Case Management Tools

- Centralized Communication: Schedule and document to close the loop on support interactions.
- Cross-campus referral system allows advisors to open cases for at-risk students right from the platform.
- Multi-modal communications: Students can view available times for advisors and request appointments. The platform supports communications via email, text, or phone. Advisors and specialists can have two-way conversations automatically.
- Appointment management: Allow advisors to schedule and manage appointments with students through email or text.

Advantages:

- Improved communication with students
- Increased efficiency in scheduling appointments
- Enhanced documentation for case management
Performance
Including class attendance and academic
Subject tests, and other support for
Faculty’s work, and other support for
The major
A course designed to be critical to his or
Students who missed the grade threshold for
Indicators: Customized, Success, Markers, and Alerts

Resources
Show trends with recommended support
Apologies and support
and student success specialists
and success coaches to address key
Approaching or measuring success and
Shared Notes and Reporting

Updated Student Overview
New: More Comprehensive View of Key Student Information
Promoted, Actionable Intelligence Enables Better Advising Conversations
Advisors can view and edit student tags, such as first generation, athlete, or work study status.
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A page for each student reveals not detailed
measure of success in the first term or major
Course completion, grades, and GPA levels
A smart view of academic progress allows
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