

Campus Connect: Alerts and Referrals

The Campus Connect Alerts and Referrals Program helps support student success by providing an early detection of students who are exhibiting signs of academic difficulty, or who could benefit from a referral to appropriate campus resources.






The goals of the Campus Connect Alerts and Referrals Program are to:







- **Streamline academic and holistic support** by connecting students to campus resources
- **Increase a student's likelihood of success** by engaging the student with support services early on that assist them with developing a success plan
- **Provide faculty and staff with a simplistic process** for notifying student support departments of students who may be encountering barriers to success

Faculty and Staff play a critical role in identifying and supporting students in need. Each alert or referral is routed to the department best suited to serve the student for their need. In this guide, you will find the available alert and referral reasons, how to issue an alert, how to identify the departments responsible for intervention support for each alert and referral, and how to view the case management process for each alert and referral.

Alerts

	Alert	Reason
	Alert: Attendance Concerns	<p>An alert for Attendance Concerns should be issued when personnel identify a concern regarding a student’s course attendance. Attendance concerns are defined in accordance with SHSU Policy 800401, meaning students are expected to attend scheduled class meetings regularly and punctually. Using professional discretion, personnel may select this reason to identify a student at-risk if their attendance is not meeting policy or course specific expectations.</p>
	Alert: Behavioral /Family / Medical Concerns	<p>An alert for Behavioral/Medical/Family Concerns should be issued when personnel identify a concern regarding a student that has displayed behavioral, medical, or family issues. This could include, but is not limited to, a student’s mental, emotional, or physical well-being, disruptive classroom behavior, absences or missing classwork due to medical reasons, and/or absences or missing class work due to family concerns.</p>
	Alert: Student Needs Academic Support	<p>An alert for Student Needs Academic Support should be issued when personnel identify that a student needs content support. This could include, but is not limited to, low test grades, missing assignments, failed quizzes or tests, reading or textbook comprehension, and/or poor study habits.</p>
	Alert: Student Needs Writing Support	<p>An alert for Student Needs Writing Support should be issued when personnel identify that the student could benefit from support in reaching college-level or course-level writing expectations. This could include, but is not limited to, grammar and mechanics, organizing thoughts, documenting sources or avoiding plagiarism, and/or general English language support.</p>
	Alert: Other (comment required)	<p>An alert for Other (comment required) should be issued when personnel identify a need or concern regarding a student that does not align with the alternative alert and referral options listed in the platform. A comment is required to identify the student need.</p>

Referrals

Referral		Reason
	Referral: Career / Major Exploration	A referral for Career / Major exploration should be issued when personnel identify a need that warrants a career / major exploration conversation.
	Referral: Financial Insecurities	A referral for Financial Insecurities should be issued when personnel identify a need for a student to learn more about budgeting, debt management, paying for college, FAFSA/TAFSA, Scholarships4Kats, and/or student loan repayments.
	Referral: Food / Housing Insecurities	A referral for Food / Housing Insecurities should be issued when personnel identify a need for a student who has mentioned food insecurity (low on meal swipes, not eating, and/or cannot afford groceries) or housing insecurity (couch surfing, living in a vehicle, and/or identifies as homeless).
	Referral: Services for Students With Disabilities (SSD)	A referral for Services for Students with Disabilities (SSD) should be issued when personnel observe or identify a disability-related issue and/or if a student requests accommodation in the absence of an SSD Accommodation Letter.

How to Issue an Alert or Referral (Faculty)

Faculty can issue alerts and referrals directly from their Professor Homepage for students enrolled in their course(s).

1. Navigate to the **Professor Homepage** using the dropdown toggle.
2. Scroll to the **Students in My Courses** section to see students enrolled in your course(s) for the term.
3. **Select a student** to alert by checking the box next to the student's name. You may select multiple students at a time.
4. Open the **Actions** menu and select **Issue Alert**.

The screenshot displays the SAM Houston State University Professor Homepage. At the top, there is a navigation bar with the university name and a 'NAVIGATE' button. Below this, the 'Professor Home' section features a dropdown menu (marked with a red circle '1'). The 'Courses' section shows a table with columns for 'COURSE NAME', 'TIME', and 'ROOM'. The 'Students In My Courses' section (marked with a red circle '2') includes a 'Term' dropdown and a table of students. An 'Actions' menu (marked with a red circle '4') is open over the table, with 'Issue Alert' selected (marked with a red circle '3'). The table lists students with their names, categories, and courses.

