

Guide: Student Alerts Module in Tiger Web

The Student Alerts module in Tiger Web (tigerweb.hsc.edu) provides a centralized place for all student concerns. Faculty and staff should use this system for most types of student concerns, from low severity to high severity. If you are concerned about a student's well-being (health, academics, behavior, social skills, etc.) and/or about the student possibly leaving the College, please do go ahead and submit a concern (called an Early Alert).

However, if there is an emergency, do not submit an Early Alert. Instead call 911 or Campus Police at 434-223-6164. In addition, potential honor and conduct violations should be reported as outlined in *The Key*, not using an Early Alert.

How to Submit an Early Alert for a Student

All faculty and staff can submit an Early Alert.

If you have a concern about a student that you think may need to be addressed, submit an Early Alert. (For emergencies, call 911 or Campus Police.) All Early Alerts at all levels of severity are automatically sent to the CARE Team. In addition, all academic and kudos early alerts are automatically sent to the student's advisor(s) and relevant coaches. Kudos is a positive alert and is the only alert sent to the student.

- 1) Login to Tiger Web.
- 2) In the bar on the left, click on "Early Alert Messages".
- 3) Fill out the form. If you aren't sure about the category or severity of the concern, just make your best guess. If you've interacted with the student, indicate this and fill in details to add an Intervention to the Early Alert.
- 4) Click "Submit Early Alert." You should receive email verification of your submission.

All faculty, CARE Team members, and athletics staff also have access to the Student Alerts tab in Tiger Web, which gives the ability to follow-up with Early Alerts and post other information about student concerns.

The following are ways that faculty, athletics staff, and CARE Team members might use the Student Alerts tab. If you don't have this access and think you should, please notify a Student Alerts Management Team member.

Respond to a follow-up assignment. Someone on the Student Alerts Management Team may assign you to follow up on an Early Alert. Once you've followed up with the student, submit an Intervention.

- 1) If you have been given follow-up assignment, you'll receive an email. You'll want to see the originating Early Alert associated with your assignment, called the Parent Early Alert. The use of the word "Parent" does not mean that the alert is from the student's parents - it just means that it is the origin of the associated follow-up. One option is to click on the link in your email about the follow-up assignment. Alternately, you can select the Student Alerts tab in Tiger Web and choose "My Follow-Ups" from the dashboard. Then click on the link to the concern type associated with the student.
- 2) To view the contents of the Early Alert, click on the grey horizontal bar that says "Parent Early Alert." You'll see who submitted the Early Alert and the details given.
- 3) Contact the student and address the concern.
- 4) Once you've addressed the concern with the student or the student hasn't responded to your outreach in a reasonable time, submit an Intervention on the Early Alert for which you are following up.
 - a. As in steps 1 and 2, access the Parent Early Alert.
 - b. Towards the right side of the page, click on the box that reads "Add Related Action" and then "Add Intervention." Fill out the form and submit.
- 5) Close the Follow-Up by clicking "Close Follow-Up." This lets the Student Alerts Management Team know that you have completed your part.
- 6) If you feel that the concern in the Early Alert is solved, feel free to close the Early Alert as well.

Submit an Intervention. You can submit an Intervention for a student without being assigned a follow-up. No one is notified when you submit an Intervention, but Interventions are viewable by the CARE Team. In addition, all academic and kudos Interventions can be seen by the student's advisor(s) and relevant coaches.

You might submit an Intervention if you receive an Early Alert for an advisee or player and would like to share that you've already spoken to him about the issue. It could also be used to note something about the student that doesn't need attention, but might be helpful for someone working with the student. For example, you might note that you've discussed the procedure for getting a language substitution with a student and it's now his responsibility to take the next steps.

- 1) Open your dashboard by clicking on the Student Alerts tab in Tiger Web.

- 2) Choose “Add Intervention” from the first box on the dashboard.
- 3) Fill out the form and submit. If the Intervention is in response to an Early Alert or a Follow-Up Assignment, please select that for our tracking purposes.

View Student Information. The Student Alerts module also gives information about students with whom you have a specific relationship (usually as a coach, faculty member, or academic advisor). Depending on your role, you might see the student’s schedule, list of faculty, academic advisor, coaches, and certain Early Alerts and Interventions.

- 1) Open your dashboard by clicking on the Student Alerts tab in Tiger Web.
- 2) In the search bar just above the dashboard, search for the student.
- 3) Depending on your access level, you may see the tabs: Actions, Relationships, Course Schedule, and Student Info. The Actions tab shows the system’s records of Early Alerts, Interventions, and Follow-Ups to which you have access. The Relationships tab shows the student’s current/upcoming faculty, advisor, and coaches if relevant. The other tabs are self-explanatory with exploration.