

CAMPUS CONNECT: ALERTS AND REFERRALS

The alert and case management functionality in the Campus Connect platform provides student support staff a way to document, track, and intervene with students who have been identified at-risk or in need of referral resources.

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 that particular need. Below you will find the alerts and referrals in the platform for your use, along with directions on how to issue an alert or referral.

UNDERGRADUATE & GRADUATE ALERTS

- **ALERT: ATTENDANCE CONCERNS**
- **ALERT: BEHAVIORAL / FAMILY / MEDICAL CONCERNS**
- **ALERT: OTHER (COMMENT REQUIRED)**
- **ALERT: STUDENT NEEDS ACADEMIC SUPPORT**
- **ALERT: STUDENT NEEDS WRITING SUPPORT**

Attendance Concerns

Managed by SAM Center

Attendance concerns are defined in accordance with SHSU Policy 800401 meaning students are expected to regularly and punctually attend scheduled class meetings. Using professional discretion, Professors may select this reason to identify a student at-risk if their attendance is not meeting policy or course specific expectations.

Behavioral / Family / Medical Concerns

Managed by Student Affairs

An alert for Behavioral/Medical/Family Concerns should be used when personnel identify a concern regarding a student that has displayed, but not limited to, any of the following behavioral, medical, or family issues (e.g. student's mental, emotional, or physical wellness, disruptive classroom behavior, absences or missing classwork due to medical reasons, and/or absences or missing class work due to family concerns).

***NOTE:** The Campus Connect platform is FERPA compliant but **not** HIPPA compliant. Therefore, any information you place in the platform should not disclose a student's medical status and should use professional discretion.

Other (comment required)

Managed by Student Success Technologies

An alert for Other (comment required) should be used when personnel identify a need/concern regarding a student that does not align with the other alert and referral options listed in the platform.

Student needs Academic Support

Managed by Academic Success Center

An alert for Student needs Academic Support should be used when personnel identify a need that suggests 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, poor study habits.

Student needs Writing Support

Managed by Academic Success Center

An alert for Student needs Writing Support should be used when personnel identify that the student could benefit from support in reaching college-level or classroom-level writing expectations. This could include but is not limited to: grammar and mechanics, organizing thoughts, documenting sources or avoiding plagiarism, general English-language support.

REFERRALS

- **REFERRAL: CAREER / MAJOR EXPLORATION**
- **REFERRAL: FINANCIAL INSECURITIES**
- **REFERRAL: FIRST-YEAR LEARNING COMMUNITIES**
- **REFERRAL: FOOD / HOUSING INSECURITIES**
- **REFERRAL: SERVICES FOR STUDENTS WITH DISABILITIES**

Career / Major Exploration

Managed by SAM Center

A referral for Career / Major exploration may be issued once personnel identify a need that warrants a career / major exploration conversation.

Financial Insecurities

Managed by Student Money Management Center

A referral may be issued for Financial Insecurities when personnel identify a need for a student to learn more about budgeting, debt management, paying for college, FAFSA/TAFSA, scholarship for Kats, or student loan repayments.

First-Year Learning Communities

Managed by First-Year Experience & Residence Life

A referral for First-Year Learning Communities should only be issued by Academic Advisors during open advising for fall terms when they identify a student who would be a match for a learning community.

Food / Housing Insecurities

Managed by Student Affairs

A referral may be issued for Food / Housing insecurities when personnel identify a need for a student who has mentioned food insecurity (e.g. low on meal swipes, not eating, cannot afford groceries) and housing insecurity (e.g. couch surfing, living in a vehicle, identifies as homeless).

Services for Students with Disabilities

Managed by Services for Students with Disabilities

A referral for Services for Students with Disabilities should be issued if a faculty or staff member observes or identifies a disability-related issue or if a student requests accommodation in the absence of an SSD Accommodation Letter.

