

Alerts and Kudos - Fall 2023

Alert/Kudo Name	Description (why would I use this alert?)	Who is assigned this alert?	What is their response/what action is expected?	Does the student receive an automated notification?	Is this alert always available?	Does this open a case?
Attendance Concern – Missed 3 or more classes	Student has stopped attending class for three or more sessions in a row	Success Coach	Success Coach reaches out student to check in (text/email) within one business day	No - Student will not receive notification about the alert	No - only after the add/drop period ends	Yes
Attendance Concern - Change in student's attendance behavior	There has been a change in the student's attendance pattern	Success Coach	Success Coach reaches out student to check in (text/email) within one business day	Yes - Student receives customized email that includes the course name and number as well as resources	Yes	No
Currently failing, but potential to pass	Student is currently failing the class but there is the chance they can turn things around.	Success Coach	Success Coach reaches out to student within 2 business days	Yes - Student receives customized email that includes the course name and number as well as information about resources	Yes	No
Financial concerns	Student has expressed difficulty with paying XU balance, filing FAFSA, or in need of scholarships, loans, etc.	Assistant Dean of Retention Success Coach	Kimberly Dulin/Coach will reach out to student to schedule an appointment	No - Student will not receive a notification about the alert in addition to email from Kimberly Dulin	Yes	Yes
Kudo – Exceptional engagement	Recognize student for their engagement during class	Success Coach Academic Advisor	Coach will follow up to congratulate student	Yes - Student receives customized email that includes the course name and number and kudos	Yes	No

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Kudo – Exemplary work	Recognize student for their exemplary course work	Success Coach Academic Advisor	Coach will follow up to congratulate student	Yes - Student receives customized email that includes the course name and number and kudos	Yes	No
Kudo – improved performance	Recognize student for their improved performance in the course	Success Coach Academic Advisor	Success Coach will follow up to congratulate student	Yes - Student receives customized email that includes the course name and number and kudos	Yes	No
Recommend the student withdraws from the class	Student is struggling in class (either due to academic or personal reasons) and the professor recommends they withdraw from the class	Success Coach Academic Advisor	Success Coach will outreach to student within one business day to have a strategic conversation about course options	No - Success Coach will outreach to provide additional information and options	No - open after the add/drop period ends and is open through the final date to withdraw from classes.	Yes
Recommend tutoring or supplemental instruction	Faculty/staff wants student to utilize tutoring/supplemental instruction	Success Coach Office of Academic Support (Stephanie Daniels)	Office of Academic Support will add student to campaign inviting them to schedule an appointment with a tutor	Yes - Student receives customized email with information on how to access resources.	Yes	Yes
Referral – Career Development	Student indicates they have questions related to choosing a major/career, interested in internships, etc.	Career Development Office	CDO will reach out to the student within two business days	No - Student will not receive alert in addition to email from CDO	Yes	Yes

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Referral – Success Coach	Faculty/staff wants student to connect with Success Coach	Success Coach	Success Coach will outreach to student to schedule an appointment within two business days	No - Student will not receive alert in addition to email from Success Coach	Yes	Yes
Referral – Writing Center	Faculty/staff wants student to connect with Writing Center	Writing Center Staff Rebecca Todd	Rebecca Todd will email student to schedule an appointment	Yes - Student receives customized email that includes the course name and number and recommendation to visit Writing Center	Yes	Yes
Retention Risk	Faculty/staff has a concern that the student is thinking of leaving or not returning next semester	Success Coach Dean of Retention	Success Coach will outreach to student to meet within one business day	No - Student will not receive alert in addition to email from Success Coach	Yes	Yes
Student has stopped out	Student indicates they are taking time off but plan to return next semester	Success Coach Dean of Retention	Success Coach will outreach to student to meet within one business day	No - Student will not receive alert in addition to email from Success Coach	Yes	Yes