

City Tech Student Alerts Reporting and Intervention System

Fall 2023

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1. Overview for staff and faculty

Effective Spring 2023, City Tech's early intervention alert system moved to [Navigate](#). The previous early alert intervention form on the website went to an email box and had to be manually forwarded to the correct staff areas, making results opaque to submitters and the overall volume and effect on students difficult to assess.

The new system, using Navigate, offers the following advantages:

- The alerts are categorized into groups, including those that provide feedback to students and those that trigger staff intervention. New categories include both positive messages for students who are doing well and others addressing student needs related to technology or personal emergencies.
- In many cases, issuing an alert generates an automatic email "from" the faculty member to the student. It identifies the instructor and the class, explains the reason in conversational language, and lets students know what to expect next. (please see email templates below; comments you enter are seen by staff and not students).
- The Student Success Center (SSC) is the initial recipient of all alerts that require follow-up, and either responds or forwards to special programs like ASAP/ACE, SEEK, EDGE, and CSTEP or to services such as tutoring or counseling.
- For most alerts, the Student Success Center or special program will assign a coach to the case/student. Students will be supported appropriately according to the alert, from making a personal success plan to connection to college financial and mental health support resources. In most cases, the Success Center cultivates an ongoing relationship with students to offer holistic support.
- Faculty are able to see that "cases" created by their alerts have been responded to and closed, giving them peace of mind that the alert has resulted in action.
- Assessment of numbers and types of alerts will be much easier to conduct so that the college will be able to allocate resources more strategically. Assessment of specific kinds of interventions will also be easier to conduct.

Alerts are initiated by instructors and may be issued at any point in the semester; however, the earlier they are sent the better the college will be able to optimize overall support.

The alert should be a second step to pull in additional college support after you have made your own attempt to get in touch directly.

When you issue an alert, in many cases the student will receive an email “from” you (please see templates below; comments you enter are seen by staff and not students). In some cases, such as non-attendance, the email will encourage students to get in touch with you directly as soon as possible. In others, such as referrals for confidential services like counseling, the email will let students know what to expect next and assure them that their decision about using these services will not affect their grade. Please be aware that multiple alerts about the same student will generate multiple emails to them from you, possibly lowering the efficacy of the message. **Please choose only the most pertinent of the available options before you submit, and submit no more than one alert per student per week.**

We strongly recommend that you include a statement in your syllabus or course materials that lets students know that they may be receiving these emails during the semester. Potential language:

“Throughout the semester, I may send you messages about how you are doing in this class. If the message indicates that there is something you need to work on, you may be contacted by the Student Success Center. A Student Success Center Coach will reach out to you by phone, text, and email to offer support and suggest additional resources to support your success in this course. I encourage you to respond and work with the Student Success Center to improve your performance in our class.”

You will also have a comment box to allow the addition of key details for responding staff (comments will NOT be incorporated into the automated emails)—please keep in mind that this information is available to anyone with student data access and becomes part of their academic file; therefore, it should be factual and tactful. Some samples of what to say are below, and there’s a commenting guide document ([download link](#)) linked [from Faculty Commons](#).

- For a tutoring referral: topics or skills that you recommend additional practice in (e.g., “recommend a review of trigonometry concepts,” “would benefit from Writing Center support,” “needs more practice applying physics concepts to mechanical engineering problems,” “recommend a tutor with expertise in XXX discipline area”)
- For technology device or help: an indication of what the student has told you they need or the particular application that they have had issues with (e.g. “They mentioned their laptop died,” “Needs help with submitting assignments in Blackboard/using Yuja,” “Internet connection seems spotty during online class sessions,” “needs support downloading and using Excel”)
- For an emergency or financial support referral: no personal details, but if you know the broadest type of emergency and best communication method(s) for reaching the student, please include them (e.g., “Student mentioned a situation/emergency affecting their housing/family/finances; best contact is this phone number and this email address”)
- For high fives: no comments, since those are not accessible to the students.

Once a case is closed, you will be able to see that on your Navigate home page—scroll down to the bottom where you can see if it's open or closed. If closed, you can click to see when it was closed and a very brief summary of the outcome. We expect to refine and update case closure reasons as more office use the system and City Tech continues to expand services offered. Currently, you will see one of the following reasons.

- connected with ACE Advisor
- connected with ASAP Advisor
- connected with Center for Student Accessibility
- connected with Counseling Center
- connected with CUNY EDGE Advisor
- connected with Emergency Resource Coordinator
- connected with SEEK Advisor
- connected with Student Success Coach
- connected with Tech Support/Instructional Technology
- connected with Veterans Services
- connected with other (see notes)
- refused assistance
- unresponsive to outreach
- no longer enrolled
- issued in error
- end of term

You can find a short how-to video here: <https://citytech.yuja.com/V/Video?v=7156463&a=38101479> , and if you encounter any technical difficulties, please email Navigate@citytech.cuny.edu.

