



User Guide

Alerts & Progress Reports

Southern Utah University has implemented an online early alert/predictive analytics system provided by Education Advisory Board (EAB). At SUU, this system is called Link. Among the many features that Link can perform for various users, faculty can submit an "Alert" or "Progress Report" when they have a concern about a student's academic progress or welfare.

Once an "Alert" or "Progress Report" has been submitted, it is delivered to the student's advisor(s) and/or other support staff (depending on the nature of the reason codes that have been selected by the person submitting the alert/progress report).

The Link system is NOT for emergencies!

**Emergencies that require medical, psychological, or police services,
call 911 from a campus phone.
Off-campus and cell phones call (435) 586-1911.**

Do not use the Alert system if an immediate response is required.

The Link system is not meant to replace individual interventions by faculty and staff. We encourage direct methods of interventions before submitting an alert. Alerts should be submitted after such interventions are deemed ineffective.

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1. How do I Access Link?

The Link system is accessed via the mySUU portal. A Link button can be found in the upper right near the Canvas button. It can also be accessed through your Banner class roster.



If you do not have access to Link, you may contact Brandon Rasmussen at 435-586-5490 or rasmussen@suu.edu.

Your role(s) in Link depends on your role(s) in Banner. Some faculty members may need to change roles from Advisor to Professor by selecting the action arrow.



2. What are the reasons I might submit an alert or progress report?

Users may select multiple reason codes. Some reason codes will prompt a case to be opened, which means an advisor will reach out to the student. Other codes will send an automated message to the student.



Spring 2017 Reason Codes	What will Happen
Advising Recommended	Advisor(s) notified. Case Opened.
Attendance Concerns	Advisor(s) notified.
Career/Major Counseling Recommended	Advisor(s) and Career Center notified. Case Opened.
Challenges Outside The Classroom	Dean of Students notified. Case Opened.
Engagement/Sense of Belonging	Orientation Coordinator notified. Case Opened.
Financial - Employment Needed	Career Center notified. Case Opened.
Financial – Aid, Scholarships, Emergency Funds	Financial Aid Office notified. Case Opened.
Basic Needs (food/shelter/etc.)	Parent and Family Services Coordinator notified. Case Opened.
Peer Mentor Referral Allowed	Advisor(s) notified. Allows advisor to refer student to a peer mentor/ACES.
Academic Performance Concerns	Advisor(s) notified.
* Notify Student: Academic Performance Concerns	Student is sent automated message regarding course performance and available resources. Advisor(s) notified.
* Notify Student: Attendance	Student is sent automated message regarding attendance and available resources. Advisor(s) notified.
* Notify Student: Positive Notification	Student is sent positive, encouraging message.
* Advisor Information Only	Advisor(s) notified. No action taken unless additional alerts/progress reports indicate a pattern.

3. What issues should not be addressed in Link?

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

4. What is the Difference between an Alert and a Progress Report?

Alerts and Progress Reports are very similar and are treated the same by advisors. Progress reports can only be issued for students in your class, whereas alerts are for any student you may be concerned about.

	Alert	Progress Report
What	• Brings attention to potentially at-risk student	
Who	• For any student	• Only for students enrolled in your course
When	<ul style="list-style-type: none"> Submitted at any time. (No alert campaign.) Should be submitted when faculty/staff interventions are deemed ineffective or issue is beyond their area of expertise. 	<ul style="list-style-type: none"> Submitted at any time OR through a progress report campaign (link to campaign sent in email during weeks 3 and 7). Progress Report campaigns are considered more of a routine check-in. Prior interventions unnecessary.
How	• Submitted through user's Link profile (accessed through SUU portal or Banner class roster).	• Submitted through user's Link profile OR progress report campaign.
Reason Codes	• Includes all academic and non-academic reason codes.	
Response by Advisor	<ul style="list-style-type: none"> Considered a more immediate concern. Reason codes and comments should provide ample detail for an advisor to take action (including prior interventions). 	<ul style="list-style-type: none"> Considered more of a routine check-in Response is dependent upon reason codes selected, comment detail, and/or identifying a pattern of difficulties among multiple courses.
Feedback to Faculty	The system currently lacks direct feedback through the platform. Advisor will send an email to submitter if action is taken and a resolution is found.	

5. What are the automated messages that can be sent to students?

The following messages can be sent automatically to a student when the appropriate reason code is selected.

Notify Student: Attendance

Your instructor is concerned about your attendance and cares enough to keep you informed. Attendance is a strong predictor of college grades as even a few missed classes can have a negative impact. We hope you are able to make changes that allow you to attend class. There are several resources within Student Affairs that may help: <https://www.suu.edu/studentaffairs/>. If you think this message is a mistake, check your class schedule (through mySUU Portal / My Courses) to confirm that you are attending the right section and that any dropped classes are no longer on your schedule. If you need to drop the course or withdraw, talk to the Financial Aid Office, your Student Success Advisor, or the Athletics Department about how dropping a class may impact your financial aid, academic plan, or athletics eligibility.

Notify Student: Academic Performance Concerns

Your instructor is concerned about your academic performance and cares enough to keep you informed. Your GPA can affect financial aid, scholarship funding, eligibility for athletics or campus employment, and admission to undergraduate programs and graduate school. Your professor, advisors, and ACES (peer mentors) are all here to assist you. Feel free to contact them. Also check out these widely-used campus resources: the Tutoring Center (<https://www.suu.edu/tutoring>); the Writing Center (<https://www.suu.edu/hss/writingcenter/>); attendance, study skills, and test-taking videos and guides (<https://www.suu.edu/tutoring/resources.html>); and other Student Affairs resources (<https://www.suu.edu/studentaffairs/>).