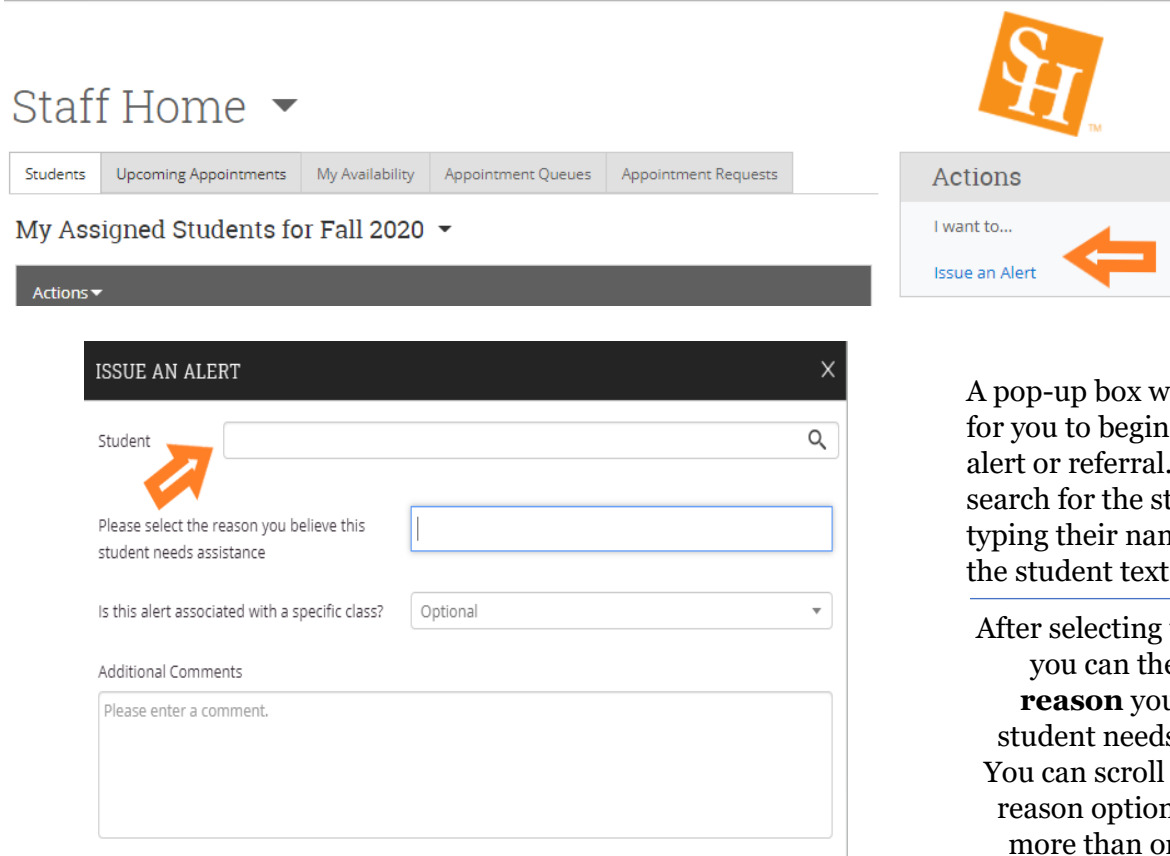
OSTEOPATHIC MEDICINE ALERTS

- **OSTEOMED: ACADEMIC CONCERNS**
- **OSTEOMED: ATTENDANCE**
- **OSTEOMED: FINANCIAL CONCERNS**
- **OSTEOMED: PROFESSIONALISM**
- **OSTEOMED: WELLNESS**

***NOTE:** All OsteoMed alerts are **only** for College of Osteopathic Medicine's use. If you are not a Faculty or Staff member of that college, then you will need to select from the other Alerts and/or Referrals listed in the platform.

HOW TO ISSUE AN ALERT OR REFERRAL

When personnel identify a need to issue an alert or referral on a student, they will need to login to the Campus Connect platform. From the personnel's homepage, they may select the **Issue an Alert** hyperlink to the righthand side of the page.



Staff Home ▾

Students Upcoming Appointments My Availability Appointment Queues Appointment Requests

My Assigned Students for Fall 2020 ▾

Actions ▾

Actions

I want to...

Issue an Alert

ISSUE AN ALERT ✕

Student

Please select the reason you believe this student needs assistance

Is this alert associated with a specific class?

Additional Comments

Please enter a comment.

A pop-up box will appear for you to begin issuing the alert or referral. You may search for the student by typing their name or ID in the student text box.

After selecting the student, you can then select the **reason** you believe the student needs assistance. You can scroll through the reason options and select more than one reason, if

**Note:* Please consider the root cause of a student's challenge(s) when issuing an alert or referral. By issuing an alert or referral, it is understood that you have held discussions with this student and are now seeking expertise in helping support the student.

ISSUE AN ALERT ✕

Student

Please select the reason you believe this student needs assistance

Is this alert associated with a specific class?

Additional Comments
Please enter a comment.

- Alert: Attendance Concerns
- Alert: Behavioral/Medical/Family Concerns
- Alert: Non-responsive to contacts
- Alert: Other (comment required)
- Alert: Student needs academic support
- Alert: Student needs writing support
- OsteoMed: Academic Concerns

Cancel

After selecting the alert reason, you may identify if this alert is in connection with a **specific course**. For example, if you are issuing an attendance concern, it is expected that you identify which course the attendance concern is for. The courses will populate based on the student's enrollment for that term.

ISSUE AN ALERT ✕

Student

Please select the reason you believe this student needs assistance

Is this alert associated with a specific class?

Additional Comments
Please enter a comment.

- MGMT-3310-81917 Principles Of Management
- ECON-2301-80323 Principles Of Macroeconomics
- BANA-2372-80264 Business Analysis
- POLS-2306-80055 Texas Government

Cancel

The last section of the alert box allows for you to provide **additional comments**. These comments are visible to the manager of the alert or referral that you have selected. Comments provide context to the conversations, outreach efforts, and concerns that you are expressing by issuing an alert or referral.

As a reminder, anything shared in the platform is subject to the Freedom of Information Act. Therefore, always use professional discretion.

All questions and comments regarding access and the use of the Campus Connect platform should be directed to the Department of Student Success Technologies

Email: campusconnect@shsu.edu

Phone: (936) 294.4950