STUDENT TROUBLE ALERTS

Identifying at-risk students

Serving as an early warning system, Student Trouble Alerts provide a means to notify at-risk students and their designated academic/administrative personnel that they might be experiencing academic or other forms of difficulty. In addition to automatic notifications, there are two reports available via the Web portal. The Risk Report provides the details of a student's difficulties for a specific term or academic year. The Academic Watch List is a summary of those students facing academic difficulties associated with designated personnel, such as their academic advisor.

An academic risk matrix is created by defining the rules that identify what merits a trouble alert. Items that can be defined include test scores, narrative evaluations, element grades, midterm and final grades, and campus discipline. When student grades or other information have been entered into a student's record and they fall into the risk matrix parameters requiring notification, a note is created and/or an email is sent to the personnel defined in the parameters of the matrix. The 6 basic steps of the Student Trouble Alerts process are:

1. Define the applicable rules (e.g., what is to be included, grading thresholds, etc.)
2. Identify the student group to associate with the risk matrix
3. Define what information is to be included on risk reports
4. Identify personnel who will be alerted of students who are at-risk
5. Notify students and/or personnel automatically by email or EMPOWER's Notes system when students appear on risk reports
6. Review risk reports and take action

The Student Trouble Alerts feature provides students with a warning that they are at-risk, prompting them to take action to correct the problem before it becomes a larger issue. In addition, academic and administrative personnel are able to take early action and advise students regarding their problem. Overall, schools will benefit from a higher success rate resulting from higher student grades and greater student satisfaction.