

How to Issue an Early Alert on Academic Progress Report?

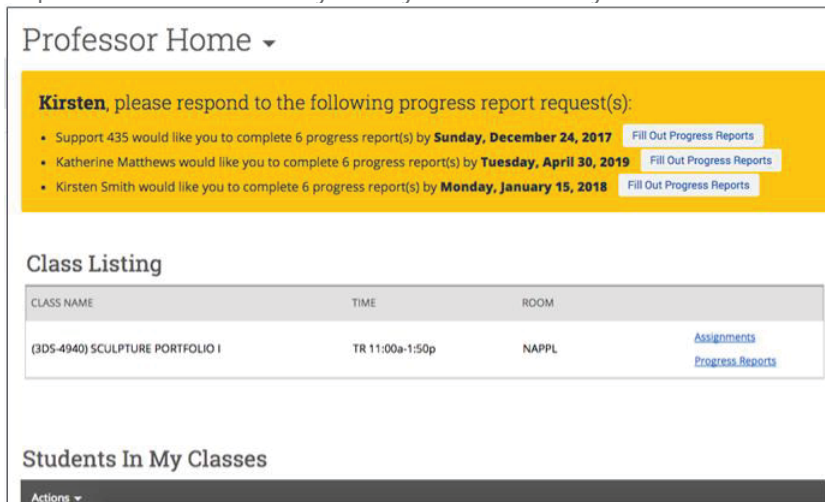
During the first 6 weeks of the term:

- ✓ Week 3 Early Alert Academic Progress Report-Faculty is asked to simply select "Yes" for each student that is At-Risk to fail their course.
- ✓ Week 6 Pre Mid-Term Progress Report- Faculty is asked to continue to identify students who are At- Risk to fail their course.
- ✓ Week 9 Mid-Term Grading Report-Faculty is asked to continue to identify students who are At- Risk AND select "No" for each student who is Not at Risk.

3 Easy Steps for Faculty to Respond to Progress Report Requests

Step 1:

Faculty receives an email request to submit Progress Reports. The email will have a link to the Progress Report Feedback form. Or you may access it from your Professor Home page as shown below.



Professor Home ▾

Kirsten, please respond to the following progress report request(s):

- Support 435 would like you to complete 6 progress report(s) by **Sunday, December 24, 2017** [Fill Out Progress Reports](#)
- Katherine Matthews would like you to complete 6 progress report(s) by **Tuesday, April 30, 2019** [Fill Out Progress Reports](#)
- Kirsten Smith would like you to complete 6 progress report(s) by **Monday, January 15, 2018** [Fill Out Progress Reports](#)

Class Listing

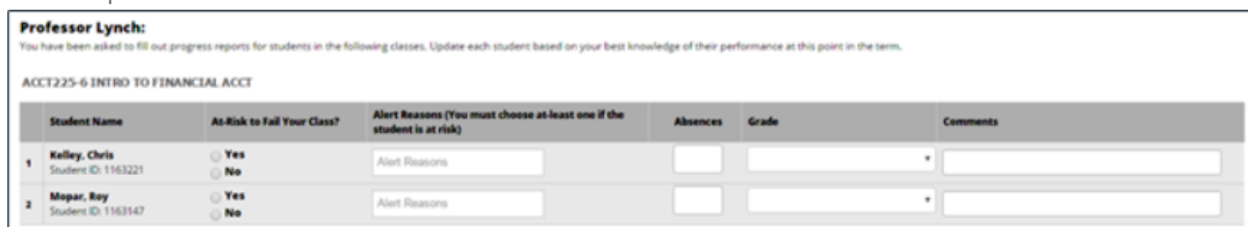
CLASS NAME	TIME	ROOM	
(305-4940) SCULPTURE PORTFOLIO I	TR 11:00a-1:50p	NAPPL	Assignments Progress Reports

Students In My Classes

Actions ▾

Step 2:

An example of what the Feedback Form looks like is shown below.



Professor Lynch:
 You have been asked to fill out progress reports for students in the following classes. Update each student based on your best knowledge of their performance at this point in the term.

ACCT225-6 INTRO TO FINANCIAL ACCT

Student Name	At-Risk to Fail Your Class?	Alert Reasons (You must choose at least one if the student is at risk)	Absences	Grade	Comments
1 Kelley, Chris Student ID: 1163221	<input type="radio"/> Yes <input type="radio"/> No	Alert Reasons <input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
2 Mogar, Roy Student ID: 1163147	<input type="radio"/> Yes <input type="radio"/> No	Alert Reasons <input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Step 3:

You will need to fill out the following fields on your students.

- **At-Risk to Fail Your Class?** - Use this field to indicate whether this student is currently at-risk to fail your class.
- **Alert Reasons**- This field is only used if the At-Risk field was selected as "Yes". If "Yes", then the faculty must select a reason.
- **Absences**- The number of absences this student has accumulated thus far.
- **Current Grade** - The grade the student has earned in this course.
- **Comments**- Enter a narrative regarding how this student is progressing in their course. As with any narrative comment, the more complete the better.

Once you have completed the fields, click the **Submit button**.

Early Intervention

The Early Intervention process is designed to identify students who are at risk of failing undergraduate courses, including core courses early in the term. The primary goal during the first nine weeks of the term is to make contact with the student, find out what is causing the problem, and provide support needed to get back on track to pass the class. Beginning with the ninth week of the term, the goal shifts to helping the student assess whether or not it is still possible to pass the course.

