work	<ul style="list-style-type: none">• Student has been missing class and unresponsive to emails or your attempts to contact them
<ul style="list-style-type: none">• Student misses an appointment they made with you	<ul style="list-style-type: none">• Student is at risk of failing your course and misses an appointment with you to discuss improving their performance/grade
<ul style="list-style-type: none">• Student has failed to turn in assignments but has been working with you to make up work	<ul style="list-style-type: none">• Student has failed to turn in assignments and has not displayed interest in completing them
<ul style="list-style-type: none">• Student is struggling academically in your course but has been working with you 1:1 to improve their understanding of the material	<ul style="list-style-type: none">• Student is struggling academically with general college-readiness skills and would benefit from additional campus resources
<ul style="list-style-type: none">• Student shares personal concerns which do not require additional community support outside your referral	<ul style="list-style-type: none">• Student has personal issues which may require additional support from community (recent loss, legal concerns, physical or mental health concerns)
<ul style="list-style-type: none">• Student is in violation of Honor Code	<ul style="list-style-type: none">• Student has housing or financial concerns
	<ul style="list-style-type: none">• Student reveals intent to leave Stetson