

# STUDENT ALERT PROCESSES

RADFORD  
UNIVERSITY

# ALERT TYPES

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## **ACADEMIC ALERT** via the Faculty Feedback Survey

*Faculty to Primary Advisor*

- Student has missed several classes, missed several assignments and/or not performing well on examinations and assignments

## **BEHAVIORAL ALERT**

*Faculty, Faculty Advisor, Professional Advisors to the BCT (Behavior Consultation Team)*

- Students whose behavior may be of concern, disruptive or otherwise problematic.

## **SOCIAL ALERT**

*Professional and Faculty Advisor to Lauren Hatfield and Amber Mullen (Residential Life)*

- This alert is used when the Professional Advisor or Faculty Advisor has made several attempts to contact the student and the student doesn't respond. The alert prompts the Residential Life staff to perform a Wellness Check on the student (Residential Life staff will physically go the student's dorm room to make sure they are okay).

# ACCESSING ALERTS

To initiate an academic or behavioral alert:

- In your MyRU Portal (<https://my.radford.edu>) go to Advisee Listing or Class or Summary Class List.
- Click on the Life Preserver next to the student you wish to create an alert for.

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Advisee Listing

Student Name	ID	Life Preserver	Alternate PIN	Student Information
Adams, Katherine	900754718			<a href="#">View</a>
Al-Ahmed, Alya J.	900798457			<a href="#">View</a>
Alston, Evan	900741118		Major Advisor	<a href="#">View</a>
Arrington, Emily R.	900799188		Major Advisor	<a href="#">View</a>
Ashton, Brianna R.	900724001		Major Advisor	<a href="#">View</a>
Baker, Jeff W.	900791257		Major Advisor	<a href="#">View</a>
Beebe, Brennan J.	900796793		Major Advisor	<a href="#">View</a>
Benfanti, Sarah C.	900724698		Major Advisor	<a href="#">View</a>
Bernstein, Sydney L.	900790367		Major Advisor	<a href="#">View</a>
Birkhold, Taylor L.	900787568		Major Advisor	<a href="#">View</a>
Blevins, Luke	900743050		Major Advisor	<a href="#">View</a>
Boari, Ryan J.	900788063		Major Advisor	<a href="#">View</a>
Bonnel, Callie A.	900799527		Major Advisor	<a href="#">View</a>
Borenstein, Zachary J.	900749820		Major Advisor	<a href="#">View</a>
Boryan, Gregory J.	900751073		Major Advisor	<a href="#">View</a>
Bowman, Jesseica M.	900794170		Major Advisor	<a href="#">View</a>

# ACCESSING ALERTS

- Review the descriptions of each alert type.
- The Academic Alert link will take you to Agile Advisor. You may also complete Social Alerts in Academic Advisor.
- The Behavioral Alert link will take you to the Behavioral Consultation Team's form.

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[Personal Information](#) | [Student](#) | [Financial Aid](#) | [Faculty Services](#) | [Employee](#) | [Finance](#)

## Student Success Early Alert Form

[Home](#) > [Student Success Early Alert Form](#)

### Academic Alerts

Concerns of an **academic** nature are now being addressed through the AgileAdvisor product that is part of the Hobsons CRM. Academic alerts are d concern. **TO PROTECT STUDENTS' PRIVACY, PLEASE DO NOT USE AGILEADVISOR TO REPORT BEHAVIORAL CONCERNS.** (See below.)

Before you submit an academic alert, please ask yourself the following questions:

1. *Have I personally addressed my concern with the student?* The instructor is almost always in the best position to work with the student. However, if the instr the resultant follow-up by the advisor, may produce an appropriate resolution.
2. *Is my concern warranted?* For example, if your class has no attendance policy, submitting an alert noting that the student has missed multiple classes will t single class is probably not necessary—unless there is a "just-one-cut-without-penalty" policy.
3. *Is there enough time remaining in the semester to address the concern?* Academic alerts are most helpful if submitted between approximate following midterm grades. During these weeks is the time to take corrective action and the option of withdrawing from the clas

[Click here to send an academic alert](#)

### Behavioral Alerts

If you are concerned because the student's **behavior** is highly inappropriate, disruptive, or otherwise problematic, please [click here to link to RU's Bel](#) behavioral concerns it has addressed in the past as well as contact information if the student appears to be in immediate distress.