Faculty is encouraged to identify students during the Mid-Term Grade Report who maybe failing as of the 9th week of the Fall Term even if an Early Alert has already been issued. This will provide another notice to the student confirming their grade and prompt a discussion with an academic advisor and the Financial Aid Office. If it is determined that the student is to far behind, staff will help the student understand the implications of taking a failing grade vs withdrawing from the course so that the student can make an informed decision prior to the withdrawal deadline.

How to Issue an Early Alert on Academic Progress Report?

Progress Report rosters are distributed via email to all Faculty during the 3rd week of each term. The email contains a link with a class roster.

During the first 9 weeks of the term:

- ✓ Week 3 **Early Alert Academic Progress Report**-Faculty is asked to simply select "Yes" for each student that is **At- Risk to fail their course**.
- ✓ Week 6 **Pre Mid-Term Progress Report**- Faculty is asked to continue to identify students who are **At- Risk to fail their course**.
- ✓ Week 9 **Mid-Term Grading Report**-Faculty is asked to continue to identify students who are **At-Risk AND select "No"** for each student **who is Not at Risk**.

It is also necessary to select the appropriate reason(s) that the student is at risk (i.e. Poor Attendance, Not Turning in Assignments, Low Test Scores, etc.). At this point in the term, it is only necessary to identify those who are having problems. Faculty will receive periodic reminders and can return to the Progress Report roster at any time as new issues arise for a student in order to mark that student as at risk.

During the **9th week of the Fall Term**, Faculty is asked to continue identifying students who are **At- Risk AND select "No"** for each student **who is Not at Risk**. This is important as it provides a valuable affirmation that the student is not having academic issues as of the end of the Early Intervention Period.

What Happens Once a Progress Report/Alert Is Submitted?

As soon as your click submit, the student receives an email notification with the following information:

- type of alert issued
- class that alert was issued for
- recommendations based on alert type

Each notification also directs the student to speak with the Faculty who issued the alert to discuss how they can get back on track and sends an email to the Advisor.

After the initial email, Academic Advisors, and other support staff will continue to reach out to the student for a period of up to two weeks to offer assistance.

Frequently Asked Questions

Why does the Early Intervention report start so early?

Research and best practice shows that Week's 2-6 of each term are the best time to effectively intervene. Intervention can still be effective later in the term but in many cases, the student is too far behind to catch up.

What if I don't know who is at risk this early in the term?

It is always a good idea to have some early assessment, even if such assessment is not part of the students' grade. If this is not possible, please pay attention to other warning signs such as poor attendance or missing assignments.

What if I identify some students as at risk early in the term but am still unsure the status of others?

It is ok to provide partial feedback early in the term. In fact, we prefer that during the first 8 weeks you only identify students as At- Risk. Please wait until week 9 to mark students as Not At- Risk.

How often should I review students in my class and report issues?

It is important that you report issues as quickly as possible after they arise. If a student does not attend class in the **first** week, please be sure to respond to the initial Early Intervention Academic Alert Progress Report request with a Poor Attendance alert as soon as you can. **It is a good idea to submit new alerts each week for any student who has had an issue arise within the last week.** The quicker you identify and report an issue, the quicker we can begin working to contact the student and address the problem.

How often should I issue an alert for the same student if things don't improve?

It is only necessary to issue one alert for each individual issue. For instance, if a student is only attending class sporadically during the first few weeks, it is only necessary to issue one alert once you have identified the attendance problem. There is no need to submit additional alerts each time the student misses class. However, if another issue develops, such as a poor test score, then it is necessary to issue an alert for Low Test Scores even if you have already submitted an alert for Poor Attendance.

How do I submit an additional alert for a student whom I've already issued an alert for?

You can login to Navigate and issue an individual or ad hoc progress report at any time during the semester.

Is it necessary to issue an alert if I am also reaching out to the student on my own?

Yes! While Faculty is encouraged to provide timely feedback to their students and offer any help they can, it is also very important to report the issue through Early Intervention. We find that many students will respond to an academic advisor even if they are not responding to their Faculty(s).

Are mid-term grades sufficient to report student's at-risk?

No! While mid-term grades do show a student's performance prior to the end of the semester, at times this is too late for a student to academically recover. The goal of Early Intervention is to get the student back on track before mid-term. However, if the student is still failing at mid-term, the failing mid-term grade is an important notice to the student and advisor they may need to consider next steps for success in the course.



Early Alerts 13 Week Timeline

Week 2



- ✓ Never Attended Class (NAT)
- ✓ Attendance Concern
- ✓ Has not Purchased Textbook
- ✓ Other (Please Comment)

Week 5

- ✓ Attendance Concern
- ✓ In Danger of Earning below "C"
- ✓ Class Participation
- ✓ Refer to Tutoring
- ✓ Study and Writing Skills
- ✓ Not Prepared for Class
- ✓ Missed Exams/Quizzes/Assignments

Week 9



- ✓ Attendance Concern
- ✓ Refer to Tutoring
- ✓ Failed Midterm
- ✓ In Danger of Failing Course
- ✓ Other (Please Comment)



Faculty Quick Start Guide for T-Claw Navigate

Texas Southern University is proud to utilize the T-Claw Navigate Student Success platform for faculty and advisors, a convenient way to alert and support students. Faculty can provide students with instant, positive feedback, identify students who need extra support, and seamlessly engage students with campus resources. T-Claw helps TSU students succeed!

Perform these [Key Actions to Identify, Communicate, and Support your Students](#)

For Faculty

- **Issue an Alert** - When you have a concern about a student, raise an alert to communicate your observations or wish to send encouragement.
- **Record Attendance** – Use T-Claw Navigate to track course attendance in a secure, central place.
- **Respond to Progress Report Campaigns** – Alerts and positive feedback can be raised by submitting a progress report. You will receive an email reminder when there is a new progress report to complete.

