



# ALERTS REPORTING AND INTERVENTION

Information for Faculty



# CONTENTS

- What are alerts?
- Old and new systems
- Student Success Center role
- Technical how-to
- City Tech's alerts & high fives
- Unconscious bias
- Questions



# WHAT ARE ALERTS AND HOW HAVE YOU USED THEM IN THE PAST?

- A way for faculty and staff to communicate with other City Tech offices about students who may need additional supports to be successful in the class, the semester, or their college career.
- Part of overall communication with students—not a replacement for direct faculty feedback

# OLD AND NEW SYSTEMS

- Early Intervention Form
  - Only negative information
  - Non-specific categories
  - Went to Student Affairs email
  - Human error possible in entries
  - Students not cced
  - Difficult to track and assess
- Navigate interface
  - Both negative and positive feedback
  - 12 alert and 4 high five categories
  - Opens a “case” for the SSC which can be reassigned to other responders
  - Automatically populates student info
  - Students get notified in many cases w email
  - Trackable by EMSA and faculty and assessable

# STUDENT SUCCESS CENTER



## **WHO:**

Success Coaches

Peer Coaches

Emergency Resource Coordinators

## **TIMELINE:**

3 business days

## **CONTACT:**

[www.citytech.cuny.edu/ssc](http://www.citytech.cuny.edu/ssc)

[StudentSuccessCenter@citytech.cuny.edu](mailto:StudentSuccessCenter@citytech.cuny.edu)

Sarah Paruolo, Director,

[Sparuolo@citytech.cuny.edu](mailto:Sparuolo@citytech.cuny.edu)

718-260-5570

# TECHNICAL HOW-TO

Robert Spataro, Office of the Registrar

[navigate@citytech.cuny.edu](mailto:navigate@citytech.cuny.edu)

<https://citytech.yuja.com/V/Video?v=7156463&a=38101479>



# CITY TECH'S ALERTS AND HIGH FIVES

- Alerts: 12 specific areas of concern, ACTION
- High Fives: 4 areas to praise, HIGH FIVE
- Comments: part of academic file
- Emails: form letters that come from the person who issued the alert or high five
- Syllabus statement: recommended

# NO ESTABLISHED ATTENDANCE IN COURSE (IN-PERSON OR HYBRID)

Student has not attended course (in-person or hybrid). Student will receive WN.

*\*Only for use before VOE deadline\**

For Fall 2023 this is Thursday, September 14

**COMMENTS:** none needed

## **ACTIONS**

- Opens case with SSC
- Student receives email
- Follow-up from SSC Coach or ASAP/ACE/CSTEP/ EDGE/SEEK advisor within 3 business days

SUBJECT: Concerned about you missing class

Dear STUDENT 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 Monday, September 11 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, and one of their success coaches will be reaching out to you as well to check in. I hope to see you in class this semester!

Sincerely,  
PROFESSOR NAME



# NO ESTABLISHED PARTICIPATION IN COURSE (ONLINE)

Student has not participated in course or academically-related activity (online). Student will receive WN.

*\*Only for use before VOE deadline\**

For Fall 2023 this is Thursday, September 14

**COMMENTS:** none needed

## **ACTIONS**

- Opens case with SSC
- Student receives email
- Follow-up from SSC Coach or ASAP/ACE/CSTEP/ EDGE/SEEK advisor within 3 business days

SUBJECT: Concerned about you missing class

Dear STUDENT 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 Monday, September 11 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, and one of their success coaches will be reaching out to you as well to check in. I hope to see you participating in class this semester!

Sincerely,  
PROFESSOR NAME

# NO LONGER ATTENDING COURSE (IN-PERSON OR HYBRID)

Student has stopped attending course (in-person or hybrid).

*\*Only for use after VOE deadline\**

## **COMMENTS**

- last date of attendance/contact with student
- type of contact
- do not include personal details

## **ACTIONS**

- Opens case with SSC
- Student receives email
- Follow-up from SSC Coach or ASAP/ACE/CSTEP/ EDGE/SEEK advisor within 3 business days

SUBJECT: Concerned about you missing class

Dear STUDENT 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, and one of their success coaches will be reaching out to you as well to check in. I hope to see you in class again soon!

Sincerely,  
PROFESSOR NAME

# NO LONGER PARTICIPATING IN COURSE (ONLINE)

Student has stopped participating in course or academically-related activity (online).

*\*Only for use after VOE deadline\**

## **COMMENTS**

- last date of participation/contact with student
- type of contact
- do not include personal details

## **ACTIONS**

- Opens case with SSC
- Student receives email
- Follow-up from SSC Coach or ASAP/ACE/CSTEP/ EDGE/SEEK advisor within 3 business days

SUBJECT: Concerned about you missing class

Dear STUDENT 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, and one of their success coaches will be reaching out to you as well to check in. I hope to see you participating in class again soon!

Sincerely,  
PROFESSOR NAME

# TECHNOLOGY DEVICE NEEDED

Student may need device or internet assistance.

## **COMMENTS**

- If student has expressed a specific need, the device needed
- If not, what you have observed (e.g. frequent connectivity issues during class; inability to turn in homework in a specified format)
- Any discipline-specific device needs for hardware or software

## **ACTIONS**

- Opens Case with SSC
- Student DOES NOT receive email
- Follow-up from SSC Coach or ASAP/ACE/CSTEP/EDGE/SEEK advisor within 3 business days
- Coach or advisor connects student, if needed, to CIS to obtain a loaner device

# TECHNOLOGY ASSISTANCE NEEDED

Student may need help using device or online learning tools.