Thank you!

2. Table of Alerts

City Tech Alerts Configuration for Navigate

Alert	Definition	Should Alert open a case?	Who should be assigned the case?	Should student receive an email?	Advisor/Coach Action & Timeline
STUDENT NOTIFICATION: No established attendance in course (in-person or hybrid).	Student has not attended course (in-person or hybrid). Student will receive WN. <i>*Only for use before VOE deadline*</i>	Yes	SSC Director	Yes	Case will be assigned to SSC staff (SC/PC) by director. Student will be contacted within 3 days.
STUDENT NOTIFICATION: No established participation in course (online).	Student has not participated in course or academically-related activity (online). Student will receive WN. <i>*Only for use before VOE deadline*</i>	Yes	SSC Director	Yes	Case will be assigned to SSC staff (SC/PC) by director. Student will be contacted within 3 days.
STUDENT NOTIFICATION: No longer attending course (in-person or hybrid).	Student has stopped attending course (in-person or hybrid). <i>*Only for use after VOE deadline*</i>	Yes	SSC Director	Yes	Case will be assigned to SSC staff (SC/PC) by director. Student will be contacted within 3 days.

STUDENT NOTIFICATION: No longer participating in course (online).	Student has stopped participating in course or academically-related activity (online). *Only for use after VOE deadline*	Yes	SSC Director	Yes	Case will be assigned to SSC staff (SC/PC) by director. Student will be contacted within 3 days.
ACTION REQUESTED: Technology device needed	Student may need device or internet assistance.	Yes	SSC Director	No	Case will be assigned to SSC staff (SC/PC) by director. Student will be contacted within 3 days.
ACTION REQUESTED: Technology assistance needed	Student may need help using device or online learning tools.	Yes	SSC Director	No	Case will be assigned to SSC staff (SC/PC) by director. Student will be contacted within 3 days.
ACTION REQUESTED: College affordability concerns	Student expresses concern paying for school-related costs: tuition, books, supplies, technology, etc.	Yes	SSC Director	No	Case will be assigned to SSC staff (ERC) by director. Student will be contacted within 3 days.
ACTION REQUESTED: Emergency support needed	Student in need of emergency support/resources, such as: financial, housing, food, legal, etc.	Yes	SSC Director	Yes	Case will be assigned to SSC staff (ERC) by director. Student will be contacted within 3 days.
ACTION REQUESTED: Counseling support needed	Student makes comments or demonstrates behaviors indicating the need for trained counseling support. *Should not be used for emergencies or situations where the	Yes	SSC Director	Yes	Case will be assigned to SSC staff (ERC) by director. Student will be contacted within 3 days.

	safety of the student or those around them is in imminent danger. In that case, please contact Public Safety at 718-260-5550.*				
ACTION REQUESTED: Sleeping in class, multiple instances	Student is frequently or regularly falling asleep in class.	Yes	SSC Director	No	Case will be assigned to SSC staff (ERC) by director. Student will be contacted within 3 days.
ACTION REQUESTED: Missing assignments	Student hasn't submitted one or more required assignments	Yes	SSC Director	No	Case will be assigned to SSC staff (SC/PC) by director. Student will be contacted within 3 days.
ACTION REQUESTED: Academic support needed	Student in need of tutoring services.	Yes	SSC Director	Yes	Case will be assigned to SSC staff (SC/PC) by director. Student will be contacted within 3 days.
HIGH FIVE: Strong assignment submission	Student has shown excellence in a recent assignment submission.	No	n/a	Yes	n/a
HIGH FIVE: Improved performance	Student has shown improvement in class participations, assignments, postings or attendance.	No	n/a	Yes	n/a
HIGH FIVE: Great participation	Student has shown excellence in class participation in-person or in online activities.	No	n/a	Yes	n/a
HIGH FIVE: Great work overall	Student attends class, has strong in-class participation, and is	No	n/a	Yes	n/a

	turning in high quality assignments on-time				
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3. Auto-generated emails to students

STUDENT NOTIFICATION: No established attendance in course (in-person or hybrid).

SUBJECT: Concerned about you missing class

BODY:

Dear {\$recipient_first_name},

I want to check in with you to make sure that everything is okay because I have not seen you in CLASS NUMBER class this semester. Please get in touch with me by email or come to my office hours by Thursday, February 8 so that you remain registered for this class. We can make a plan together for you to catch up and have a successful semester.

I've also shared this message with the Student Success Center. One of their success coaches or your advisor will be reaching out to you as well to check in. I hope to see you in class this semester!

Sincerely,

PROFESSOR NAME

STUDENT NOTIFICATION: No established participation in course (online) Pre-VOE only.