STUDENT NAME	CATEGORY	COURSE(S)
<input type="checkbox"/> Kendall	Catalog: 2022-2023, Hold: Pre-Registration Notices, On-Campus Resident, Pre-Veterinary^ VETR-Specialization	ENGL-1301-80122
<input type="checkbox"/> Bow, Devin	Catalog: 2022-2023, First Generation, Hold: Pre-Registration Notices, Minor: Wildlife Management, Pell Eligibility	ENGL-1301-80122
<input checked="" type="checkbox"/> Brooks, Honor	Catalog: 2022-2023, First Generation, Hold: Advisement (Spring Term), Hold: TSI Required, On-Campus Resident, Pell Eligibility	ENGL-1301-80122
<input type="checkbox"/> Casetta, Michael	Catalog: 2022-2023, First Generation, Hold: Pre-Registration Notices, Hold: Title IX Required Online Trng, On-Campus Resident, Pell Eligibility, TSI: Complete	ENGL-1301-80122

5. Issue the alert or referral

ISSUE ALERT

Student Sam Bearkat

Please select a reason

Is this associated with a specific class?

Additional Comments

Please enter a comment.

Cancel

Select the appropriate alert or referral. You may select multiple reasons for a single alert.

Choose from a list of courses if the alert reason is associated with a specific course (ex. student needs academic support in MATH 1314). This is optional.

Enter a comment to provide context for the alert (ex. student has missed 2 weeks of courses; student is at risk of failing; student is exhibiting concerning behavior and is in need of mental health resources). Alert: Other (comment required) should always contain a comment/notes.

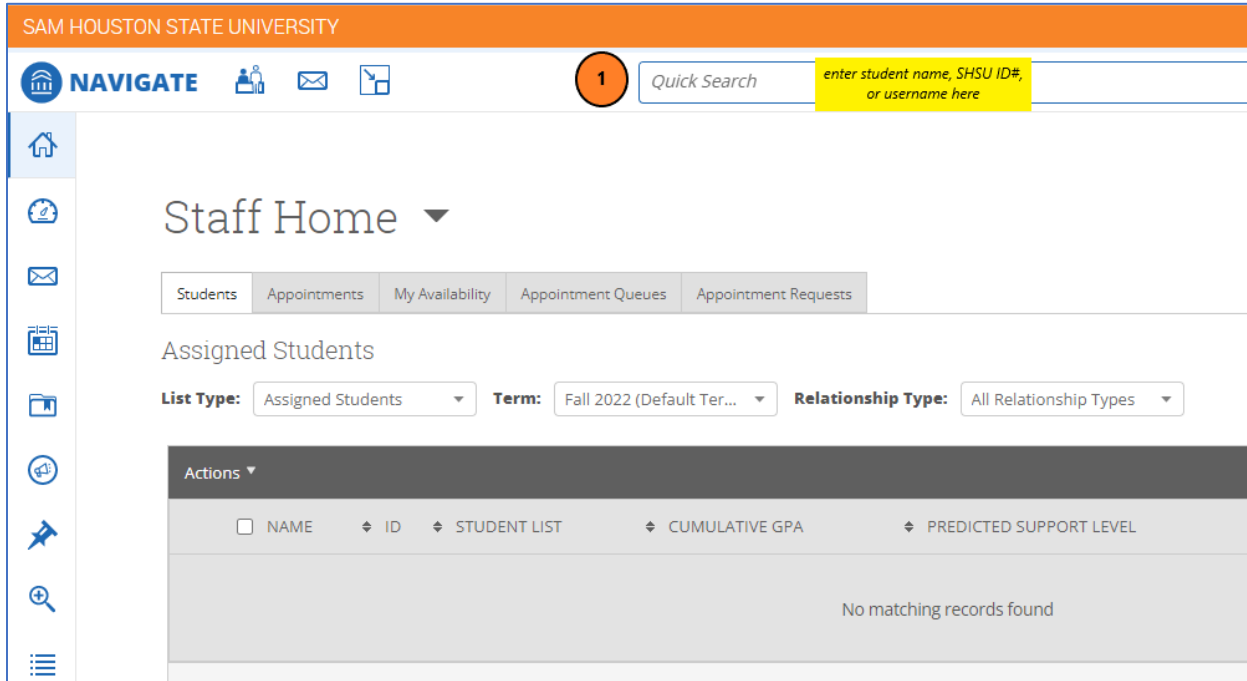


NOTE: Campus Connect is FERPA compliant but the platform is not HIPAA compliant!

