



TEXAS A&M UNIVERSITY - SAN ANTONIO

Student Success

Quick Guide to Alerts

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Preface

Texas A&M University-San Antonio is committed to increasing student retention, persistence, and success. One of the ways the University can do this is by working with faculty to quickly identify students who may be at risk of academic difficulty or failure and connect them with campus resources. Inspire Civitas Learning can be used to raise alerts and notify the Student Academic Success Center of students that are in need of academic resources and support.

Faculty often have the most daily contact with students and may be able to identify academic and non-academic concerns that will impact a student’s success. By identifying these concerns and raising an alert, faculty and staff are better informed and able to connect students with campus resources, such as Academic Coaching, Academic Learning Center (Tutoring), Academic Advising, Counseling Services, Disability Support Services, the Dean of Students, etc.

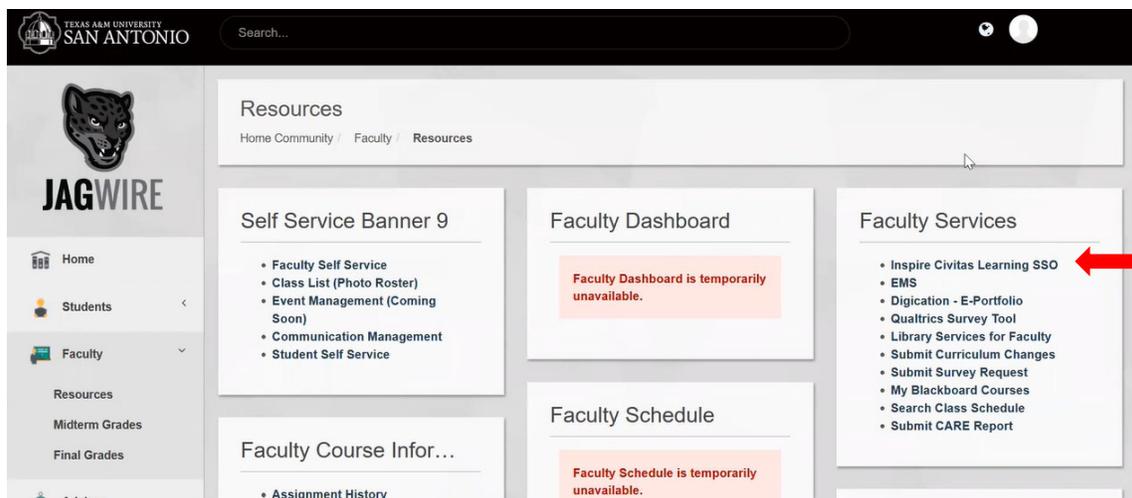
What is Inspire Civitas Learning

Inspire Civitas Learning is a web-based tool to help connect students to campus resources in order to sustain retention and degree attainment. For students, Inspire Civitas Learning provides an easy way to schedule Academic Advising and Academic Success Coaching appointments online.

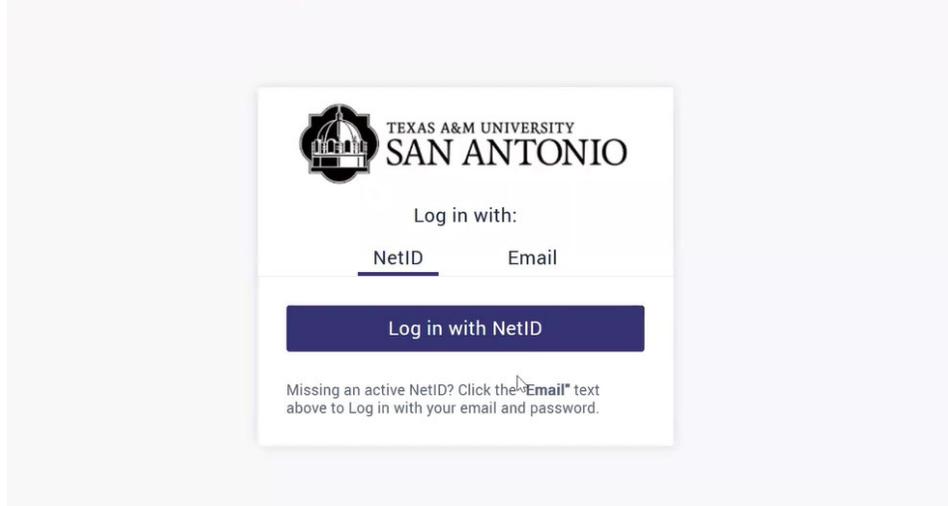
Inspire Civitas Learning is also a powerful tool for faculty that can help facilitate teamwork between them and staff. Faculty can raise alerts to help recognize students' academic achievements, notify students regarding areas of concern, and recommend student actions that can help lead them to success.