For Faculty Advisors

- **Set Up Your Availability** - Set up meeting times and designate office hours to indicate your availability by using the ‘Add Time’ option.
- **Review a Student’s Profile** – Click on your Students’ name to note their academic progress and any areas of concern recorded in their profile.
- **Mass Email a Group of Students** – To reach out to some or all of your assigned advisees, use ‘Send a Message’ from the ‘Actions’ drop-down list.
- **Respond to Progress Report Campaigns** – Record your interactions and notes from student meetings by adding a Note - both are accomplished through the ‘Actions’ menu on your Advisor home page.

How to login to T-Claw Navigate:

- Open Google Chrome or Mozilla Firefox
- Go to www.tsu.edu
- Click on Faculty/Staff
- Click on T-Claw icon
- Type in your credentials
- Hover over the left hand “Menu” bar for options

Upcoming Trainings ([Click Here](#))



Intervention Plan and Timeline

Early Alert Reason	Initial Response Time	Assigned to	Triage Process
<p>Attendance Concern (INSTRUCTOR) Raise this alert when a student is not regularly attending class. Please provide specific comments.</p>	<p>24 Hours</p>	<p>Academic Advisor (Case Assigned) Campaign: List_Academic Alert Concern</p>	<ol style="list-style-type: none"> Academic Advisor discusses the importance of attendance to be successful Academic Advisor discusses with the student why they have been marked At-Risk to failing course and discuss time management and study habits. Academic Advisor places students on a watchlist after an appointment and set up follow up reminders. Advisor updates the case with outcome and email is sent to Faculty issuing Alert.
<p>Class Participation Concern (INSTRUCTOR) Raise this alert when a student's participation in a course is below the class average. Please provide specific comment</p>	<p>24-48 Hours</p>	<p>Faculty Academic Advisor Campaign: List_Academic Alert Concern</p>	<ol style="list-style-type: none"> Faculty member meets with student and adds note of interaction Academic Advisor to diagnose what issues the student is experiencing. Academic Advisor connects student with the Tutoring Support Center and Academic Skills Center Encourage student to make appointment and how they plan to work toward improving performance

Early Alert Reason	Initial Response Time	Assigned to	Triage Process
<p>Failed Midterm Exam (INSTRUCTOR) Raise this alert when a student fails the midterm exam. Please provide specific comments.</p>	<p>24-48 Hours</p>	<p>Academic Advisor Campaign: List_Academic Alert Concern</p>	<ol style="list-style-type: none"> 1. Academic Advisor to discuss Tutoring Support Center and Academic Skills Center with student 2. Encourage student to make appointment and discuss how they plan to work toward improving performance
<p>Has not purchased Textbook (INSTRUCTOR) Raise this alert when a student does not have their course materials including textbook(s) and/or access code.</p>	<p>24 Hours</p>	<p>Faculty SASS, Academic Skills Center Manager (Case Assigned) Campaign: List_Academic Alert Concern</p>	<ol style="list-style-type: none"> 1. Faculty speaks with student and adds note of interaction on available options along with alternative resources in your class. Ex. Open Source Document, Alternative books and extended timelines for assignment. 2. Academic Advisor connects student with Academic Skill core course Library 3. Academic Advisor connects to fill out access code application 4. Check to make sure student has access to all required materials/resources/books; refer to campus resource 5. Open Source 6. Fellowship 7. ASC Manager updates the case with outcome and email is sent to Faculty issuing Alert.

Early Alert Reason	Initial Response Time	Assigned to	Triage Process
<p>In Danger of Earning Below "C" (INSTRUCTOR) Raises this alert when a student’s course performance is on track to earn below a “C” and academic improvement needs to happen successfully complete the course. (Active Week 6)</p>	24-48 Hours	Faculty Academic Advisor Campaign: Pre Midterm Week XX Academic Alert Concern	<ol style="list-style-type: none"> 1. Faculty member meets with student and adds note of interaction 2. Faculty member discuss level of performance needed to reach passing grade 3. Academic Advisor schedules appointment with student to Refer campus resource
<p>In Danger of Failing Course (INSTRUCTOR) Raises this alert when a student's course performance is such that the student cannot possibly pass the course and they should consider options with Academic Advisor.</p>	24-48 Hours	Faculty Academic Advisor Campaign: Post Midterm Week XX Academic Alert Concern	<ol style="list-style-type: none"> 1. Faculty member discuss level of performance needed to reach passing grade 2. Academic Advisor schedules appointment with student to Refer campus resource
<p>Low Quiz/Test Score Concern (INSTRUCTOR) Raise this alert when a student receives a low grade on a quiz, test, or an in class activity. Please provide specific comments.</p>	24-48 Hours	Faculty Academic Advisor Campaign: List_Academic Alert Concern	<ol style="list-style-type: none"> 1. Faculty member meets with student and adds note of interaction 2. Faculty member discuss level of performance needed to reach passing grade 3. Refer to campus resource 4. Add/Update comment in alert
<p>Missed Exams/Quizzes/Papers (INSTRUCTOR) Raise this alert when a student has missing exams. Please provide specific comments.</p>	24-48 Hours	Faculty Academic Advisor Campaign: List_Academic Alert Concern	<ol style="list-style-type: none"> 1. Faculty meets with student and reviews course expectations and due dates 2. Faculty member adds note of interaction on student profile 3. Academic Advisor discuss study strategies 4. Refer to campus resource; offer to assist in scheduling appointment

