Utilizing Academic Alerts Effectively to Promote Student Success

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Overview of the Presentation

1. Review how the OSU Academic Alert System functions
   • Examine workflow
2. Discuss best practices for using the system from each point of contact/role
3. Discuss pain points encountered while using the system and possible alleviations/remedies
4. Open discussion for questions or concerns
Learning Outcomes

• Leave with an understanding of how the OSU Academic Alert System functions.
• Leave with a plan to develop a system to process Academic Alerts efficiently and effectively while mitigating pain points encountered by other users.
Overview of the OSU Academic Alert System
1. Alert Submission

**Instructor**
- Initiate process by submitting an alert through the STAR System.

**Advisor**
- Receives an email detailing submitter, student, and reason.

**Student**
- Receives and email detailing submitter, student, course, and reason.
- Must log into STAR and search through reports in order to view instructor comment.
Alert Submission: Instructor

• https://star.okstate.edu/site-files/docs/submitacademicalert.pdf

Submitting a Progress Report/Academic Alert – OSU Instructor Guide

PROGRESS REPORTS/Academic Alerts are for OSU Undergraduates Only—Graduate Students are not Advised through the STAR System.

1) Log into the STAR System at [http://star.okstate.edu/](http://star.okstate.edu/) using your OKEY email address and password. A link is also available in the OSU portal ([http://my.okstate.edu/](http://my.okstate.edu/)) in the “Applications” section of the “Home” tab. Instructors will see a page similar to the following:

   ![Professor Home screen](image)

2) Make sure the current term is selected in the pull-down menu at the top right and the screen says “Professor Home.” Arrows at the end of these items indicate pull-down menus to change the term or your role in the system.

3) Click the “Progress Reports” link next to the course section in which the undergraduate student is enrolled to be taken to the Progress Reports page for that section, which should look similar to the following:
Alert Submission: Advisor

A Case has been Assigned to You

Student: Ethan Kerry

Alert Reasons: Missing Work

Alert Issued By: Detelin Dosev

View Case Details

You can also copy and paste this address into your web browser:
https://okstate.gradesfirst.com/cases?case=237565-missing_work

For questions or issues using OSU's STAR System, please email starsystem@okstate.edu or visit http://star.okstate.edu for more information.
Alert Submission: Student

OSU Academic Alert--Grades

Your instructor has issued an Academic Alert concerning your progress in the class listed below. What should you do? Meet with your instructor and/or teaching assistant to determine what you need to do for successful completion of the class.

Class:
MATH2103 - 21687 - Business Calculus (A)

Evaluated by:
Dietlin Dosev on 02/24/2019 11:29 PM

Alert Reasons:
Poor Quality Work, Missing Work

Special Instructions from Oklahoma State University:
You must login to view your Academic Alert details. Log into your STAR System Account (https://star.okstate.edu). As your “Student Home” page, click on the “Reports” tab to view your Academic Alerts submitted by your instructors. After reviewing your alert, contact your instructor (either by email or in person) to meet and identify a plan of action. Please contact me (or one of your advisors) so that we can also help identify OSU resources you could utilize to be successful.

Your Advisors:
Michael Rieger

For questions or issues using OSU’s STAR System, please email starsystem@okstate.edu or visit https://star.okstate.edu for more information.
For Progress Report/Academic Alert information, please contact the Office of Academic Affairs at academic-alert@okstate.edu.
To cancel an appointment, you may contact the advisor, college, advising center, or tutoring center with which you scheduled the appointment, or you can log into the STAR System using your OKEY credentials, click on the “Calendar” side menu item, locate and click on the appointment on your calendar, and complete the steps to cancel it yourself. If you believe an appointment has been scheduled or cancelled in error, please contact the office with which you made the appointment. You can contact the advisor, college, advising center, or tutoring center by replying to the appointment confirmation email. If you are cancelling an appointment via reply, please be sure to provide your contact information, appointment timeframe, as well as the name of the person(s) with whom you were scheduled to meet.