Any information you place in the platform should not disclose or diagnose a student's medical status or otherwise sensitive information. Use extreme precaution and professional discretion with alert notes.

How to Issue an Alert or Referral (Staff)

Staff can issue alerts and referrals from the student's profile page.



SAM HOUSTON STATE UNIVERSITY

NAVIGATE

Quick Search 1 enter student name, SHSU ID#, or username here

Staff Home

Students Appointments My Availability Appointment Queues Appointment Requests

Assigned Students

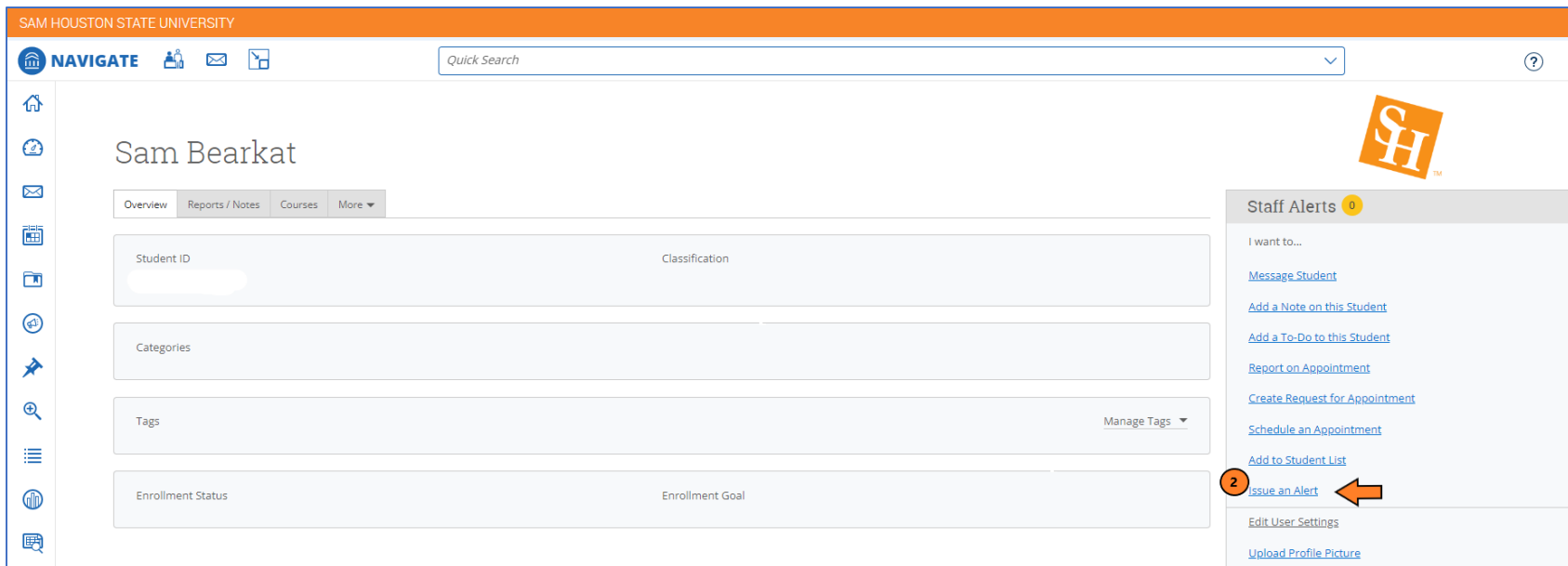
List Type: Assigned Students Term: Fall 2022 (Default Ter... Relationship Type: All Relationship Types

Actions

NAME	ID	STUDENT LIST	CUMULATIVE GPA	PREDICTED SUPPORT LEVEL
No matching records found				

1. Enter student's name, SHSU ID#, or username (abc123) into the **Quick Search bar**.

2. Select the **Issue an Alert** link under the *I want to...* menu on the right-hand side of the student profile page.



SAM HOUSTON STATE UNIVERSITY

NAVIGATE

Quick Search

Sam Bearkat

Overview Reports / Notes Courses More

Student ID Classification

Categories

Tags Manage Tags

Enrollment Status Enrollment Goal

Staff Alerts 0

I want to...