## **COMMENTS**

- If student has expressed a specific need, the type of assistance needed
- If not, what you have observed (e.g. difficulty using Blackboard)

## **ACTIONS**

- Opens Case with SSC
- Student DOES NOT receive email
- Follow-up from SSC Coach or ASAP/ACE/CSTEP/EDGE/SEEK advisor within 3 business days
- Coach or advisor connects student, if requested, to CIS or iTec for assistance

# COLLEGE AFFORDABILITY CONCERNS

Student expresses concern paying for school-related costs: tuition, books, supplies, technology, etc.

## **COMMENTS**

- Student expressed a specific area of concern (tuition, supplies)
- What you have observed (inability to purchase textbooks)
- Don't discuss personal situations like health or family details, just the need(s) arising from them
- Include best contact information if student shared it

## **ACTIONS**

- Opens Case with SSC
- Student DOES NOT receive email
- Follow-up from SSC Emergency Resource Coordinator within three business days
- Coordinator helps connect student with appropriate sources of assistance

# EMERGENCY SUPPORT NEEDED

Student in need of emergency support/resources, such as: financial, housing, food, legal, etc.

## COMMENTS

- Include best contact information if student shared it
- Keep information very general and omit personal details e.g., "Student mentioned a situation/emergency affecting their housing/family/finances"

## ACTIONS

- Opens Case with SSC
- Student receives email
- Follow-up from Emergency Resource Coordinator
- Coordinator helps connect student with appropriate sources of assistance

SUBJECT: City Tech emergency resource support available

Dear STUDENT 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 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](mailto: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

# 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 safety of the student or those around them is in imminent danger. In that case, please contact Public Safety at 718-260-5550.\**

## COMMENTS

- Include best contact information if student shared it
- Do not diagnose student
- Keep information very general and omit personal details

## ACTIONS

- Opens Case with SSC
- Student receives email
- Follow-up from Emergency Resource Coordinator
- Coordinator connects student with Counseling

SUBJECT: City Tech support available

Dear STUDENT 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



# SLEEPING IN CLASS, MULTIPLE INSTANCES

Student is frequently or regularly falling asleep in class.

## **COMMENTS**

- Include best contact information if student has shared it

## **ACTIONS**

- Opens Case with SSC
- Student DOES NOT receive email
- Follow-up from Emergency Resource Coordinator
- Coordinator helps connect student with appropriate sources of assistance

# MISSING ASSIGNMENTS

Student hasn't submitted one or more required assignments

## **COMMENTS**

- Specific assignment(s) missing and deadline(s)
- Last date of student communication, if any, about assignments
- Your office hours/contact information

## **ACTIONS**

- Opens Case with SSC
- Student DOES NOT receive email
- Follow-up from SSC Coach to help student create an academic success plan

# ACADEMIC SUPPORT NEEDED

Student in need of tutoring services

## COMMENTS

- Specific academic topics or skills that you recommend additional practice in
  - 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

## ACTIONS

- Opens Case with SSC
- Student receives email
- Follow-up from SSC Coach to help student create an academic success plan and connect with appropriate tutoring resources

SUBJECT: Tutoring recommended for CLASS

Dear STUDENT 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 will be reaching out to you in the next three days to get you connected with these resources.

Sincerely,  
PROFESSOR NAME

# IMPROVED PERFORMANCE

Student has shown improvement in class participations, assignments, postings or attendance.

## **COMMENTS**

- None; student does not see them

## **ACTIONS**

- Student receives email

SUBJECT: High Five!

Dear STUDENT 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

# STRONG ASSIGNMENT SUBMISSION

Student has shown excellence in a recent assignment submission.

## **COMMENTS**

- None; student does not see them

## **ACTIONS**

- Student receives email

SUBJECT: Great work on your assignments in CLASS

Dear STUDENT 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

# GREAT PARTICIPATION

Student has shown excellence in class participation in-person or in online activities.

## **COMMENTS**

- None; student does not see them

## **ACTIONS**

- Student receives email

SUBJECT: Great participation in CLASS

Dear STUDENT 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

# GREAT WORK OVERALL

Student attends class, has strong in-class participation, and is turning in high quality assignments on-time

## **COMMENTS**

- None; student does not see them

## **ACTIONS**

- Student receives email

SUBJECT: Great work in CLASS

Dear STUDENT 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

# CASE CLOSURE 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 connected with other (see notes)

refused assistance

unresponsive to outreach

no longer enrolled

issued in error

end of term






# UNCONSCIOUS BIAS

"Unconscious, or implicit, biases are the attitudes, preferences, and assumptions that any person holds toward another individual or group of people. These beliefs—centered around a wide range of characteristics, from race, ethnicity, and gender to religion, speaking accent, physical appearance, and physical abilities—are formed from birth, outside of a person's awareness. However, they play a role in perceptions of and interactions with others." - from NAFSA

"Grounded in neuroscience and social psychology, implicit bias education empowers us to mitigate (although not eliminate) the involuntary and unconscious associations that produce bias. We do this by increasing awareness, mindfulness and slower thinking." - from *Inside Higher Ed*



# QUESTIONS & COMMENTS