FACULTY GUIDE: COMPASS ALERTS AND UPDATES

Introduction to the Send Alert function

As a faculty member working closely with students, you may encounter situations where a student is struggling more than usual and could benefit from university resources. To streamline this process, please use the new “Send Alert” feature in Compass instead of contacting resource departments directly. This approach ensures that all outreach and support efforts are documented efficiently and that students are directed to the right resources for their specific needs.

Once you submit an alert, the Compass administrator will review the details and forward them to the appropriate team for follow-up.

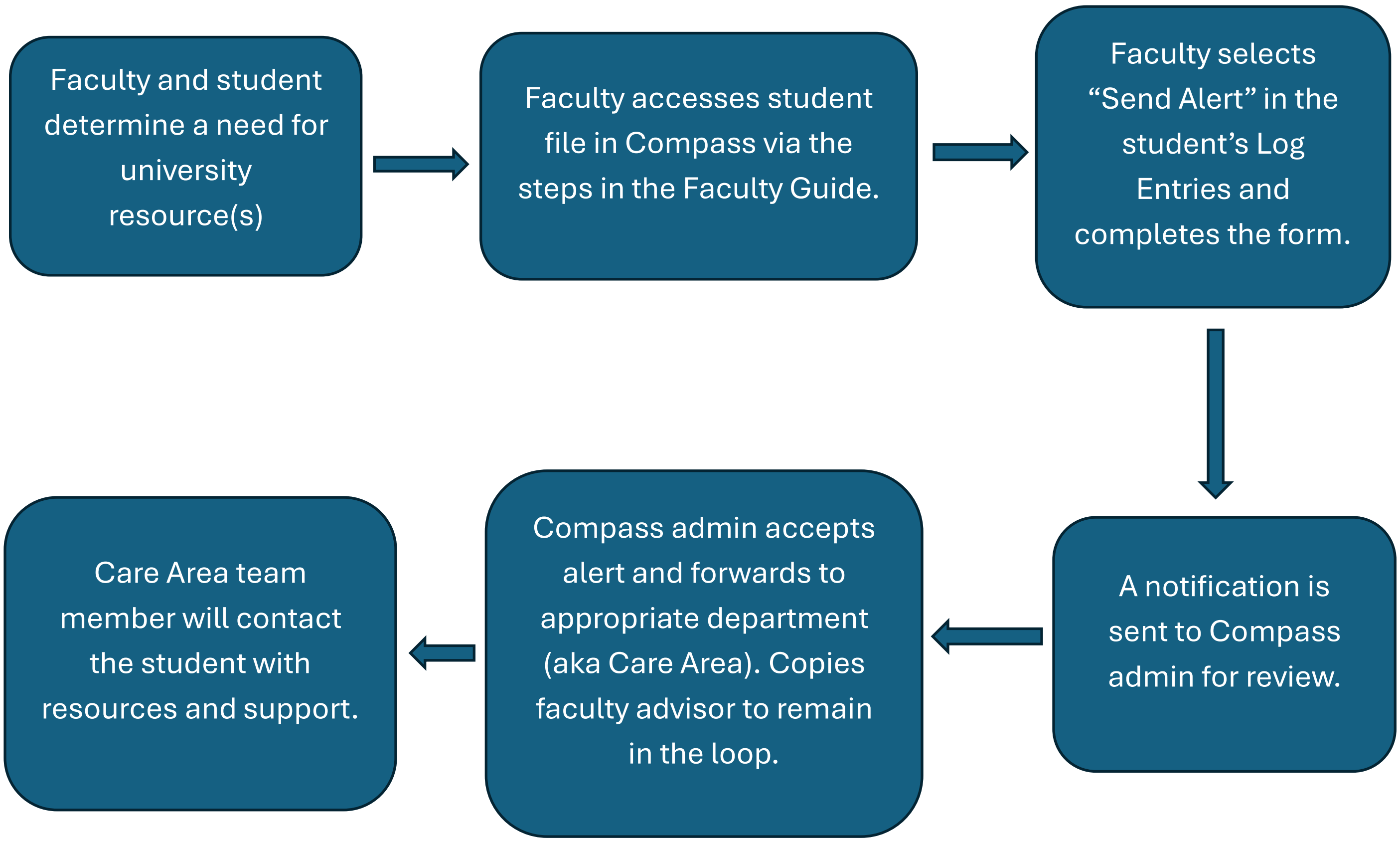
If you're in a faculty advising role and believe a student needs support from general university resources, you can submit an alert. However, if you’re having difficulty reaching the student, please do not submit an alert. Instead, use the notes function to document your outreach efforts.