Section I: Getting Started

1. Login to your Jagwire account.
 - a. <https://jagwire.tamusa.edu/>
2. Click Faculty and navigate to Faculty Services
3. Click “Inspire Civitas Learning SSO”



4. On the next screen click “Log in with NetID”



5. You are now logged into your Inspire CivitasLearning dashboard.

Section 2: When to Raise an Alert

Before submitting an alert, faculty should attempt to provide classroom or private interventions. Faculty should have open and honest communication with students and provide valuable information about their progress.

The earlier an alert is submitted the better chance students have at getting additional support to assist them in overcoming any academic obstacles and provide them resources to aid in their success. In general, an alert should be sent after the faculty has spoken with the student and as soon as a student meets one or more of the following criteria AND action is being requested:

- Student has excessive absences that are impacting their academic success.
- Student has a low quiz, exam, or assignment grade that will significantly impact their success in the course.
- Student is failing or in danger of failing.
- Student has missing assignment(s) and/or exam(s) that are affecting their grade.
- Student cannot pass the course and should drop the course.

General alert submission deadlines:

- Up to a week before the last class day.
- If you recommend the student drops the course, send the alert at least five days before the last drop day.

Section 3: Alert Tips

Tips for Submitting an Alert

- Include in your syllabus a statement about alerts and outreach from Student Academic Success Center.
- Communicate with your class on checkpoint alerts prior to their submission.
- Discuss expectations prior to an alert being submitted to help students' likelihood to respond.

General Guidelines for Submitting an Alert:

- Be sure to select the appropriate categories and reasons. This will help the student's Academic Success Coach provide the appropriate support and resources.
- Only provide what information is necessary. Information that is necessary but considered sensitive, should not be shared via Inspire Civitas Learning.
- Be mindful of the audience when submitting notifications.
- Speak to the student prior to submitting a notification when appropriate. This will help the student understand that other faculty and staff may be contacting the student about resources and that the student is not in trouble.
- Do not include specific details about a student's medical, financial, or mental well-being. Even if the student shares personal details with a faculty or staff member, the student may not be comfortable with having those details shared with others.

Helpful Information to Include in the Alert:

- Communication that you have had with the student about the alert issue.
- If the student is allowed to make up work.
- Changes that may indicate deteriorating academic focus.
- If student is disengaged in the classroom.
- Resources you feel could be beneficial to the student's success.

Section 4: Type of Alerts

I. Checkpoint Alerts:

Start of Term Alert	Mid-Term Alert
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Checkpoint Alerts should contain:

Area(s) of Concerns	Student should (action)	Academic Coach should (action)
Examples		
Attendance issues	Prioritize attendance	No action
Missing first assignments/exams	Prioritize assignments Meet with a tutor Meet with an academic coach	Discuss academic challenges Help with an academic plan Meet with student

2. General Alerts

a. Commendation Alerts:

A Commendation Alert can be submitted at any time during the semester under a general alert. They go directly to the student's email. The purpose of a Commendation is to recognize exceptional performance and should include:

Area(s) of Excellence	Student should (action)	Academic Coach should (action)
Examples		
Using feedback to improve work	Continue to focus on improvement	No action needed
Class engagement	Keep up the good work!	Connect student with opportunities

b. Medium or High Alerts:

A Medium or High Alert can be submitted at any time during the semester under a general alert.

The purpose of a Medium Alert is to flag a concern that you feel might result in serious consequence if left unresolved.