Early Alert Reason	Initial Response Time	Assigned to	Triage Process
<p>Missing/Late Assignments Concern (INSTRUCTOR) Raise this alert when a student has missing or late assignments. Please provide specific comments.</p>	<p>24-48 Hours</p>	<p>Faculty Academic Advisor Campaign: List_Academic Alert Concern</p>	<ol style="list-style-type: none"> 1. Faculty meets with student and reviews course expectations and due dates 2. Faculty member adds note of interaction on student profile 3. Academic Advisor discuss study strategies 4. Refer to campus resource; offer to assist in scheduling appointment
<p>No Show (Never Attended-NAT) (INSTRUCTOR-Active only 3rd WEEK EARLY INTERVENTION ACADEMIC PROGRESS REPORT) Raise this alert when a student has never attended class and completes report in Banner.</p>	<p>24 Hours</p>	<p>Faculty Academic Advisor (Case Assigned)</p>	<ol style="list-style-type: none"> 1. Faculty issues alert if Students never attended class during the first two weeks of the Fall and Spring semesters. 2. Faculty submits report to the Office of the Registrar in Banner. 3. Academic Advisor connects with the student and recommends withdrawing from the course
<p>Refer a Student for Tutoring (INSTRUCTOR) Raise this alert when a student is not performing well on assignments, is missing assignments, low scores, etc. (additional help in a specific course)</p>	<p>24- 48 Hours</p>	<p>SASS, Tutorial Coordinator (Case Assigned) Campaign: Tutoring_Academic Alert Concern</p>	<ol style="list-style-type: none"> 1. Outreach is completed by Tutor Administrator Student Academic Support Services using Appointment Campaign. 2. Faculty member to connect the student with department resource for courses outside the CORE 3. Connect with students through appointment campaign to work on the area of concern with a Peer Tutor 4. Tutor Administrator closes the loop with case outcome and an automated email is sent to Faculty issuing Alert.

Early Alert Reason	Initial Response Time	Assigned to	Triage Process
<p>Refer Student to Improve Study Skills or Time Management (INSTRUCTOR) Raise this alert when a student is lacking time managing skills and turning in late assignments.</p>	<p>24-48 Hours</p>	<p>SASS,, Academic Skills Center Manager (Case Assigned) Campaign: List_Academic Alert Concern</p>	<ol style="list-style-type: none"> 1. Outreach is completed by Academic Coach in the Academic Skills Center using Appointment Campaign. 2. Connect with students through appointment campaign to work on the area of concern with an Academic Coach. 3. ASC Manager closes the loop with case outcome and an automated email is sent to Faculty issuing Alert.
<p>Student is doing well in Class (INSTRUCTOR-9th WEEK EARLY INTERVENTION ACADEMIC PROGRESS REPORT ONLY) Raise this alert when a student is performing well in class.</p>	<p>24-48 Hours</p>	<p>Academic Advisor</p>	<ol style="list-style-type: none"> 1. Identify students who qualify for a specific opportunity(i.e. scholarship, mentoring program, event, etc.) 2. Refer student to campus resource.
<p>Writing Skills Concern (INSTRUCTOR) Raise this alert when a student writing skill is weak and need writing strategies.</p>	<p>24-48 Hours</p>	<p>Tiger Writing Center Coordinator (Case Assigned) Campaign: List_Academic Alert Concern</p>	<ol style="list-style-type: none"> 1. Outreach is completed by Tiger Writing Center using Appointment Campaign. 2. Connect with students through appointment campaign to work on the area of concern with an Academic Coach. 3. TWC Coordinator closes the loop with case outcome and an automated email is sent to Faculty issuing Alert.
<p>Other (Please add comment)</p>	<p>24 Hours</p>	<p>Academic Advisor Campaign: List_Academic Alert Concern</p>	<p>Discuss importance of making satisfactory progress in course; review class expectations.</p>

How are we Closing the Loop on Alerts with Assigned Cases ?

- What does “Closing the Case” mean?
- Communicate what happened in follow up to the Alert being issued by Faculty
 - ✓ Student has been communicated with
 - ✓ A referral has been completed
 - ✓ An intervention is in progress
 - ✓ An administrative action has occurred

Close the Loop with Case Outcomes:

- Student referred to Campus Service completed
- Student contacted 3 times, no response
- Student contacted, no issue
- Support Administered
- Student counseled on how to resolve issue
- Student attended appointment
- Student Dropped Course
- End of Term (closing out old cases)