Notify Student: Positive Notification

Your instructor is pleased with your performance in their course and cared enough to inform you. Keep up the good work and the practices that are contributing to your success. We appreciate the steps you are taking to successfully engage in your learning. Continue to strive for the best and know that we are here to support you along your academic journey.

6. Is there a statement I can put in my syllabus about Link?

Faculty members are free to use the statement below. Because this statement is not currently part of the syllabus policy, it may be modified. If modified, we encourage the use of a supportive tone.

Syllabus Statement

SUU faculty and staff care about the success of our students. In addition to your professor, numerous services are available to assist you with the achievement of your educational goals. SUU's Link system may be used by faculty to notify you and/or your advisors of their concern for your progress and provide references to campus services as appropriate.

7. When it is appropriate to submit a Link Alert or Progress Report?

EXAMPLES:

1. At the start of the semester, a faculty member notices that a student has not yet attended class. The faculty member sends the student an email inquiring about their absences, but they do not receive a reply and the student continues to be absent during week two. Since the student may have “thought” they dropped or withdrew from the university, the faculty member should submit an Alert notifying the advisor of the no-show attendance using any/all of the following reason codes: **Attendance Concerns, Notify Student: Attendance, and/or Advising Recommended.**
2. When assessing early grades, a faculty member notices a student earning “C-” (or lower) grades on papers or quizzes. Without improvement these grades could put the student at risk of failing. The faculty member receives a progress report campaign notification and submits a progress report, selecting the reason code **Student Notification: Academic Performance Concerns.** This sends an automated message to the student about resources such as the Tutoring Center, Writing Center, and more. The advisor is also notified of the report and if similar reports are received from additional faculty members, s/he will reach out to the student.
3. When assessing midterm grades, a faculty member realizes a student is in danger of failing the class and therefore schedules a meeting with the student. When meeting with the professor, the student reveals personal details that are affecting the student's academic progress. The faculty member offers information on SUU resources such as the Counseling Center. After a few weeks, the faculty member notices that the student is not improving and the situation may be getting worse. The faculty member is now encouraged to submit a Link Alert using any/all of the following reason codes: **Student Notification: Academic Performance Concerns, and/or Advising Recommended.**
4. In course assignments or class discussions, a faculty member notices that a student is struggling to understand the course material and concepts. The student may have also made remarks about the difficulty of the material and lack of comprehension to other students or directly to the faculty member. After suggesting the use of the Tutoring Center (if appropriate), the student has made no improvement and continues to struggle. At this point, the faculty member is encouraged to submit an alert notifying the student's advisor(s) using any/all of the following reason codes of **Academic Performance Concerns, Student Notification: Academic Performance Concerns, and/or Career/Major Counseling Recommended, Advising Recommended.**
5. A Hall Director becomes aware that a student is skipping class, sleeping much of the day, and is in general withdrawn from campus life, and attempts to contact the student are unsuccessful. It is recommended that the HD complete an Alert, selecting reason codes **Advising Recommended** and **Engagement/Sense of Belonging.**
6. A faculty member learns that a student is experiencing any of the following: not acclimating well to campus, hasn't found a social group, having difficulty managing their time, isn't studying effectively, etc. The faculty member can submit an Alert with the reason codes **Advising Recommended** and **Peer Mentor Referral Allowed.** The student's advisor would be notified and would prompt a contact by an ACES (peer mentor - Assistant Coach for Excellence and Success)

8. Who has access to Link Alerts and Progress Reports and my comments?

Students with an Alert or Progress report do not see the professor's comments. Currently, most reason code settings do not notify a student that an Alert or Progress Report has even been submitted. Only Alerts or Progress Reports with the specified reason codes that include “*Student Notification...” will send an automated message to the student with resources. Professor comments are not included.

Permissions in Link are set based on the user role. Typically, those with an Advisor role in Banner will have an Advisor role in Link as well. Users with an Advisor role in Link have access to the student's Link profile including the tab where Alerts and Progress Reports are displayed. This includes academic advisors, as well as select staff members in International Affairs, Athletics, and the various support centers such as Veterans, Diversity & Inclusion, Disability, Non-Trad, Student Support Services, and College Connections. Individuals in these units are experienced with helping students holistically. It is Academic Advising, Athletics, and International Affairs staff who will most often address Alerts and Progress Reports.

ACES (Assistant Coaches for Excellence and Success) are peer mentors who work closely with Orientation and Academic Advisors. ACES do not have access to student Alerts, Progress Reports and their associated comments. However, they can access student profiles in Link in order to retrieve student contact information, transcript information, and to record peer mentor meeting notes.

9. Will I receive feedback about the Alerts and Progress Reports I submit?

Be assured that every alert and progress report will be read. Advisors will prioritize these among all others based on the comments you provide, reason codes selected, and identifying patterns of behavior. For example, if two or more faculty members submit an alert or progress report on an individual student, it would take priority over students with only one. During the fall 2016 semester, over 450 students had two or more alerts or at-risk progress reports. However, associated comments can help to sway the priority of students, even if they have only one report.

During the fall 2016 semester, when a case was closed, the submitter received an automated message stating that the case was closed. We have discontinued this automated message, as most found it not helpful.

Since there is no feedback mechanism through the Link platform, advisors will make a good effort to provide feedback via email to Alert and Progress Report submitters. This is more likely to happen when the student communicates back and a resolution is found. However, often a case is open for some time while there are multiple attempts to reach a student. Know that the information you provide is still very helpful to the advisor when it is time for the student to register for next semester.