

Fall 2023 Progress Survey Information

PROGRESS SURVEY DETAILS



Early Alert Surveys: September 11th- 18th; Mid Semester Surveys: October 2nd-13th



All undergraduate students

RESPONSE TIERS

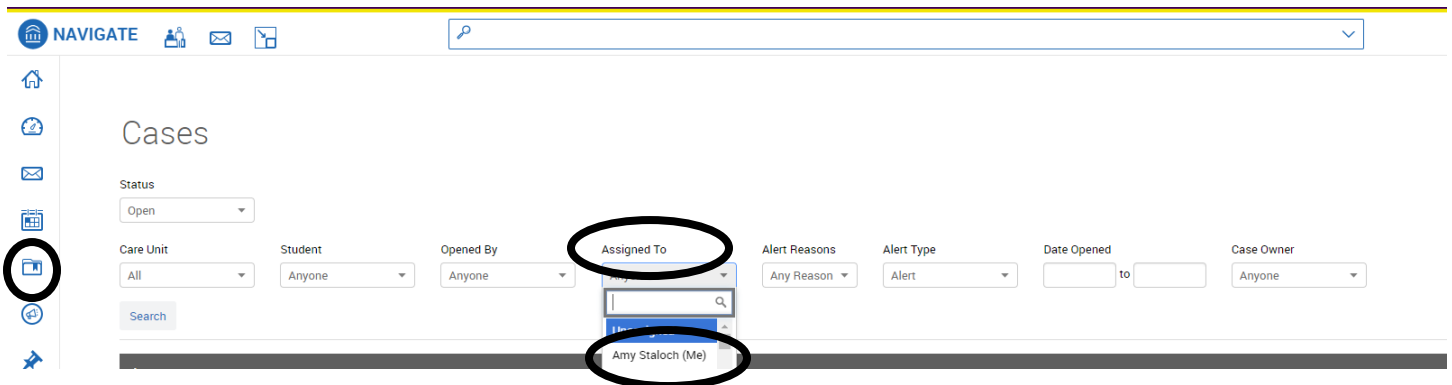
- Tier 1- Students with 3+ active alerts, Students that had early alerts and mid-semester alerts submitted for the same class (continued concerns from instructors); Students with SAPS statuses and active alerts.
- Tier 2- Students with alerts across multiple classes, students that have single alerts for early alert and/or mid-semester survey period.
- Tier 3- Students that have active alerts and are assigned to College Advising Teams for advising.

SPECIFIC OPERATIONAL DETAILS/STEPS

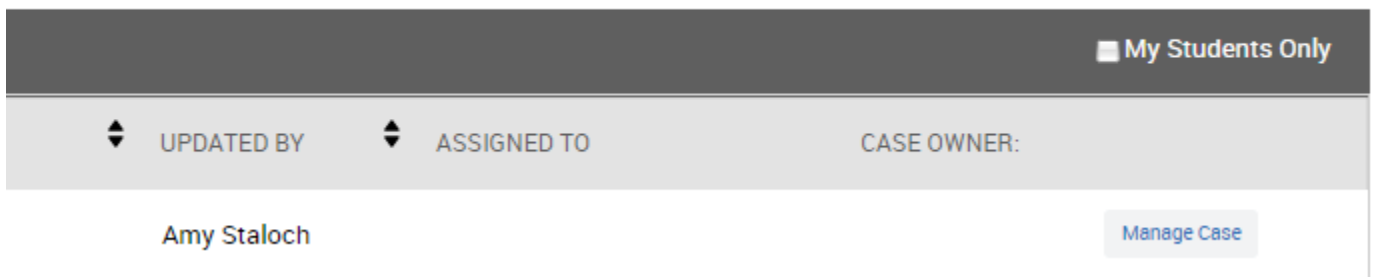
1. Review tracking items that have been assigned to you or your area on designated days.
2. Complete outreach to students.
 - a. Document outreach attempts as a **case comment** and use the following subjects when applicable.
 - i. Outreach #1- Email/Text/Phone call attempt
3. Track responses for 2-3 business days and clear/resolve tracking items.
 - a. **If a student responds to your outreach** and you have two-way communication with them about their active tracking item, please clear/resolve the tracking item by using the following reason: "Student responded/closing case".
 - b. **If a student does not respond to your outreach attempts** (at least one outreach attempt being something other than an email), please document your attempts and clear/resolve the tracking item by using the following reason: "No Student Response/Closing Case".
 - c. Occasionally, you may use the "Communication Sent to Student/Closing Case" closure reason. This should be used when you recently connected with the student for a meeting, conversation, etc. and want to let them know that you are seeing the alert/are here for support. This closure reason should be used sparingly.