TEXAS SOUTHERN UNIVERSITY

CAMPAIGN OUTREACH SCHEDULE



Student Success Platform

Timing FALL TERM 13 Week	Purpose of Campaign	Name of Campaign	Responsible	Student Action (Y/N)	Work List Filters
		<i>Naming Convention: Ex. Initials_Term_Unit_Campaign Purpose</i> TS Fall 20XX FAC Enrolled in Less than 15 Credits Registration			
2 Weeks before Semester Begins	Identify and support first time freshmen and transfer students to consider taking 15 credits	Registration Enrolled in Less than 15 Credits	Enrollment Completion Advisors/ Academic Advisors	Yes	Enrollment: Currently enrolled Credits: Less than 15
	Identify and support students who may be potential "Stop Outs" that could return and Graduate.	Registration Re Enrollment Stop Outs	Academic Advisors	Yes	Enrollment: Currently not enrolled Credits 90-120+
Week 1 of the Semester	Introductory email to identify and engage all Advisees with general advising and information about university services.	Introduction to Welcome New Students	Enrollment Completion Advisors/ Academic Advisors	No (Informational Only)	Advising Group**
Week 2 of the Semester	Early Intervention Academic Progress Report roster emailed to Faculty to identify Students who are at risk to fail the foundational course and provide support.	Progress Report Communication Sent to Faculty	Student Academic Support Service	Yes	Student Classification: Freshman, Sophomore, Junior and Senior
	Remind qualified seniors to apply for graduation and submit necessary academic paperwork	Apply for Graduation	Academic Advisor	Yes	Classification: Senior
	Identify students close to graduating that may need additional assistance.	Graduation Completion Outreach (Re: Project Graduation B.R.A.G. Event)	Academic Advisor	Yes	Project Graduation B.R.A.G. Event for students with 90+ hours
	Identify Seniors with excessive credits	Graduation Excessive Credit Outreach	Academic Advisor	Yes	Classification: Senior Earned Credits: At least 120
Week 3 of the Semester	Connect with students identified "refer to Tutoring " at risk alert with a quick schedule link for a Tutor appointment campaign for the course.	Tutoring_Academic Alert Concerns	Tutor Administrator	Yes	Auto Case Academic Progress Report



TEXAS SOUTHERN UNIVERSITY

CAMPAIGN OUTREACH SCHEDULE



Student Success Platform

	Connect with students marked at risk to earn below a "C" and academic improvement needs to happen to successfully complete the course.	Academic Alert Concerns	Enrollment Completion Advisor/ Academic Advisor	Yes	Marked At Risk /# of Alerts
	Connect with students marked at risk to come in and discuss strategies for successful term; reminder of resources available.	List_Academic Alert Concerns	Enrollment Completion Advisor/ Academic Advisor	Yes	Marked At Risk /# of Alerts
Week 5 of the Semester	Early Intervention Pre-Mid Term Grade Progress Report roster emailed to Faculty to identify Students who are at risk to fail the foundational course and provide support.	Progress Report Communication Sent to Faculty	Student Academic Support Service	Yes	Student Classification: Freshman, Sophomore, Junior and Senior
Week 6 of the Semester Midterm Week	Connect with students identified "need tutoring" at risk alert with a quick schedule link for a Tutor appointment campaign for the course.	Tutoring_Academic Alert Concerns	Tutor Administrator	Yes	Auto Case Academic Progress Report
	Connect with students marked at risk and cannot possibly pass the course to discuss withdrawing from the course.	Pre-Midterm Week XX Academic Alert Concerns	Enrollment Completion Advisor/ Academic Advisor	Yes	Academic Progress Report Roster
Week 9 of the Semester	Early Intervention Post Mid Term Grade Progress Report roster emailed to Faculty to identify Students who are at risk to fail the foundational course and provide support.	Progress Report Communication Sent to Faculty	Student Academic Support Service	Yes	Student Classification: Freshman, Sophomore, Junior and Senior
Week 10 of the Semester	Connect with students identified "need tutoring" at risk alert with a quick schedule link for a Tutor appointment campaign for the course.	Tutoring_Academic Alert Concerns	Tutor Administrator	Yes	Auto Case Academic Progress Report
Week 10 of the Semester (Before Pre Registration)	Connect with students marked at risk and cannot possibly pass the course to discuss withdrawing from the course.	Post Midterm Week XX Academic Alert Concerns	Enrollment Completion Advisor/ Academic Advisor	Yes	Academic Progress Report Roster
Week 10 of the Semester	Encourage students to come in to discuss upcoming courses and academic planning for upcoming term.	Registration_Academic Plan	Enrollment Completion Advisor/ Academic Advisor	Yes	Advising Group*



TEXAS SOUTHERN UNIVERSITY

CAMPAIGN OUTREACH SCHEDULE



Timing SPRING TERM 16 Week	Campaign	Naming Convention	Responsible	Student Action (Y/N)	Work List Filters
2 Weeks before Semester Begins	Identify and support first time freshmen and transfer students to consider taking 15 credits.	Registration Enrolled in Less than 15 Credits	Enrollment Completion Advisors/ Academic Advisors	Yes	Enrollment: Currently enrolled Credits: Less than 15
	Identify high performing students not currently enrolled who completed one full year. (Murky Middle)	Registration Re-Enrollment Murky Middle	Academic Advisor	Yes	GPA: 2.0-3.0 Enrollment: Currently not enrolled
	Identify and support students who may be potential “Stop Outs” that could return and Graduate.	Registration Re-Enrollment Stop Outs	Academic Advisors	Yes	Enrollment: Currently not enrolled
Week 1 of the Semester	Introductory email to identify and engage all Advisees with general advising and information about university services.	Introduction to Welcome New Students	Enrollment Completion Advisors/ Academic Advisors	No (Information Only)	Advising Group**
Week 3 of the Semester	Early Intervention Academic Progress Report roster emailed to Faculty to identify Students who are at risk to fail the foundational course and provide support.	Progress Report Communication Sent to Faculty	Student Academic Support Service	Yes	Student Classification: Freshman, Sophomore, Junior and Senior
	Identify students close to graduating that may need additional assistance and apply for Graduation.	Graduation Completion Outreach (Re: Project Graduation B.R.A.G. Event)	Academic Advisor	Yes	At Least 90 Credits
	Identify Seniors with excessive credits	Graduation Excessive Credit Outreach	Academic Advisor	Yes	Classification: Senior Earned Credits: At least 120
Week 4 of the Semester	Connect with students identified “refer to Tutoring” at risk alert with a quick schedule link for a Tutor appointment campaign for the course	Tutoring_ Academic Alert Concerns	Tutor Administrator	Yes	Auto Case Academic Progress Report
	Connect with students marked at risk to come in and discuss strategies for successful term; reminder of resources available	List_ Academic Alert Concerns	Enrollment Completion Advisor/ Academic Advisor	Yes	Marked At Risk /# of Alerts