- [Message Student](#)
- [Add a Note on this Student](#)
- [Add a To-Do to this Student](#)
- [Report on Appointment](#)
- [Create Request for Appointment](#)
- [Schedule an Appointment](#)
- [Add to Student List](#)
- 2** [Issue an Alert](#)
- [Edit User Settings](#)
- [Upload Profile Picture](#)

3. Issue the alert or referral

ISSUE ALERT

Student Sam Bearkat

Please select a reason

Is this associated with a specific class?

Additional Comments

Please enter a comment.

Cancel Submit

Select the appropriate alert or referral. You may select multiple reasons for a single alert.

Choose from a list of courses if the alert reason is associated with a specific course (ex. student needs academic support in MATH 1314). This is optional.




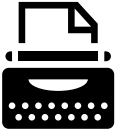

Enter a comment to provide context for the alert (ex. student has missed 2 weeks of courses; student is at risk of failing; student is exhibiting concerning behavior and is in need of mental health resources). Alert: Other (comment required) should always contain a comment/notes.







NOTE: Campus Connect is FERPA compliant but the platform is not HIPAA compliant!

Any information you place in the platform should not disclose or diagnose a student's medical status or otherwise sensitive information. Use extreme precaution and professional discretion with alert notes.

Intervention Support – Where Are Alerts Routed?










	Alert	Department	Intervention
	Alert: Attendance Concerns	SAM Center	Student & Faculty Outreach
	Alert: Behavioral / Family / Medical Concerns	Student Affairs	Student Outreach
	Alert: Student Needs Academic Support	Academic Success Center	Tutoring & Mentoring
	Alert: Student Needs Writing Support	Academic Success Center	Tutoring & Mentoring
	Alert: Other (comment required)	Student Success Technologies	Routed to appropriate department based on comments or discussion with alert issuer

Intervention Support – Where Are Referrals Routed?

	Referral	Department	Intervention
	Referral: Career / Major Exploration	SAM Center	Career & Course Advising Discussions
	Referral: Financial Insecurities	Student Money Management	Budgeting & Support Resources
	Referral: Food / Housing Insecurities	Student Affairs	Support Resources
	Referral: Services for Students with Disabilities (SSD)	Office of Services for Students with Disabilities	Student Outreach & Application Guidance

Alerts and Referrals – Cases and Student Notifications

Not every alert or referral generates a case. Certain alerts and referrals automatically notify students by email. The email notification contains available resources and prompts the student to connect with the appropriate department to receive support.

	Alert or Referral	Student Notified?	Case Generated?
	Alert: Attendance Concerns	Yes	No
	Alert: Behavioral / Family / Medical Concerns	No	Yes
	Alert: Student Needs Academic Support	Yes	No
	Alert: Student Needs Writing Support	No	No
	Alert: Other (comment required)	No	Yes
	Referral: Career / Major Exploration	Yes	No
	Referral: Financial Insecurities	No	No
	Referral: Food / Housing Insecurities	Yes	No
	Referral: Services for Students with Disabilities (SSD)	Yes	No

How Can I Track the Progress of My Alerts or Referrals? (Faculty)

For **faculty**, issued alerts and referrals are available on your Professor Homepage.

The screenshot shows the SAM HOUSTON STATE UNIVERSITY Professor Home page. The page is divided into several sections: 'Courses', 'Students In My Courses', and 'My Issued Alerts'. The 'Courses' section displays a table of courses for the Fall 2022 term. The 'Students In My Courses' section displays a table of students in the courses. The 'My Issued Alerts' section displays a table of alerts issued to students. An orange arrow points from the 'My Issued Alerts' section to the 'My Issued Alerts' section. A yellow callout box with the number '1' says 'Scroll down to My Issued Alerts'. A yellow callout box with the number '2' says 'Click Student Name to be taken to Student Profile page.' The 'My Issued Alerts' table has columns for ISSUE DATE, STUDENT, ALERT REASONS, CASES, and PROGRESS REPORT. The 'STUDENT' column contains links to student profiles: [Bearkat, Sammy](#), [Houston, Sam](#), [Dog, Tripod](#), [Bearkat, Sammy](#), and [Bearkat, Sammy](#).