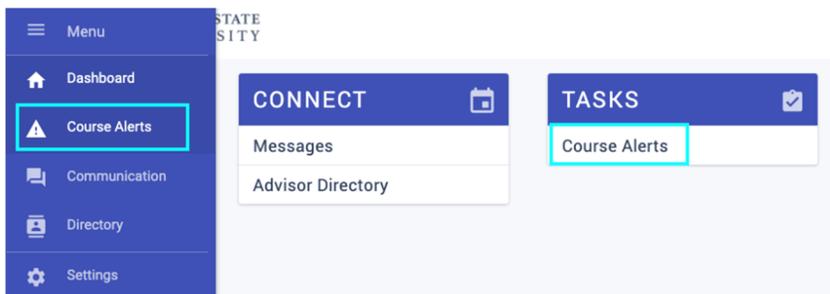
The purpose of a High Alert is to address if the student is in immediate danger of failing or other serious consequences.

Area(s) of Concern	Student should (action)	Academic Coach should (action)
Examples		
Low or missing test grades	Contact me (faculty) Meet with me (faculty)	No action needed
Unprepared for class	Make assignments a priority Meet with academic coach	Meet with student Discuss personal challenges Explore barriers

If Academic Coach should is left blank or ‘No action needed’, the student will receive an email with the alert details and action that should be taken on the students part.

Section 5: How to Raise an Alert

1. Navigate to the tile section labeled “TASKS”
2. Click “Course Alerts”



3. Select a course name to view a list of enrolled students and locate a student's name to add a General Alert or to Report a Checkpoint Alert.
 - a. General Alerts can be added at any time.
 - b. Checkpoint Alerts are for specific times during the term.

Course Alerts

FALL 2020 COURSES CURRENT ACADEMIC YEAR ALERTS

CHD-2801 2 Students
Child Development Management
2208-FA7-5302-501A

CHD-2333 3 Students
Creative Activities for the Young Child
2208-1-5300-101W

EEC-2401 3 Students
Home, School and Community
2208-FA7-5304-501A

CHD-2338 3 Students
Math and Scienc
2208-FB7-5303-501

CHD-1430 3 Students

Child Development Management: Fall 2020 Alerts

START OF TERM ALERT
0 high alert(s)
0 medium alert(s)
0/2 reviews complete

MID-TERM ALERT
0 high alert(s)
0 medium alert(s)
0/2 reviews complete

Students (2)

STUDENT	.YS / AVG	START OF TERM ALERT	MID-TERM ALERT	END OF TERM ALERT	GENERAL ALERT	MAJOR(S)
<input type="checkbox"/> Brewer, Alice		not active	not active	not active	+ add general alert	--
<input type="checkbox"/> Vidal, Lori		not active	not active	not active	+ add general alert	--

4. Select the Alert Type
 - a. Give a commendation to recognize exceptional performance.
 - b. Choose medium alert to flag a concern that you feel might result in serious consequences if left unresolved.
 - c. Choose high alert if the student is in immediate danger of failure or other serious consequences.

General Alert: Fall 2020

Student

Lori Abram (244989)



Abram, Lori
(244989)
UNDERGRADUATE
College State University
Fall 2019 - Spring 2023

Alert Level

Alert Level

Commendation

Medium Alert

High Alert

5. Provide Details: Area of Concern(s), Student Action, and Academic Coach Action.

Standard options are provided in each of the areas or faculty can write their own. If additional details are needed to assist students, those can be provided in the open comments space. Faculty can add attachments as well.

Click Add to submit alert.