SUBJECT: Concerned about you missing class

BODY:

Dear {\$recipient_first_name},

I want to check in with you to make sure that everything is okay because I have not seen you participating in CLASS NUMBER class this semester. Please get in touch with me by email or attend my office hours by Thursday, February 8 so that you remain registered for this class. We can make a plan together for you to catch up and have a successful semester.

I've also shared this message with the Student Success Center. One of their success coaches or your advisor will be reaching out to you as well to check in. I hope to see you participating in class this semester!

Sincerely,

PROFESSOR NAME

STUDENT NOTIFICATION: No longer attending course (in-person or hybrid). After VOE only.

SUBJECT: Concerned about you missing class

BODY:

Dear {\$recipient_first_name},

I want to check in with you to make sure that everything is okay because I have not seen you in CLASS NUMBER class recently. Please email me or come to my office hours as soon as you can so that we can make a plan together for you to catch up and have a successful semester.

I've also shared this message with the Student Success Center. One of their success coaches or your advisor will be reaching out to you as well to check in. I hope to see you in class again soon!

Sincerely,
PROFESSOR NAME

STUDENT NOTIFICATION: No longer participating in course (online) After VOE only.

SUBJECT: Concerned about you missing class

BODY:

Dear {\$recipient_first_name},

I want to check in with you to make sure that everything is okay because I have not seen you participating in CLASS NUMBER class recently. Please email me or attend my office hours as soon as you can so that we can make a plan together for you to catch up and have a successful semester.

I've also shared this message with the Student Success Center. One of their success coaches or your advisor will be reaching out to you as well to check in. I hope to see you participating in class again soon!

Sincerely,
PROFESSOR NAME

ACTION REQUESTED: Emergency support needed

SUBJECT: City Tech emergency resource support available

BODY:

Dear {\$recipient_first_name},

I wanted to make sure you're aware of and connected to the resources and extra support City Tech has available to students who find themselves in emergency situations. I have sent a message to the Student Success Center and someone from there or your advisor will be reaching out to you as soon as possible to check in. As a reminder, emergency support services are confidential and will not affect your standing in this course.

If you would like to get in touch sooner, you can contact the Student Success Center directly. You can visit them in person on the ground floor of the Library Building in room LG-18R (across from the elevators), you can call them (718) 260-5570, you can send them an email StudentSuccessCenter@citytech.cuny.edu, or you can drop into their Zoom room Monday-Saturday from 10am-2pm (Meeting ID: 884 2084 3866).

Sincerely,
PROFESSOR NAME

ACTION REQUESTED: Counseling support needed

SUBJECT: City Tech support available

BODY:

Dear {\$recipient_first_name},

I've noticed that you sometimes seem distracted in class, and I am concerned about you. While I am not a professional in this area, many students use City Tech's counseling services, which range from just someone to talk to in confidence to referrals to external services that can help with more serious situations.

I have sent a message to the Student Success Center and someone will be reaching out to you in the next three days. All services are confidential, and after I send these emails I will not be involved or hear about anything you say or do. Just to be clear, your decision about whether or not to use these services will have nothing to do with our course and will not impact your grade in any way. I hope that you're all right, and that this connection helps you.

Sincerely,
PROFESSOR NAME

ACTION REQUESTED: Academic support needed

SUBJECT: Tutoring recommended for CLASS

BODY:

Dear {\$recipient_first_name},

I believe that you could benefit from tutoring for CLASS class. City Tech has resources for subject matter tutoring in many areas as well as study skills resources. I encourage all students to take every opportunity for additional practice and guidance on concepts and skills they learn in class, and I have found that the successful students are the ones who do so.

I have sent a message to the Student Success Center and someone from there or your advisor will be reaching out to you in the next three days to get you connected with these resources.

Sincerely,
PROFESSOR NAME

HIGH FIVE: Improved performance

SUBJECT: High Five!

BODY:

Dear {\$recipient_first_name},

I want to let you know that I see the improvement in your work for CLASS. I appreciate the dedication you've shown so far this semester. Please keep it up!

Sincerely,
PROFESSOR NAME

HIGH FIVE: Strong assignment submission

SUBJECT: Great work on your assignments in CLASS

BODY:

Dear {\$recipient_first_name},

Great job! You have been submitting excellent work in CLASS class. It's a pleasure to review your assignments and see what you have accomplished. You are an asset to our class. Please keep up the good work!

Sincerely,
PROFESSOR NAME

HIGH FIVE: Great participation

SUBJECT: Great participation in CLASS

BODY:

Dear {\$recipient_first_name},

Sending a high five your way for your meaningful contributions to CLASS during classroom discussion. Please keep up the good work!

Sincerely,

PROFESSOR NAME

HIGH FIVE: Great work overall

SUBJECT: Great work in CLASS

BODY:

Dear {\$recipient_first_name},

Terrific job! I just want to let you know that your good work on your assignments and classroom participation in CLASS stands out. Please keep up the good work!

Sincerely,

PROFESSOR NAME