When an alert is submitted, the Compass admin will determine which department will receive the request for student support. The departments that can be contacted through the “Send Alert” function include:

- Center of Belonging and Equity (CoBE)
- Crisis Assessment Risk Evaluation (CARE)
- Equal Opportunity and Title IX
- Student Achievement and Retention Services (STARS)
- Student Disability Services (SDS)
- The Learning Commons

Please refer to the flow chart on the following page for a visual guide to the Send Alert process.

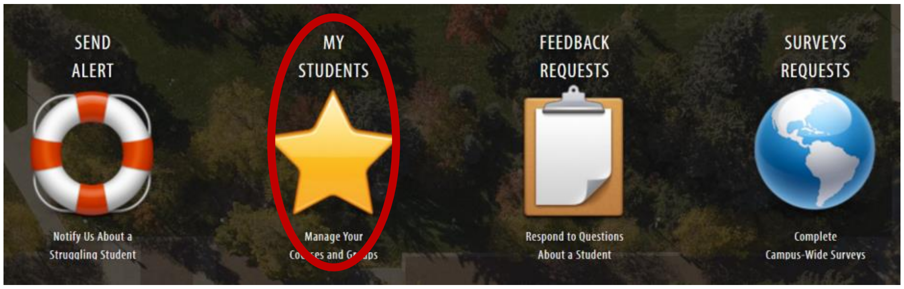
SEND ALERT FLOW CHART



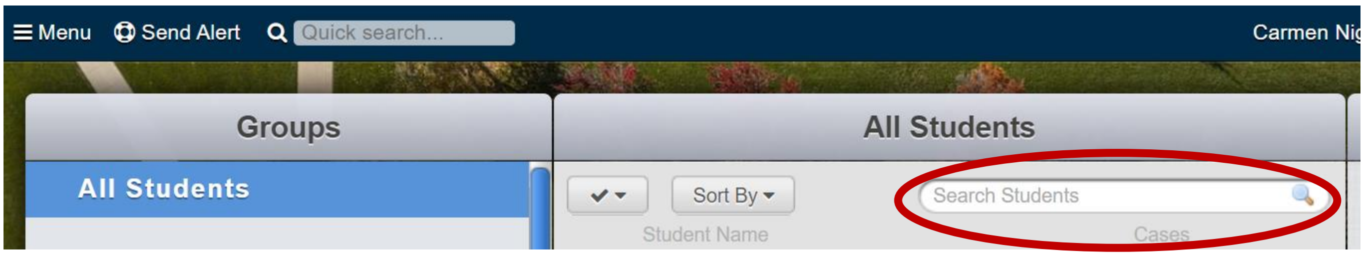
Created by Carmen Nightengale, Director of Student Achievement and Retention Services
Last updated: 10/2/2024