Concerns:	Student should:	Academic Coach should:
<input type="checkbox"/> Your test grades are low.	<input type="checkbox"/> Contact me	<input type="checkbox"/> No action needed
<input checked="" type="checkbox"/> You've been missing too many classes.	<input type="checkbox"/> Make assignments a priority	<input checked="" type="checkbox"/> Discuss academic challenges
<input type="checkbox"/> You've been getting to class late.	<input type="checkbox"/> Come to class on time	<input checked="" type="checkbox"/> Explore barriers to success
<input type="checkbox"/> You've been unprepared for class.	<input checked="" type="checkbox"/> Make attendance a priority	<input type="checkbox"/> Help with academic planning
<input type="checkbox"/> I'd like to hear from you more in class. Don't be afraid to speak up!	<input type="checkbox"/> Prioritize class preparation	<input checked="" type="checkbox"/> Meet with student
<input type="checkbox"/> You're missing assignments.	<input type="checkbox"/> Prioritize test preparation	<input checked="" type="checkbox"/> Provide academic resources
<input type="checkbox"/> Grades	<input type="checkbox"/> Consider withdrawing from this class	<input type="checkbox"/> Non-academic referral
<input type="checkbox"/> I'm concerned you're in danger of failing course	<input type="checkbox"/> Use Student Academic Success Center	<input type="checkbox"/> Discuss personal challenges
<input checked="" type="checkbox"/> Other	<input type="checkbox"/> Use Academic Learning Center	<input type="checkbox"/> Refer student to academic advisor
<input type="text" value="Other"/>	<input type="checkbox"/> Use The Writing Center	<input type="checkbox"/> Refer student to appropriate office
	<input type="checkbox"/> Meet with Academic Coach	<input type="checkbox"/> Other
	<input type="checkbox"/> Other	

Jan 9, 2023

Notes posted here can only be viewed by advising staff. Please use this space to add information that will help staff in assisting the student.

ATTACH

CANCEL ADD

Section 6: What Happens Next?

1. A Retention Specialist, the student's assigned Academic Coach, or their Academic Advisor will attempt to contact the student within 48 hours of the raised alert.
 - a. The student's Coach or Advisor will provide the student details of the alert and request to meet.
2. The staff member will update and close the alert within 7 business days.
 - a. Details of the meeting and actions taken will be provided in the resolved alert notes.
3. Review Alerts:
 - a. Faculty can view raised Alerts under Course Alerts > Current Academic Year Alerts in the Inspire Civitas Learning dashboard.
 - b. Check the status of an alert by clicking the student's name.
 - c. Add additional comments or view comments for the resolved alert.

Course Alerts

FALL 2020 COURSES CURRENT ACADEMIC YEAR ALERTS

Filters

- > Terms
- > Type
- > Alert Level
- > Alert Status
- > Concern

Alerts (8) + NEW ALERT

STUDENT	ASSIGNED ADVISORS	COURSE	SEMESTER	TYPE	LEVEL	RESOLVED	DATE UPD
Folk, Doris (493475)	--	EEC-2401	FALL 2020	General	medium alert	<input checked="" type="checkbox"/>	11/19/20

Alerts (8) + NEW ALERT

STUDENT	ASSIGNED ADVISORS	COURSE	SEMESTER	TYPE	LEVEL	RESOLVED	DATE UPD
Folk, Doris (493475)	--	EEC-2401	FALL 2020	General	medium alert	<input checked="" type="checkbox"/>	11/19/20
Thomson, Jane (526...	Demo, Mary	--	FALL 2020	General	medium alert	<input type="checkbox"/>	11/04/20
Hickey, Helen (96551)	--	--	SUMMER 2020	General	medium alert	<input type="checkbox"/>	10/29/20
Culbreth, Marie (313...	Demo, Mary	--	FALL 2020	General	medium alert	<input checked="" type="checkbox"/>	10/08/20
Quinlan, Anne (5511...	Demo, Mary	--	FALL 2020	General	commendation	<input type="checkbox"/>	10/08/20
Falcone, Emily (1227...	--	--	FALL 2020	General	medium alert	<input type="checkbox"/>	10/07/20
Lavine, Louise (6474...	--	--	SUMMER 2020	General	high alert	<input type="checkbox"/>	08/10/20
Poche, Peter (262327)	--	--	SUMMER 2020	General	medium alert	<input type="checkbox"/>	08/10/20

Alert Details for Folk, Doris (493475)

Concerns: Unprepared for class, Low participation

Student should: Prioritize class preparation, Use learning opportunities

Advisor should: No action needed

Date Resolved: Nov 19, 2020

Resolution Comment: Doris and I exchanged emails in which I shared tips with her on how to manage her time and balance her school and work responsibilities.

Resolved by: Demo, Peggy

Comment: Student needs to work on time management and make sure they are prepared before each class.