If you have questions about which type of alert to submit or whether submitting one is appropriate, please consult with Michele Jenkins, Associate DI

Thank you for your interest in the success of Radford University students.

# ACADEMIC AND SOCIAL ALERTS

- Log into Agile Advisor.
- Click on the Student Tab.
- Then the “create alerts” button.

AgileGrad  
RADFORD - ADVISING

**RADFORD UNIVERSITY** | advising

DASHBOARD STUDENTS ADVISORS COURSES ALERTS SIGN OUT

### My Students

My Students Student Search Appointment Search Advising Queue


☐ Include inactive students

1 student(s) found, showing 1 to 1 [send message](#) | [view appointments](#) | [create alerts](#)

Student ID	First Name	Last Name	Email	Completed Credits	Current Credits	Open Alerts
kreams08	Kacy	Reams Test	kacy.reams@hobsons.com	0	0	5

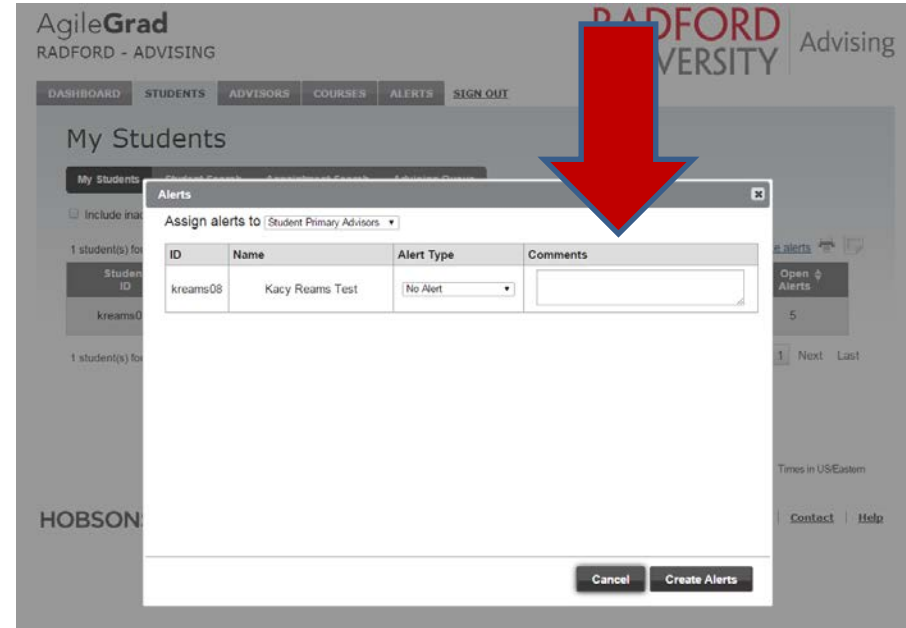
1 student(s) found, showing 1 to 1

First Previous 1 Next Last



# ACADEMIC ALERTS

- Use the pop-up dialog box to select Alert Type and add comments.



The screenshot shows the AgileGrad RADFORD - ADVISING interface. The main page is titled 'My Students' and displays a list of students. A pop-up dialog box titled 'Alerts' is open, showing a table with columns for ID, Name, Alert Type, and Comments. The table contains one row for student 'krearns08' with the name 'Kacy Rearns Test' and the alert type 'No Alert'. A large red arrow points to the 'Alerts' dialog box.

ID	Name	Alert Type	Comments
krearns08	Kacy Rearns Test	No Alert	

Buttons at the bottom of the dialog box: Cancel, Create Alerts

# ACADEMIC ALERTS

- Once an Academic Alert is submitted, an email will go to the student's Primary Advisor.
- An email will be sent each time the alert is updated and when it is resolved.

