

3357:13-14-181 Student Success Early Alert Procedure

Through the Aviso Engage (Watermark Student Success & Engagement) system, faculty can submit an early alert. This system allows students to receive feedback from faculty regarding their academic progress and/or to refer them to support services. Faculty can also provide students with positive feedback to celebrate a student's work or acknowledge their improvement.

(A) Possible reasons to send a student an early alert:

- (1) Attendance Issues
- (2) Academic Performance (concerns or kudos)
- (3) Online Participation
- (4) Challenging Circumstances

(B) When to send a faculty-initiated alert:

- (1) Anytime throughout the term.
- (2) Most effective if done early, as soon as the second week and no later than the fourth week for a 16-week semester and sooner for an 8-week session if the student has an estimated grade of C- or below.
- (3) In Week 4 of a 16-week semester, a faculty member should also send an early alert to any student who may be at risk of being administratively dropped for non-participation.
- (4) Prior to the last day to withdraw from a course to explore options when a student is at risk of failing.
- (5) Anytime throughout a 16-week semester or 8-week session when a faculty member wishes to send encouragement.

(C) How to send an alert. Early alerts are sent using Aviso Engage. Once an alert has been created, it will automatically be sent to the student's assigned advisor. Students are also notified via the student's NC State email address when an alert is created. Specific instructions on how to send an alert are located on the Faculty and Staff Software Application webpage on the Aviso Engage tab.

(D) Follow-up. Within 2 business days of the alert being received, the assigned advisor will contact the student using the following steps:

- (1) Send the student an email (If no response after 1 business day of sending email, move to next outreach method)
- (2) Send the student a text message via Aviso Engage (If no response after 1 business day of sending text message, move to next outreach method)
- (3) Call the student

- (a) If the student does not respond after 2 business days following the 3rd outreach method, the alert will be closed and the advisor will make note of the attempted contacts. Early alerts should not remain open longer than 7 business days. The goal of follow-up is to provide timely outreach and interventions.
 - (b) Alerts that are identified as referrals to campus supports will be followed up by the designated staff member within the department/office.
 - (c) Alerts that are designated as kudos do not require active follow-up by the assigned advisor.
- (E) Advising. The assigned advisor will document any plan developed and/or intervention provided by adding a Comment/Notes to the alert in Aviso Engage. This will allow faculty and other staff to be aware of actions that have taken place. Early alerts should not be substitutes for needed discussion between the faculty and student.
- (F) Closing the early alert. Upon closing an alert, an automated email is sent to the faculty/staff member who generated the alert indicating that the alert was closed and includes Comments/Notes that were provided by the person closing the alert. This helps to keep the faculty/staff member informed of progress or completion of outreach to the student. Alerts will be closed by the assigned advisor only after a meaningful conversation/interaction has taken place with the student regarding the cause of the alert OR after timely effort has been made by the advisor to reach the student.

Effective: January 24, 2023

Next Review: January 1, 2028

Review Dates: 6/27/17, 1/24/23