



Quick Guide to Alerts & Progress Reports

1. How to access Link -

A Link button can be found on your **mySUU portal** (near the **Canvas button**) or **Banner class roster**.

2. Difference between Link (the new system) and SANS (the old system)

Link alerts and progress reports currently **only go to advisors, not students**.

3. Notifying the student about your concern for their progress

- a. Submitting an alert or progress report using the **reason code(s)** “ ***Notify Student: Attendance** ” or “ *** Notify Student: Academic Performance**” will the student a kind, yet concerned automated message with campus resources related to the issue.
- b. If you just want to send them a personalized message from you (perhaps as a first intervention), we recommend you **use email, Canvas, or a Link message/text**. The advisor will not be notified though these methods.

4. Difference between alerts and progress reports

Progress reports are only for students **enrolled in your courses**. **Alerts** are for **any student**.

5. Timing of progress report campaigns

During **weeks 3 and 7**. This is a change from fall 2016 to allow for more time before the drop date. Campaigns will be open for three weeks.

6. Concerns appropriate for Link

Academic, attendance, financial, career, sense of belonging, basic needs, etc.

7. Concerns NOT appropriate for Link – Resources

Mental health issues (non-emergency)	} Counseling & Psychological Services (CAPS) 435-865-8621
Plagiarism or other academic misconduct Policy 6.33	} Jason Ramirez, Dean of Students 435-586-7710
Classroom behavior	
Drug/alcohol use or concerns	
Non-sex-based bullying, discrimination, harassment	
Title IX (sexual violence, harassment, discrimination or assault; stalking; dating violence)	} Ann Marie Allen, J.D. Title IX at SUU 435-586-5419
Disability accommodations, services, issues	} Carmen Alldredge, Disability Support Center 435-865-8022

8. Comment guidelines and examples

- a) State the concern and context. Include the facts of the situation and the student. Do not speculate about unsubstantiated potential causes of the situation or include sensitive information. Describe, don't evaluate. If you have additional information you think would be helpful to a respondent, state that you are available to be contacted for such
- b) State what outreach or intervention you have attempted (if any).
- c) State any response (or lack of) from the student.

9. Response and Feedback from advisors

Advisors will prioritize outreach based on your comments, reason codes selected, and identifying patterns of behavior across classes. They will provide feedback to you if action is taken and resolution is found.

Link Comment Examples

Reason Codes	Say This	Not This
* Notify Student: Academic Performance Concerns	Only had one exam so far. Scored 35%. Final grade is based solely on 5 exams, no other assignments. Am concerned about success in the course if scores don't improve.	Scored 35% on first exam.
Attendance Concerns * Notify Student: Attendance	[Student Name] has not come to class this first week. I emailed him 3 days ago, but have not heard back. The class is full and I have another student who would like the spot. If he is not planning to attend, dropping is appreciated.	[Student Name] has not shown up for the first week and hasn't contacted me. He needs to come to class on Monday or drop the class ASAP, so another student can take his spot
Advising Recommended Attendance Concerns Academic Performance Concerns	[Student Name] is a great guy. He is attentive and tries hard. He also plays on the SUU [sport] team, and I fear this is having an adverse effect on his performance. [Course] is hard for most everyone. When you combine that with missing classes and having less than optimal study time.... the result is not good. We spoke about this a few weeks ago, but he is not progressing.	[Student Name] is a great guy. He is attentive and tries hard. He is also a [sport] player and this is having an adverse effect on his performance. [Course] is hard for most everyone, but because he is missing classes and doesn't have a lot of study time... the result is not good
* Notify Student: Academic Performance Concerns Advising Recommended	[Student Name] missed the first test (was gone for a week on a trip). Her performance on assignments and test has been low and is getting worse. Tutoring and some assistance may bring her grade up to a passing score. I've reached out to her early on, but she has not come to see me for help.	Jane, I am concerned that you missed the first test and that your performance has been subpar. You might benefit from tutoring or other assistance. Please come see me.
Financial – Aid, Scholarships, Emergency Funds	[Student Name] is really worried about how to pay for classes this semester. He works full time and he doesn't have the money to pay tuition. He filled out FASFA but something was wrong so he hasn't been able to get those funds. He is worried he will have to take the semester off.	Works full time and he doesn't have the money to pay tuition.
Challenges Outside The Classroom	[Student Name] disclosed roommate issues that are affecting academics. She lives in the residence halls and needs a professional to help her with this situation.	[Student Name] has disclosed problems with a roommate regarding sexual activities, drugs, and gaming addictions. Extremely unhealthy environment. She needs to get out of this situation.
Engagement/Sense of Belonging Peer Mentor Referral Allowed	[Student Name] visited me and discussed transferring to another institution. He is living alone off campus and hasn't managed to find social connections with other students yet.	[Student Name] is thinking about transferring