

Student Success Alert How-to Guide

What is the Student Success Alert?

When you have concerns about a student's attendance, grades, class participation, incomplete/missing assignments, and/or quality of work submitted, you are strongly encouraged to send a Student Success Alert through Class Rosters in PeopleSoft. *Faculty teaching "gateway" courses (access points to academic programs or highly enrolled general education electives) should be especially vigilant in quickly identifying struggling students by sending early alerts.*

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 students to meet with you FIRST to discuss success strategies.
- Directs students to investigate academic and student support services designed to help them succeed.
- Alerts an advisor or other staff, in some cases, and prompts them to reach out to you and/or the students.
- Generates a copy sent to your email for your records.
- Adds information to a college-wide Success Alert database.



Why Should I Use Success Alerts?

- National research confirms early intervention systems initiated by faculty may help some capable but struggling first-year students to transition to college-level expectations and prevent them from dropping out by (re)connecting them to instructors, advisors, learning assistants, and campus resources invested in their success.
- Deploying alerts is listed as one of the "Duties and Responsibilities" in faculty job descriptions.
- Alerts are part of the evidence gathered for final grade complaints.
- Useful data collected each semester informs decisions about how FCC can improve student persistence, retention, and completion.

When Do I Use Alerts?

Early intervention is key so students have time to implement success strategies. The chart below offers suggestions for timing the alert:

Issues Which Could Prompt Early Alert	15-Week Session	7.5-Week	8-Week Session
Student never participated in course activities but is still enrolled	By week 2	By week 1	By week 1
Sporadic attendance and/or participation	By week 3	By week 2	By week 2
Ongoing poor performance, participation, grades as of current date	By week 6	By week 3	By weeks 3-4
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	By weeks 9-10	By weeks 4-5	By week 5

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 for a list of courses** you are teaching. Click on the course you want to view.

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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.)

Sample Email Messaging of Alert #1 (top), and of subsequent alerts, if needed.

FROM: peoplesoft@frederick.edu
SUBJECT: Alert: Concerns about Class Progress

Your success in [Name of Class] is important to me, but I have some concerns about your progress so far. These concerns are related to your [checked concerns]. Please contact me at [instructor email] in the next three days so we can address these concerns and develop a plan. My contact information is on your syllabus.

[Additional comments, if any, will appear here]

Did you know FCC has many FREE resources to help you be successful? To learn more about tutoring, paying for college, balancing school and life, and more, go to <https://www.frederick.edu/> and search "Student Handbook."

If you are a high school student, please be aware that your course grade may affect your high school graduation. In addition to contacting me, you should check in with your high school counselor immediately to discuss your progress.

I look forward to hearing from you and partnering for your success.

Sincerely,
Professor [Instructor Name]
Student ID: [student ID] Student name: [student name]

FROM: peoplesoft@frederick.edu
SUBJECT: Alert: Continued Concerns about Class Progress

I have sent you an alert previously about your class progress, and I remain concerned, specifically about [checked concerns]. Please contact me at [instructor email] in the next three days so we can discuss your next steps. My contact information is on your syllabus.

[Additional comments, if any, will appear here]

Since this is not your first alert, I also recommend that you reach out to your assigned advisor, or connect with an academic advisor in the Counseling & Advising office, to discuss your progress, and as needed, your course load, major, personal struggles, or to learn about other resources to help you be successful. To speak to an advisor, call 301-846-2471, go to Jefferson Hall, or schedule an appointment by clicking here: [Counseling & Advising appointment](#).

If you are a high school student, please be aware that your course grade may affect your high school graduation. In addition to contacting me, you should check in with your high school counselor immediately to discuss your progress. For additional guidance, dually enrolled high school students can contact Elizabeth Duffy, Executive Director of Dual Enrollment, at eduffy@frederick.edu or 240-629-7886.

I look forward to hearing from you soon and partnering for your success.

Sincerely,
Professor [Instructor Name]
Student ID: [student ID] Student name: [student name]