

Student Success Alert How-to Guide

studentsuccessalert@frederick.edu

What is the Student Success Alert?

When you have concerns about a student's attendance, grades, class participation, incomplete/missing assignments, and/or quality of work submitted, you are strongly encouraged to send a Student Success Alert through PeopleSoft. The alert will send a personalized electronic letter to students' MyFCC email account that:

- Notes the concerns you have identified on the Student Success Alert form.
- Encourages the student to meet with you to discuss success strategies.
- Links to a web page of academic and support services and resources.
<http://www.frederick.edu/successalert>
- Alerts an advisor or other FCC staff that the student is "at-risk," which prompts other support services to be enacted.
- Generates a copy sent to your email for your records.

Why Should I Use Success Alerts?

The alert invites struggling students to have a conversation with you. Why? Because early and direct interaction between struggling students and the faculty who teach them is a proven, effective means for encouraging students to improve, persist in, and complete their courses and degrees. Plus, the alert system prompts other FCC support services to reach out to some struggling students.

When Do I Use It?

Early intervention is key so students have time to implement success strategies. The chart below offers suggestions for timing the alert:

Issues Which Could Prompt Early Alert	15-Week Session	7-Week Session	8-Week Session
Student never participated in course activities but is still enrolled	By week 2	By week 1	By week 1
Sporadic attendance and/or participation	By week 3	By week 2	By week 2
Ongoing poor performance, participation, grades as of current date	By week 6	By week 3	By weeks 3-4
Approaching the end of the semester and/or the last day to withdraw; concern over student's ability to earn passing grade and/or complete the course	By weeks 9-10	By weeks 4-5	By week 5

How Do I Send a Student Success Alert?

1. Login into **PeopleSoft** and go to your **Class Roster**.
2. Click on the **Attendance Roster** tab located on the top-right of the screen.
3. If the **Term code** is not listed, type in the code for the current term.
4. Click the **Search button for a list of courses** you are teaching. Click on the course you would like to **view**.
5. The **Attendance (Fin. Aid)** and **Student Success Alert Roster** will open for the selected course. Click **Student Success Alert** for the student.
6. **Check off the concern(s)** you want noted in the Student Success Alert letter.
7. **Write additional comments** to be included in the letter as you deem appropriate.
8. Click **Send Email**. (You should receive an email copy.)

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Alert #1 prompts student to 1) connect with you, and 2) investigate resources and services

FROM: studentsuccessalert@frederick.edu
SUBJECT: Alert: Concerns about Class Progress

Your success in [Name of Class] is important to me, but I have some concerns about your progress so far. These concerns are related to your [checked concerns]. Please contact me at [instructor email] in the next three days so we can address these concerns and develop a plan. My contact information is on your syllabus.

[Additional comments, if any, will appear here]

Did you know FCC has many FREE resources to help you be successful? Click here to learn more about tutoring, paying for college, balancing school and life, and more: www.frederick.edu/successalert

I look forward to hearing from you and partnering for your success.

Sincerely,
[Instructor Name]
Student ID: [student ID] Student name: [student name]

If a second Alert is needed, the message prompts student to 1) connect with you, and 2) speak to an advisor, if applicable

FROM: studentsuccessalert@frederick.edu
SUBJECT: Alert: Continued Concerns about Class Progress

I have sent you an alert previously about your class progress, and I remain concerned, specifically about [checked concerns]. Please contact me at [instructor email] in the next three days so we can discuss your next steps. My contact information is on your syllabus.

[Additional comments, if any, will appear here]

Since this is not your first alert, I also recommend that you reach out to your assigned advisor, or connect with an academic advisor in the Counseling & Advising office, to discuss your progress, and as needed, your course load, major, personal struggles, or to learn about other resources to help you be successful. To speak to an advisor, call 301-846-2471 or go to Jefferson Hall.

I look forward to hearing from you soon and partnering for your success.

Sincerely,
[Instructor Name]
Student ID: [student ID] Student name: [student name]