How-to Guide for the Student Success Alert

What is the Student Success Alert?
FCC's Electronic Student Success Alert encourages you to send an alert message through PeopleSoft to any “at-risk” student in your class. 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/student-resources/student-success-alert.aspx](http://www.frederick.edu/student-resources/student-success-alert.aspx)
- 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 Student 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 struggling students.

When Do I Use It?
Timing can vary, although early intervention is key. As experienced educators, you may recognize that most semesters *and* students have a “rhythm” to them. The chart below offers suggestions for timing the alert:

### Suggestions for Timing the Alert

<table>
<thead>
<tr>
<th>Issues Which Could Prompt Early Alert</th>
<th>15-Week Session</th>
<th>7-Week Session</th>
<th>8-Week Session</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student never participated in course activities but is still enrolled</td>
<td>By week 2</td>
<td>By week 1</td>
<td>By week 1</td>
</tr>
<tr>
<td>Sporadic attendance and/or participation</td>
<td>By week 3</td>
<td>By week 2</td>
<td>By week 2</td>
</tr>
<tr>
<td>Ongoing poor performance, participation, grades as of current date</td>
<td>By week 6</td>
<td>By week 3</td>
<td>By weeks 3-4</td>
</tr>
<tr>
<td>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</td>
<td>By weeks 9-10</td>
<td>By weeks 4-5</td>
<td>By week 5</td>
</tr>
</tbody>
</table>

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. This will produce a list of the 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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Student Success Alert

Instructor ID: 1000825  Hams II, James R
Student ID: [redacted]
Term: 2109
Class Nbr: 1183  Session: Regular  Class: 1  Section

Please identify the basis of your concern:
- [ ] Attendance
- [ ] Incomplete/Missing Assignments
- [ ] Test / Quiz Grades
- [x] Quality of Work Submitted
- [ ] Class Participation

Additional Comments

Send Email  Cancel

This is a sample of how the email will appear:

Dear [Student's First Name]:

I hope this letter finds you well and eager to complete my [Name of class] course. Your success is important to me, and I believe our communication is the first step towards this goal.

In short, I am concerned about your [checked concerns] in my class, and I would like to discuss these issues immediately. Please contact me at [instructor email], so that we can make arrangements to talk about a plan for change.

[Additional comments, if any, will appear here]

Learning is a partnership between student and teacher that requires communication, hard work, and persistence. FCC provides a number of college services and resources, free of charge, to students. Please take the time to review those resources prior to our discussion: www.frederick.edu/successalert.

I look forward to hearing from you soon.

Sincerely,

[instructor name]

Student ID: [student ID]  Student name: [student name]