TEXAS SOUTHERN UNIVERSITY

CAMPAIGN OUTREACH SCHEDULE



Student Success Platform

Timing SPRING TERM	Campaign	Naming Convention	Responsible	Student Action (Y/N)	Work List Filters
Week 6 of the Semester	Early Intervention 2 nd Academic Progress Report roster emailed to Faculty to identify Students who are at risk to fail the foundational course and provide support.	Progress Report Communication Sent to Faculty	Student Academic Support Service	Yes	Student Classification: Freshman, Sophomore, Junior and Senior
Week 7 of the Semester	Connect with students identified “refer to tutoring” at risk alert with a quick schedule link for a Tutor appointment campaign for the course.	Tutoring_Academic Alert Concerns	Tutor Administrator	Yes	Auto Case Academic Progress Report
	Connect with students marked at risk to earn below a “C” and academic improvement needs to happen to successfully complete the course.	Pre_Midterm Week XX Academic Alert Concerns	Enrollment Completion Advisor/ Academic Advisor	Yes	Marked At Risk /# of Alerts
	Connect with students marked at risk to come in and discuss strategies for successful term; reminder of resources available.	List_Academic Alert Concerns	Enrollment Completion Advisor/ Academic Advisor	Yes	Marked At Risk /# of Alerts
Week 10 of the Semester	Early Intervention Mid Term Grade Progress Report roster emailed to Faculty to identify Students who are at risk to fail the course and provide support.	Early Intervention Mid Term Grade Academic Alert	Student Academic Support Service	Yes	Student Classification: Freshman, Sophomore, Junior and Senior
	Connect with students marked at risk and cannot possibly pass the course to discuss withdrawing from the course.	Post_Midterm Week XX Academic Alert Concerns	Enrollment Completion Advisor/ Academic Advisor	Yes	Marked At Risk /# of Alerts
	Connect with students identified “refer to tutoring” at risk alert with a quick schedule link for a Tutor appointment campaign for the course.	Tutoring_Academic Alert Concerns	Tutor Administrator	Yes	Auto Case Academic Progress Report
Week 11 of the Semester (Before Pre-Registration)	Connect with students marked at risk to come in and discuss strategies for a successful term; reminder of resources available.	List_Academic Alert Concerns	Enrollment Completion Advisor/ Academic Advisor	Yes	Marked At Risk /# of Alerts
	Encourage students to come in to discuss upcoming courses and academic planning for upcoming term.	Registration_Academic Plan	Enrollment Completion Advisor/ Academic Advisor	Yes	Advising Group*



T-Claw Navigate Tutoring_Academic Alert Concerns Template

Campaign: Tutoring_Academic Alert Concerns

- Advising Theme:** Tutoring-Academic Alert
- Who:** Undergraduate population for available Course Tutoring
- What:** Targeted Message Campaign
- Where:** T-Claw Navigate Student Success platform
- When:** Week 4 of the Semester
- Why:** Connect students with a Tutor Appointment schedule link identified at risk with need tutoring alert
- Responsible:** Tutor Administrator

Naming Convention:

Example: *Initials_Term_Unit_Campaign Purpose*

TS Fall2019 Tutoring Academic Alert Concerns

Sample Message

Subject line: {\$student_first_name},*Academic Alert Concern Concerning your Academic Progress*

Hello {\$student_first_name}:

Your Professor has flagged you with the alert “Refer to Tutoring” in your course. We encourage you to follow the next steps to receive academic support, now is the time to be proactive.

1. Please click the following link {\$schedule_link}
2. Select a time that works with your schedule
3. Click Save

You will receive an email confirming the appointment time and details.

We look forward to supporting you.

Tiger Pride!

Advance Search

Data Recommendations:

T-CLAW NAVIGATE Filter:
Early Intervention Auto Case
Academic Progress Report

Student Information:
Select Report icon and
choose Alert-Need
Tutoring

Risk Level:
Low-Medium

Gunning Fog

Readability Score:
8.41

Impact: This campaign allows student to improve academic performance. The messaging is designed for the student to access the quick schedule link and meet with a Tutor for immediate support.

T-Claw Navigate Enrolled in Less than 15 Credits Template

Campaign: Enrolled in Less than 15 Credits

Advising Theme: Registration

Who: All Student Populations

What: Targeted Message Campaign

Where: T-Claw Navigate Student Success platform

When: Week Before Fall Semester

Why: Identify and support Students (**Use Student Enrollment Report**) to consider taking 15 credits their first/each semester

Sent by: Enrollment Completion Advisors/Academic Advisor

Naming Convention:

Example: Initials_Term_Unit_Campaign Purpose

TS_Fall2019_COE_Enrolled in Less than 15 Credits_Registraton

Sample Message

Subject line: *Do you know what it takes to graduate on time? **or How many credits should I take?***

Message: *I noticed that this Fall (**Use current Term**) you are registered for fewer than 15 credits. While this is still full-time and everyone's situation is different, you could potentially graduate a little sooner by picking up more hours now. Also, on average, students who take 15+ credits each semester earn higher GPAs than those who take under 15.*

Our office is also here to support you during registration. Please let us know what we can do to help!