HOW TO LOCATE THE SEND ALERT FUNCTION

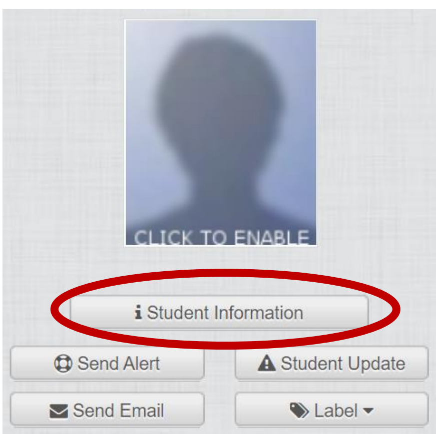
1. **Click on the My Students icon**



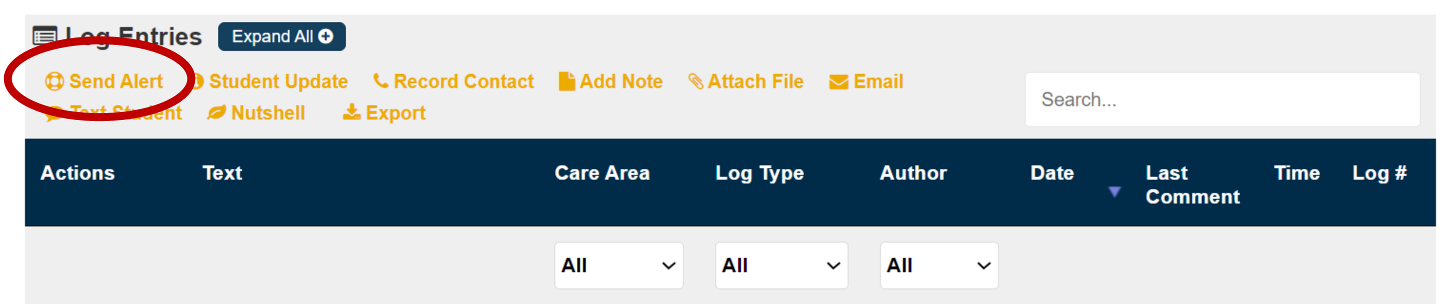
2. **Under All Student use the Search bar to find your student's file**



3. **Click the check box next to the student's name and then select "Student Information" on the righthand side**



4. **Scroll down to the Log Entries section of the student's file and click "Send Alert"**



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Introduction to the Student Update function

Student Updates serve a similar purpose as the Send Alert function, both aimed at connecting students with the appropriate departments or resources they may need. However, there are key differences between the two.

When submitting an alert, faculty or staff may not be certain which department is the best fit for the student's needs. The alert form is general in nature, allowing the Compass administrator to determine the most suitable destination. In contrast, Student Updates are department specific. Each form is tailored to a particular department, allowing for targeted outreach and communication with the student. Once submitted, the form is sent directly to that department—bypassing the Compass administrator—ensuring that students receive precise information based on your responses.

The departments and committees that can be contacted through the Student Update function include:

- Counseling Services
- LHSON Academic Alert (For Nursing students only)
- Ranger Co-Op
- Registration Status Appeal Committee
- Student Achievement and Retention Services (see referral process)
- Victims Advocacy and Violence Prevention

Please refer to the flow chart on the following page for a visual overview of the Student Update process.

Created by Carmen Nightengale, Director of Student Achievement and Retention Services
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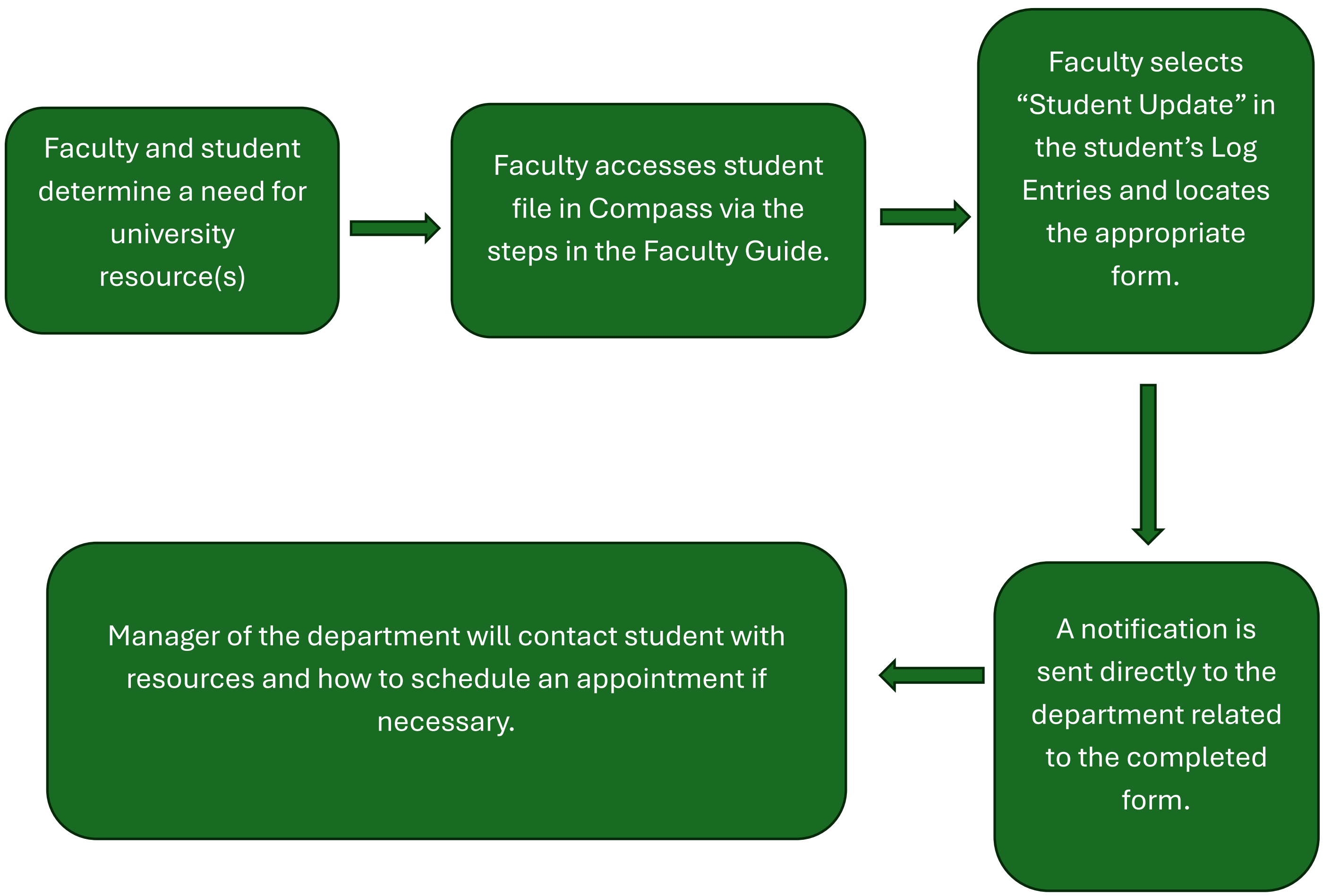
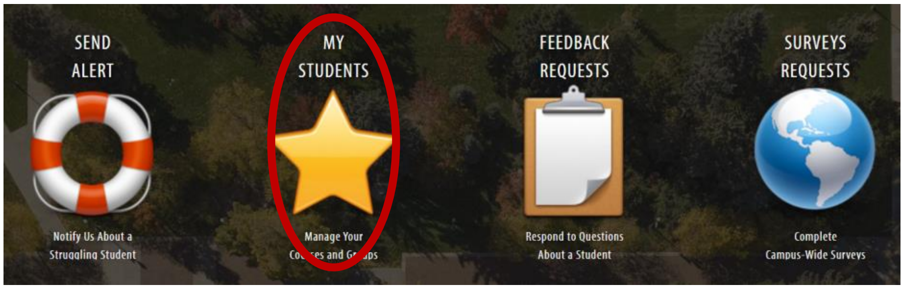
STUDENT UPDATE FLOW CHART