Thank you for using GradesFirst!
## 2. Student Contact/Reception

<table>
<thead>
<tr>
<th>Instructor</th>
<th>Advisor</th>
<th>Student</th>
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<tbody>
<tr>
<td>• May follow up with student.</td>
<td>• Claim ownership of case in STAR.</td>
<td>• Respond to contact by faculty and/or advisor.</td>
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<td>• Contact student.</td>
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<td></td>
<td>• Update faculty on student interactions or status.</td>
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<td></td>
<td>• Log interactions in STAR case.</td>
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STAR Case

- Only the advisor can see this page
3. Addressing Concerns

**Instructor**
- Meet with student.
- Update Advisor

**Advisor**
- Meet with student.
- Update Instructor.

**Student**
- Meet with Instructor and/or advisor
4. Closing the Case

**Instructor**
- Notify student and advisor of future concerns

**Advisor**
- Close case in STAR
- Contact instructor

**Student**
- Follow through on plan created to address concern and get on track academically.
Best Practices, Pain Points, and Alleviations/Remedies
1. Alert Submission

**Instructor**
- Initiate process by submitting an alert through the STAR System.
- Include relevant details.
  - Last date of attendance
  - Assignment missing
  - Current grade
  - Preferred method of contact – office hours
- Submit alert early

**Advisor**
- Receives an email detailing submitter, student, and reason.

**Student**
- Receives and email detailing submitter, student, course, and reason.
- Must log into STAR and search through reports in order to view instructor comment.
2. Student Contact/Reception

**Instructor**
- May follow up with student.
- Update advisor if student contacts following alert.

**Advisor**
- Claim ownership of case in STAR.
- Contact student.
  - Include instructors comment/note
- Update faculty on student interactions or status.
- Log interactions in STAR case.
- Once case is claimed update who the advisor/point of contact is.

**Student**
- Respond to contact by faculty and/or advisor.
- Follow up if student does not respond. A single email can easily get lost.
3. Addressing Concerns

**Instructor**
- Meet with student.
- **Update Advisor**
  - Include details of progress/standing
- Provide detailed feedback to student on progress/standing

**Advisor**
- Meet with student.
- **Update Instructor**
  - Include details on plan of action.
- Check in with student periodically

**Student**
- Meet with Instructor and/or advisor
- If a speed bump is encountered, talk with instructor and advisor.
4. Closing the Case

**Instructor**
- Notify student and advisor of future concerns
- Keep an eye on student when the next alert related activity approaches.

**Advisor**
- Close case in STAR
- Contact instructor
- Contact student

**Student**
- Follow through on plan created to address concern and get on track academically.
- Express future concerns immediately to instructor and advisor.
Email Signatures/Submission Templates

I just wanted to check in and see how your classes were going this semester? I received an alert from your ________________ instructor indicating ________________ and wanted to reach out to see what was going on. The comment from your instructor is located below in orange.

"_______"

I strongly encourage you to contact your instructor and make sure you have a plan to get/stay on track in the course. If you would like we can also meet and calculate out a projected grade and work through anything that you think might help in the class (study skills, organization...). Please respond to this message so I know you received it.

I look forward to hearing back from you.

Michael Rieger
Academic Advisor
214 Student Union
405-744-5333
michael.rieger@okstate.edu
Google Voice

- https://support.google.com/voice/answer/115116?co=GENIE.Platform%3DDesktop&hl=en

Send & get text messages

For Voice for G Suite accounts managed by your work or school, text messaging is available only in the U.S.

You can send text messages for free to U.S. and Canadian numbers using your Google Voice number. Texts sent using Google Voice will use Wi-Fi or mobile data from your cell phone service plan if you're not connected to Wi-Fi. If you're outside the U.S. and are not using Wi-Fi, your cell phone company might charge you extra roaming fees to send a text.

Computer Android iPhone & iPad

Send a text message

With the Google Voice website and apps, you can text people messages and photos and send texts to groups of people.

If you send a text longer than 160 characters to a non-Google Voice number, it will be sent as multiple messages.

Note: You can't send texts to five- or six-digit "short code" numbers.

1. On your computer, open Google Voice
2. Open the tab for Messages
3. At the top, click Send a message
4. Enter a contact's name or phone number.
5. At the bottom, enter your message, and click Send

To include an image with your message, click Select image. If your image is bigger than 2MB, it'll be sent as a smaller file. But GIF’s over 2MB won't send.
Respond to Email Thread for Multiple Interactions
Questions, Comments, Concerns...
Personal Action Steps