Alert Created - Rachel Hall - Message (HTML)

Ignore X Delete Reply Forward Meeting Agile Advisor To Manager  
Delete Reply All Respond Done Reply & Delete Create New Quick Steps IS Move Actions Mark Unread Categorize Follow Tags Translate Related Find Zoom

If there are problems with how this message is displayed, click here to view it in a web browser.

from: AgileGrad <auto-mailer@agilegrad.com> on behalf of Rachel Hall <rhouman1@radford.edu>  
to: Hall, Rachel  
cc:  
subject: Alert Created - Rachel Hall

Sent: Thu 4/16/2015 3:35 PM

**Latest Action**  
Comments changed from  
to Rachel has not done well on the last three assignments and she is performing poorly on quizzes. It may be in her best interest to withdraw from the class. Rachel Hall 04/16/2015 03:34 PM

<https://radford.agilegrad.com/advising/alerts/singlealert/6/>

Student: Rachel Hall  
Reported by: Rachel Hall  
Date Opened: 04/16/2015 03:27 PM  
Source: AgileGrad  
Status: Open  
Assignee: Rachel Hall  
Type: Academic  
Course:  
Comments: Rachel has not done well on the last three assignments and she is performing poorly on quizzes. It may be in her best interest to withdraw from the class.  
Observers: Rachel Hall

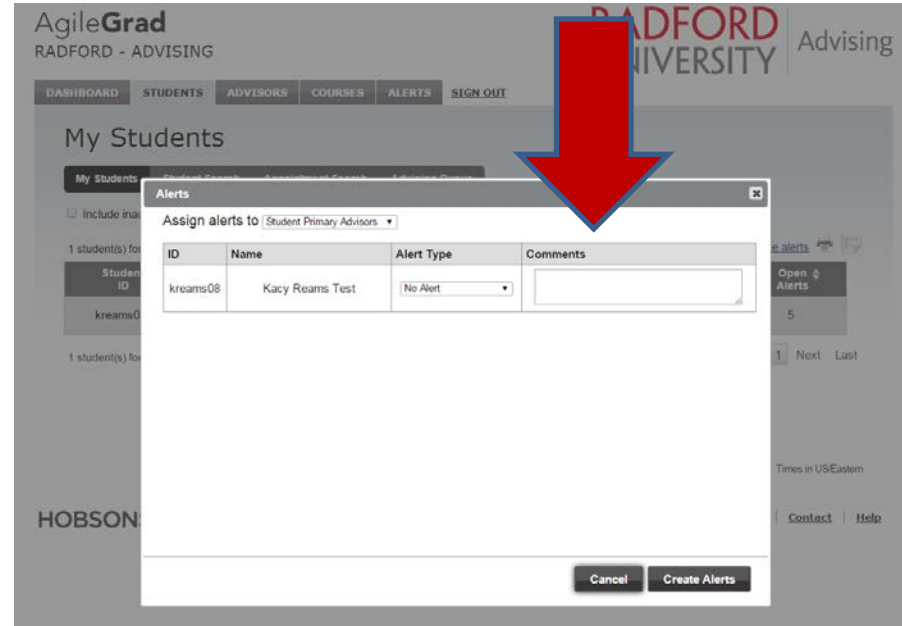
Click here to stop receiving further email updates about this alert: <https://radford.agilegrad.com/hl/tpG7fQpCDPQvb1rbbZ5DQZf5ZXU/>  
Click here to stop receiving email updates when alerts are created on my students: <https://radford.agilegrad.com/hl/7ZV6Rbec9f7SeltbXlhbGVydHM-/>

Alert History

Action	Update Notes	Updated By	Update Date
Comments changed from to Rachel has not done well on the last three assignments and she is performing poorly on quizzes. It may be in her best interest to withdraw from the class.		Rachel Hall	04/16/2015 03:34 PM

# SOCIAL ALERTS

- Same process to access pop-up dialog box.
- You *must* add Amber Mullen and Lauren Hatfield as an Observer (next slide).