How to Document Tracking Item Outreaches in MavCONNECT

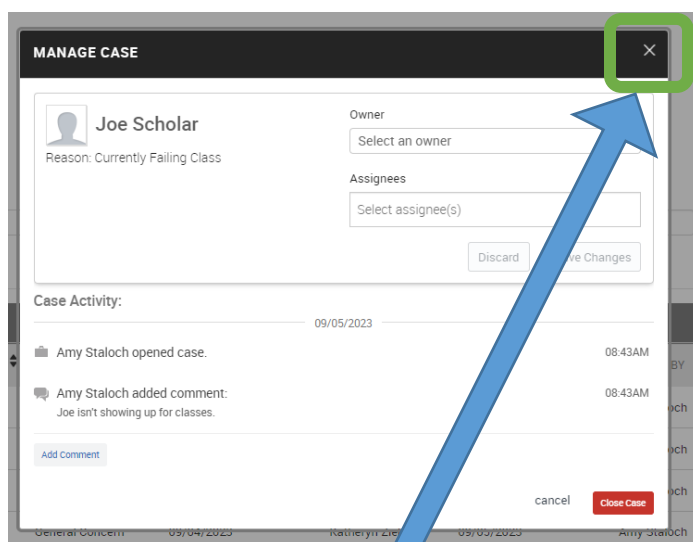
1. From your MavCONNECT home page, select the file folder icon on the left side of the page.



2. Click on Manage Case on the right side of the Cases tab to access the alert details. You can also access these from a student's profile under the History tab.



3. Click on Comment to add a comment to the tracking item you have selected.



Please use the following **words** to identify your outreach attempts:

- Outreach #1
- Outreach #2 (if desired)

Following the wording above, please list the type of outreach that was done (e.g. phone call, text message, or face-to-face meeting request).

4. Click the X to save your comments.

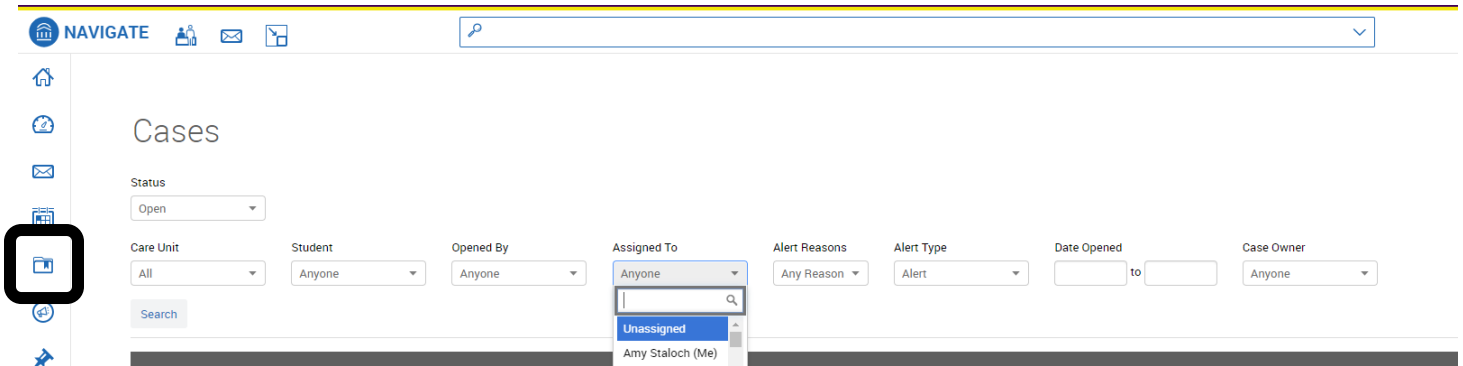
How to Clear/Resolve Alerts and/or Referrals in MavCONNECT

Alerts/Referrals can be viewed and resolved/cleared from a number of places including:

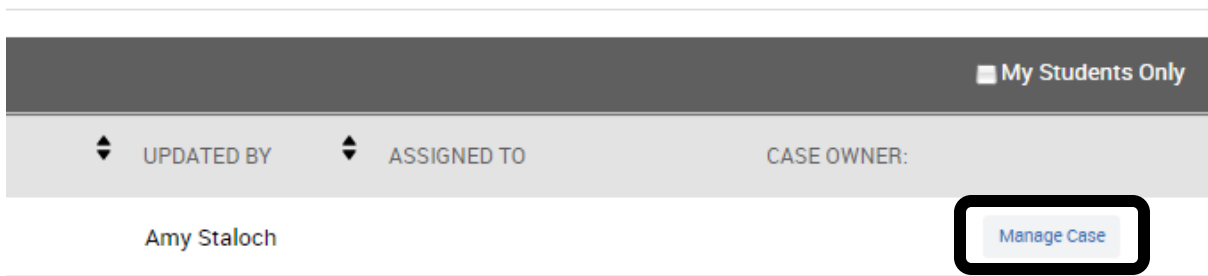
- Cases tab
- A Student's Profile

On the **Cases tab**, you can individually or bulk clear/resolve alerts and/or referrals.

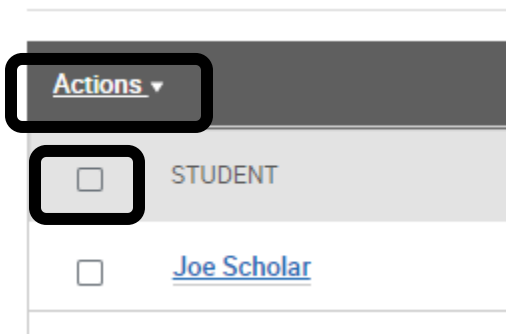
1. Navigate to the Cases tab by using the folder icon on the top left of your Home screen.



2. Find the "Manage Case" option for the alerts and/or referrals you are working on by clicking on the button to the right side of the screen.



You can bulk close cases and/or referrals by clicking on the individual case boxes and clicking Actions>Close.



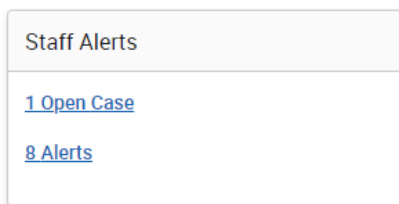
3. Click close case or close to open the case resolution screen. A pop-up box will appear that allows you to select the reason that you are clearing/resolving the alert/referral and leave comments under the alert/referral if you haven't already left them in the case comment area.

On the **Student Profile**, you can individually clear/resolve tracking items.

1. From your Home Screen, you can search for the student using their StarID/Tech ID (preferred) or their first and last name.



2. Click on the student's information that appears from the search box.
3. This will open the student's profile. Find the Staff Alerts box on the right side of the screen to view alerts/cases that have been assigned to the student.



4. The Alerts link will allow you to see the alerts raised over an academic year and the Cases link will allow you to manage the cases for the student.

Alerts Tab

Alerts For Joe

View As:

ISSUE DATE	ALERT REASONS	ISSUED BY	COMMENTS	CASES	PROGRESS REPORT	ACTIONS
09/05/2023	Currently Failing Class	Amy Staloch	Joe isn't showing up for classes.	1 Open Case	No Progress Report	Edit Alert
08/28/2023	Currently Failing Class	Amy Staloch		0 Open Cases	No Progress Report	Edit Alert
08/28/2023	Currently Failing Class	Amy Staloch		0 Open Cases	No Progress Report	Edit Alert
08/28/2023	Course Progress Concerns	Amy Staloch		0 Open Cases	No Progress Report	Edit Alert
08/28/2023	Course Progress Concerns	Amy Staloch		0 Open Cases	No Progress Report	Edit Alert
08/28/2023	Course Progress Concerns	Amy Staloch		0 Open Cases	No Progress Report	Edit Alert
08/28/2023	Course Progress Concerns	Amy Staloch	TEST TEST	0 Open Cases	No Progress Report	Edit Alert
08/28/2023	General Concern	Jill Fischer	general alert test - to follow up - where does email	0 Open Cases	No Progress Report	Edit Alert

Cases Tab

Open Cases For Joe

[Open Cases](#) [Closed Cases](#)

DATE OPENED	REASONS	ISSUED BY	ASSIGNED TO	
09/05/2023	Currently Failing Class	Amy Staloch	Unassigned	Manage Case

5. Find the "Manage Case" option for the alerts and/or referrals you are working on by clicking on the button to the right side of the screen.
6. Click close case or close to open the case resolution screen. A pop-up box will appear that allows you to select the reason that you are clearing/resolving the alert/referral and leave comments under the alert/referral if you haven't already left them in the case comment area.