*Tiger Pride!
Academic Advisor*

Advance Search

Data Recommendations:

T-CLAW NAVIGATE

Filter:

Area of Study – select applicable college

T-CLAW NAVIGATE

Filter:

Enrollment History – select Enrolled in applicable Fall term

Risk Level:

Low-Medium

Gunning Fog

Readability Score:

8.41

Impact: This campaign allows TSU to identify and support students who may be not be enrolled in at least 15 credit hours. The messaging is designed to encourage students to enroll in 15 credit hours and assure them staff is available for support.



T-Claw Navigate Academic Alert Concerns Template

Campaign: List Alert_Academic Alert Concerns

Advising Theme: Academic Alert
Who: Freshman, Sophomore, Junior and Senior
What: Targeted Message Campaign
Where: T-Claw Navigate Student Success platform
When: Week 3-6-9 of the Semester
Why: Connect students with resources based on academic alert
Responsible: Academic Advisor

Naming Convention:

Example: *Initials_Term_Unit_Campaign Purpose*

TS_Fall2019_FAC_List_Academic Alert Concerns

Sample Message

Subject line: *Schedule time to meet with me*

Hello Andrew:

Your Professor is concerned about your academic progress and has issued a flag that you may be in danger of failing the course. Our institution has many resources that can aid your effort to improve academic performance and assist with personal concerns.

Please click the following link and [Schedule an Appointment](#)
You can also copy and paste this address into your web browser.
<https://texassouthern.campus.eab.com>

So that we can develop a plan of action to improve your grades.
We look forward to supporting you.

Tiger Pride!
Thank you!
Advisor Name

Advance Search

Data Recommendations:

T-CLAW NAVIGATE Filter:
Alert Report

Student Information:
Select Alert-All and Watchlist

Risk Level:
Low-Medium

Gunning Fog

Readability Score:
8.41

Impact: This campaign allows student to improve academic performance. The messaging is designed for the student to access the quick schedule link and meet with an Academic Advisor for immediate support.



T-Claw Navigate Registration Academic Plan Template

Campaign: Registration Academic Plan

- Advising Theme:** Pre-Registration Advising
- Who:** Undergraduate Students
- What:** Targeted Message Campaign
- Where:** T-Claw Navigate Student Success platform
- When:** Week 10 of the Semester
- Why:** Students to plan courses to take next term
- Responsible:** Academic Advisor

Naming Convention:

Example: *Initials_Term_Unit_Campaign Purpose*

TS_Fall2019_FAC_Registration Academic Plan

Sample Message

Subject line: Plan your courses ahead of your pre-registration advising meeting!

Fall/Spring registration is coming up sooner than you think! Log into the desktop version of the Navigate Student app (<http://tsu.navigate.eab.com>) and click the "Planner" tab at the top of the page to access the course planning tool. Use the template list of courses to plan what you will take next term. While you are at it, why not plan for the next two or three terms? Having future terms planned is out is the best way to ensure you are on track to meet your program requirements and it will allow your advisor to give you the best guidance on what classes to take each term. You'll also be able to pick your class schedule in T-Claw Navigate when classes become available! Questions? Reach out to XXXX.

Tiger Pride!
Thank you!
Advisor Name

Advance Search

Data Recommendations:

T-CLAW NAVIGATE Filter:
Undergraduate Student
Caseload

Student Information:
Undergraduates

Risk Level:
Low-Medium

Gunning Fog

Readability Score:
8.41

Impact: This campaign allows student to plan courses to take next term.



T-Claw Navigate Re Enrollment Template

Campaign: Registration Re Enrollment "Stop Outs"

Advising Theme: Registration: Re-Enrollment

Who: Student not currently registered

What: Targeted Message Campaign

Where: T-Claw Navigate Student Success platform

When: Before each Semester

Why: Identify and support students who may be potential identify and support students who **stopped out** and to help them re-enroll and graduate.

Sent by: Academic Advisor

Naming Convention:

Example: *Initials_Term_Unit_Campaign Purpose*

TS_Fall2019_COE_Re-Enrollment Registration

Sample Message

Subject line: *Is there anything I can do to help?*

Message: *I noticed you haven't enrolled for the Fall yet. Is there something I can do to help?*

Our office is also here to support you, so please respond and let us know what we can do to help!

Your Name

Advance Search

Data Recommendations:

T-CLAW NAVIGATE Filter:

Enrollment History – select "In None of These" Choose Current Term

Risk Level:

Low-Medium

Earned Credits:

Grad: Minimum 3 credits

Gunning Fog

Readability Score:

8.41

Impact: This campaign allows TSU to identify and support students who **stopped out** and to help them re-enroll and graduate.



T-Claw Navigate Registration Re Enrollment Murky Middle Template

Campaign: Registration Re Enrollment “Murky Middle”

Advising Theme: Registration: Re-Enrollment

Who: Student not currently registered

What: Targeted Message Campaign

Where: T-Claw Navigate Student Success platform

When: Before each Semester

Why: Identify and support students who may have encountered obstacles to help them re-enroll and graduate.

Sent by: Academic Advisor

Naming Convention:

Example: *Initials_Term_Unit_Campaign Purpose*

TS_Fall2019_COE_ Re-Enrollment Registration

Sample Message

Subject line: *Is there anything I can do to help?*

Message: We noticed you have earned nearly 60 credits and we want to support you. Our general guideline is that students who are approaching 60 credits should seek advising to stay on track.