The screenshot shows the AgileGrad RADFORD - ADVISING interface. The main navigation bar includes DASHBOARD, STUDENTS, ADVISORS, COURSES, ALERTS, and SIGN OUT. The 'My Students' section is active, displaying a table with student information. A pop-up dialog box titled 'Alerts' is open, showing a table with columns for ID, Name, Alert Type, and Comments. The table contains one row for student 'kreams08' with the name 'Kacy Reams Test' and 'No Alert' selected for the Alert Type. The dialog box has 'Cancel' and 'Create Alerts' buttons at the bottom. A large red arrow points to the 'Alerts' dialog box.

ID	Name	Alert Type	Comments
kreams08	Kacy Reams Test	No Alert	



# ADDING AN OBSERVER

- To add an observer, go to the student's profile, click on the Alerts tab then click on the Alert itself to open it.
- Click Update, add Observers then click Save.
- An email will be sent to added Observers.

**Alert Information**

Student: Ashley Nelson - 000733761 - [aknelson@radford.edu](mailto:aknelson@radford.edu)

Reported by: Rachel Hall

Date Opened: 08/14/2015 09:57 AM US/Eastern

Source: AgileGrad

Status: Open

Assignee:

Type: Social

Course:

Comments: "SOCIAL ALERT TEST"

Observers: Rachel Hall, Lauren Hatfield, Amber Mullen

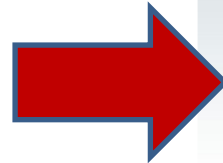
Action	Update Notes	Updated By	Update Date
Status changed from Resolved to Open Observer added: Amber Mullen		Rachel Hall	08/14/2015 10:06 AM
Status changed from Open to Resolved		Rachel Hall	08/14/2015 09:59 AM
Comments changed from TEST to "SOCIAL ALERT TEST" Observer added: Lauren Hatfield		Rachel Hall	08/14/2015 09:58 AM

Close Window Update

# ALERTS IN FACULTY FEEDBACK

You can also add Alerts through the Faculty Feedback Survey if the student is in a class you're teaching.

- Click on the "Alerts" tab
- Then, Click "Faculty Feedback Surveys" (the second option on the left).



AgileGrad  
RADFORD - ADVISING

**RADFORD**  
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A screenshot of the AgileGrad RADFORD - ADVISING Alerts page. The page has a navigation bar with tabs: DASHBOARD, STUDENTS, ADVISORS, COURSES, ALERTS, and SIGN OUT. The ALERTS tab is selected. Below the navigation bar, the page title is 'Alerts'. On the left, there is a sidebar with 'OPTIONS' including 'View Alerts', 'Faculty Feedback Surveys' (highlighted with a red arrow), and 'Automatic Alerts'. The main content area is titled 'FACULTY FEEDBACK SURVEY' and includes a link '+ Create a faculty feedback survey'. Below this, there is a section for 'Surveys' with a description: 'This list includes all existing surveys, both open and finalized. Click on a survey name to see details.' A table with columns 'Name', 'Creation Date', 'Status', 'Total', 'Saved', and 'Finalized Alerts' is shown, with 'Not available' under the 'Name' column. At the bottom, there is a footer with 'HOBSON'S', copyright information, and links for 'Student View', 'Contact', and 'Help'.