COURSE NAME	TIME	ROOM
(COMP-1101) Applied Composition I		
(MUSI-1222) Theory Of Music I	MWF 9:00am - 9:50am CT	MUSIC BUILDING-00217
(MUSI-1222) Theory Of Music I	MWF 11:00am - 11:50am CT	MUSIC BUILDING-00216
(MUSI-2222) Theory Of Music III	MWF 8:00am - 8:50am CT	MUSIC BUILDING-00216

INDEX	STUDENT NAME	CATEGORY	COURSE(S)
7		(Spring Term), Hold: Pre-Registration Notices, Hold: Title IX Required Online Trng, On-Campus Resident, Teaching Cert: String TCSR-Specialization, TSI: Complete	MUSI-1222-82176
8		Catalog: 2022-2023, Hold: Pre-Registration Notices, On-Campus Resident, Fall Eligibility, Teaching Cert: Choral TCCH-Specialization, TSI: Complete	MUSI-1222-82176
9		Catalog: 2022-2023, Hold: Advisement (Spring Term), Hold: Title IX Required Online Trng, On-Campus Resident, Teaching Cert: Instrumental TCIN-Specialization, TSI: Complete	COMP-1101-82097
10		Catalog: 2022-2023, Hold: Advisement (Spring Term), Hold: Pre-Registration Notices, On-Campus Resident, Teaching Cert: Instrumental TCIN-Specialization, TSI:	MUSI-1222-82177

ISSUE DATE	STUDENT	ALERT REASONS	CASES	PROGRESS REPORT
09/29/2022	Bearkat, Sammy	Alert: Other (comment required)	0 Open Cases	No Progress Report
09/29/2022	Houston, Sam	Alert: Other (comment required)	0 Open Cases	No Progress Report
09/29/2022	Dog, Tripod	Alert: Other (comment required)	0 Open Cases	No Progress Report
09/29/2022	Bearkat, Sammy	Alert: Other (comment required)	0 Open Cases	No Progress Report
09/29/2022	Bearkat, Sammy	Alert: Other (comment required)	0 Open Cases	No Progress Report

1. Scroll down to the **My Issued Alerts** section.

2. Click on any **student name** to be taken to the Student Profile page to view alert and case details.

How Can I Track the Progress of My Alerts or Referrals? (Staff)

For **staff**, issued alerts and referrals can be found by running the **Alerts Report**.

SAM HOUSTON STATE UNIVERSITY

NAVIGATE

Quick Search

Staff Home

Students Appointments My Availability Appointment Queues Appointment Requests

Assigned Students

List Type: Assigned Students Term: Fall 2022 (Default Ter... Relationship Type: All Relationship Types

Actions

NAME ID STUDENT LIST CUMULATIVE GPA PREDICTED SUPPORT LEVEL CATEGORY EARNED CREDITS

No matching records found

Previous Next 0 total results

Reporting

1. From the **Staff Homepage**, click the **Reporting** icon on the left-hand menu.

Reports

Appointment/Visit Reports

- [Appointments](#)
- [Appointment Summaries](#)
- [Appointment Requests](#)
- [Appointment Campaigns](#)
- [Check-Ins](#)

Intervention Reports

- [Alerts](#)**
- [Cases](#)
- [Progress Reports](#)
- [Progress Report Campaigns](#)
- [Enrollment Census](#)

Staff Reports

- [Availabilities](#)
- [Calendar Statistics](#)

2. Select the **Alerts** report from the Intervention Reports menu.

3. Enter the **timeframe** for reporting.

4. Enter your name as the **Alert Issuer** to find your issued alerts and referrals.

The screenshot shows the 'Alerts' report configuration page. At the top left is the title 'Alerts'. Below it is a 'Report Information' section. The main heading is 'New Alerts Report' with a sub-heading 'Activity Filters'. There are three filter sections on the left: 'Care Units' (set to 'All'), 'Alert Reasons' (set to 'All'), and 'Student Filters'. The main filter area includes a 'Timeframe' dropdown (set to 'Last'), a 'Period' dropdown (set to '7 Days'), and a date range '09/23/2022-09/29/2022'. Below these are 'Alert Issuer' and 'Case Association' dropdowns. The 'Alert Issuer' dropdown is open, showing 'All' and a search input with 'kaylyn' typed in, with a search result 'Kaylyn_Hawkins' highlighted. Two orange arrows point to the 'Period' dropdown and the 'Alert Issuer' dropdown. Two white callout boxes with black text provide instructions: 'Select the timeframe for issued alerts and referrals.' and 'Enter your name as the Alert Issuer to see your issued alerts and referrals.'

5. Click the **SEARCH** button to run report and view results.