Your Name

Advance Search

Data Recommendations:

T-CLAW NAVIGATE Filter:

Cumulative GPA 2.3-2.5

Risk Level:

Low-Medium

Earned Credits:

35-60 credits

Gunning Fog

Readability Score:

8.41

Impact: This campaign allows TSU to identify and support students who **stopped out** and to help them re-enroll and graduate.



T-Claw Navigate Academic Alert Concerns Template

Campaign: Pre_Mid-Term Week XX Academic Alert Concerns

Advising Theme: Academic Alert
Who: Freshman (Undergraduates)
What: Targeted Message Campaign
Where: T-Claw Navigate Student Success platform
When: Week 6 of the Semester
Why: Connect students with resources based on academic alert
Responsible: Academic Advisor

Naming Convention:

Example: *Initials_Term_Unit_Campaign Purpose*

TS_Fall2019_FAC_Pre_Mid-Term Week XX Academic Alert Concerns

Sample Message

Subject line: *Are You Ready for Midterms?*
Schedule Some Time With Me This Week

Hello Andrew:
I know (Midterms/Finals) season to be tough! Your success is important to me. Please click the following link and [Schedule an Appointment](#)
You can also copy and paste this address into your web browser.
<https://texassouthern.campus.eab.com>

So that we can develop a plan of action to improve your grades.
We look forward to supporting you.

Tiger Pride!
Thank you!
Advisor Name

Advance Search

Data Recommendations:

T-CLAW NAVIGATE Filter:
Alert Report

Student Information:
Select Alert-All and Watchlist

Risk Level:
Low-Medium

Gunning Fog

Readability Score:
8.41

Impact: This campaign allows student to improve academic performance. The messaging is designed for the student to access the quick schedule link and meet with an Academic Advisor for immediate support.



T-Claw Navigate Post-Midterm Week Concerns Template

Campaign: Post_Mid-Term Week X Academic Alert Concerns

Advising Theme: Academic Alert
Who: Freshman (Undergraduates)
What: Targeted Message Campaign
Where: T-Claw Navigate Student Success platform
When: Week 9 of the Semester
Why: Connect students with resources based on academic alert
Responsible: Academic Advisor

Naming Convention:

Example: *Initials_Term_Unit_Campaign Purpose*

TS_Fall2019_FAC_Post_MidTerm_Academic Alert Concerns

Sample Message

Subject line: *Failed Midterm...Now What?*
Schedule Some Time With Me This Week

Hello Andrew:

Each term, we ask our faculty to provide us with information regarding how well students are performing academically in class. Your professor alerted us that there is a concern about your academic progress and you may have to consider withdrawing from the course.

We believe that you can be successful in your academic studies and are here to help. You are not in trouble; however, it is important that you take steps to address this concern and [Schedule an Appointment](#)

You can also copy and paste this address into your web browser.

<https://texassouthern.campus.eab.com>

We look forward to supporting you.

Tiger Pride!
Thank you!
Advisor Name

Advance Search

Data Recommendations:

T-CLAW NAVIGATE Filter:
Alert Report

Student Information:
Select Alert-All and Watchlist

Risk Level:
Low-Medium

Gunning Fog

Readability Score:
8.41

Impact: This campaign allows student to improve academic performance. The messaging is designed for the student to access the quick schedule link and meet with an Academic Advisor for immediate support.

T-Claw Navigate Welcome Advisees Template

Campaign: Introduction to Welcome Students

Advising Theme: Welcome General Advising

Who: All Students

What: Targeted Message Campaign

Where: T-Claw Navigate Student Success platform

When: First Week of the Semester

Why: Identify and engage students with general advising instructions and information about university services.

Responsible: Academic Advisor

Naming Convention:

Example: *Initials_Term_Unit_Campaign Purpose*

TS_Fall2019_COE_ Welcome General Advising

Sample Message

Subject line: *Welcome from your Advisor!*

Message: *Is there something I can do to help?*

My name is (AnyWho) and I am your Academic Advisor. I am looking forward to meeting you at the start of the semester, finding out a little about you, and to share important university information with you as you work towards graduation.

Your success is important, so please schedule an appointment today by clicking the link below or stop by during my office hours (List Office Hours).

I look forward to seeing you soon!

Tiger Pride!
Academic Advisor

Advance Search

Data Recommendations:

T-CLAW NAVIGATE Filter:
*Enrollment History – select
Currently Term Enrolled*

Student Information:
**Freshman-Sophomore-
Junior-Senior**

Risk Level:
Low-Medium

Gunning Fog

Readability Score:
8.41

Impact: This campaign allows Advisor-Student relationship building and general advising. The messaging is designed to introduce the student to university resources and help them develop as a student.



T-Claw Navigate Apply for Graduation Template

Campaign: Apply for Graduation

Advising Theme: Apply/Petition for Graduation

Who: Seniors

What: Targeted Message Campaign

Where: T-Claw Navigate Student Success platform

When: Week 3 of Semester

Why: Students should be notified to apply for graduation.

Sent by: Academic Advisor

Naming Convention:

Example: Initials_Term_Unit_Campaign Purpose

TS_Fall2019_COE_Apply for Graduation Registration

Sample Message

Subject line: *Make it official apply for Graduation?*

Message: Don't forget to apply for graduation by MMDDYY if you're planning to graduate in MM. It is a requirement for all degree candidates!

Your Name

Advance Search

Data Recommendations:

T-CLAW NAVIGATE Filter:

Seniors

Risk Level:

Low-Medium

Earned Credits:

120 credits

Gunning Fog

Readability Score:

8.41

Impact: This campaign identifies those student who should apply/petition for graduation.