DASHBOARD STUDENTS ADVISORS COURSES ALERTS SIGN OUT

## Alerts

OPTIONS

- View Alerts
- Faculty Feedback Surveys**
- Automatic Alerts

### FACULTY FEEDBACK SURVEY

[+ Create a faculty feedback survey](#)

#### Surveys

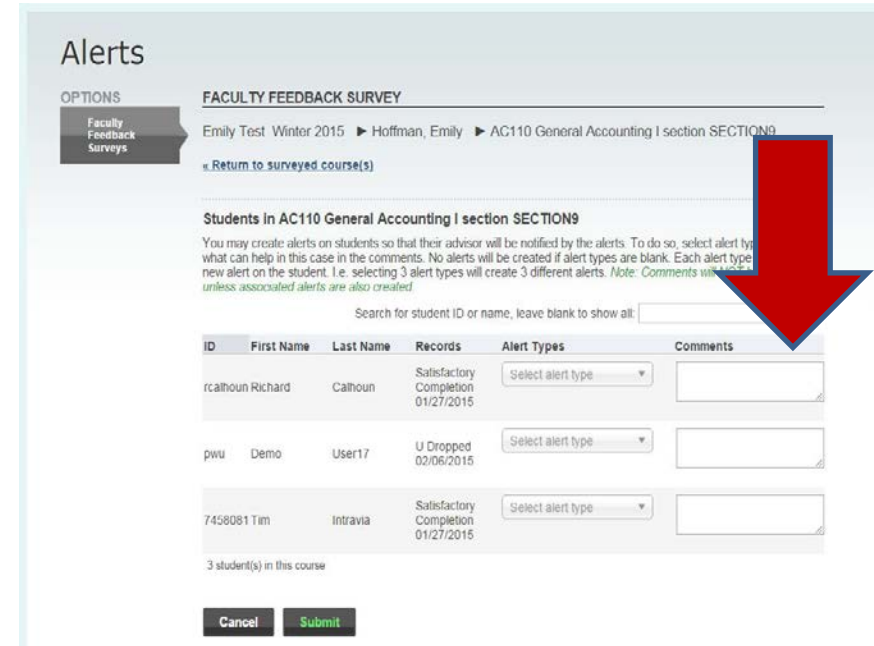
This list includes all existing surveys, both open and finalized. Click on a survey name to see details.

Name	Creation Date	Status	Total	Saved	Finalized Alerts
Not available					

HOBSON'S © 2004-2015 Hobsons Inc. All Rights Reserved. [Student View](#) | [Contact](#) | [Help](#)

# ALERTS IN FACULTY FEEDBACK

- Add appropriate alert types and comments for one or many students.
- Be sure to select “Submit.”
- Alerts submitted through Faculty Feedback Surveys will go to the student’s Primary Advisor.



**Alerts**

**OPTIONS**

**FACULTY FEEDBACK SURVEY**

Emily Test Winter 2015 ▶ Hoffman, Emily ▶ AC110 General Accounting I section SECTION9

[Return to surveyed course\(s\)](#)

**Students in AC110 General Accounting I section SECTION9**

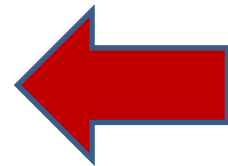
You may create alerts on students so that their advisor will be notified by the alerts. To do so, select alert type what can help in this case in the comments. No alerts will be created if alert types are blank. Each alert type new alert on the student. I.e. selecting 3 alert types will create 3 different alerts. *Note: Comments will be created unless associated alerts are also created*

Search for student ID or name, leave blank to show all:

ID	First Name	Last Name	Records	Alert Types	Comments
rcalhoun	Richard	Calhoun	Satisfactory Completion 01/27/2015	Select alert type ▼	<input type="text"/>
pwu	Demo	User17	U Dropped 02/06/2015	Select alert type ▼	<input type="text"/>
7458081	Tim	Intravia	Satisfactory Completion 01/27/2015	Select alert type ▼	<input type="text"/>

3 student(s) in this course

**Cancel** **Submit**



# FOR MORE INFORMATION

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- On how to know which Alert is appropriate: Michele Jenkins, New Student Programs
- On academic alerts: the student's advisor or your college's professional advising staff
- On social alerts: Amber Mullen and Lauren Hatfield, Residential Life
- On behavioral alerts: the Behavioral Consultation Team ([bct@radford.edu](mailto:bct@radford.edu))