Raising Ad-Hoc Alerts and Referrals in MavCONNECT

MavCONNECT
by EAB© Navigate

General Overview:

- Alerts and referrals are a way to draw attention to a student and can be positive or negative in nature.

- Alerts can be issued throughout the platform, including your staff or professor homepage, a student's profile page, the Advanced Search, and through Progress Reports. Alerts are viewed primarily on the student's profile page, Professor Home, and in the Reporting section of the platform.

- Most alerts and/or referrals raised for students will create a Case.

- A Case is an electronic case file where staff across departments (e.g., financial aid, advising, tutoring, counseling) can coordinate and collaborate on the follow up with the student. Cases create a formalized next step for action or intervention on the issued Alert, should that be needed.

- The decision to automatically open Cases for certain Alerts is decided by the MavCONNECT administration team and Advisory Team.

- Only faculty or staff with appropriate permissions have access to view or manage Cases.

Issuing an Alert from Student Profile:

1. Locate the student you want to share feedback on by searching for them via the upper search bar or finding them on your Professor Home Screen>Students in My Class. While on the student profile, on the right-hand side of the page, click **Issue an Alert/Referral**

2. Selecting **Issue an Alert/Referral** opens the **Alerts/Referrals** dialog. Text boxes in the dialog are in the list that follows the screen shot.

- **Alert/Referral Reason:** Select at least one reason for issuing this alert/referral. Alert reasons are configured by MavCONNECT administrators. Information on each reason/alert/referral/kudo is available at the end of this document.
- **Association with Specific Course:** Select a course from the list if the alert is associated with a specific course the student is currently enrolled in. <mark>**It is critical we have this information for the alert reasons of Course Progress Concerns/Currently Failing a Course. Without this data, students will not know what class they are receiving feedback without talking with a campus contact.**</mark>
- **Additional Comments:** Enter comments in this box. Staff and faculty with permission can view the alert and its comments. There is no character limit to this field.
- At the bottom of the dialog box the system will provide the process (next steps) the alert will take.

Alert/Referral Frequently Asked Questions

What happens when I raise an alert/referral?

Students receive an automated email notification when most alerts/referrals have been issued for them. The notification will let them know the expected steps they should take and provide additional information, as required. In some situations, staff can be notified as well when the alert/referral has been issued and will also follow up with the student to check-in.

Can I see the alerts I raise as a faculty member?

Yes, you can go to your Professor Home Screen and scroll down to the "My Issued Alerts" area. You may not see many details regarding the alert/case on this screen, but can at least track what has been submitted and when.