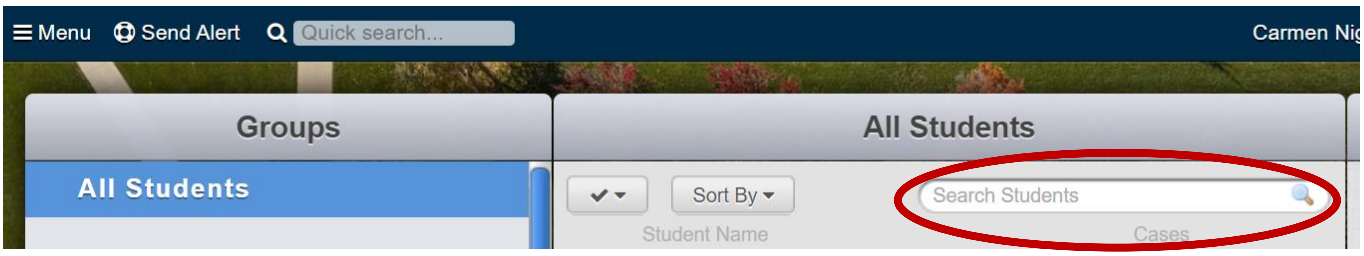
Created by Carmen Nightengale, Director of Student Achievement and Retention Services
Last updated: 10/2/2024

HOW TO LOCATE THE STUDENT UPDATE FUNCTION

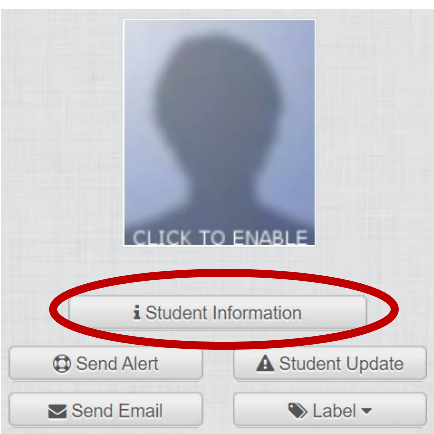
1. **Click on the My Students icon**



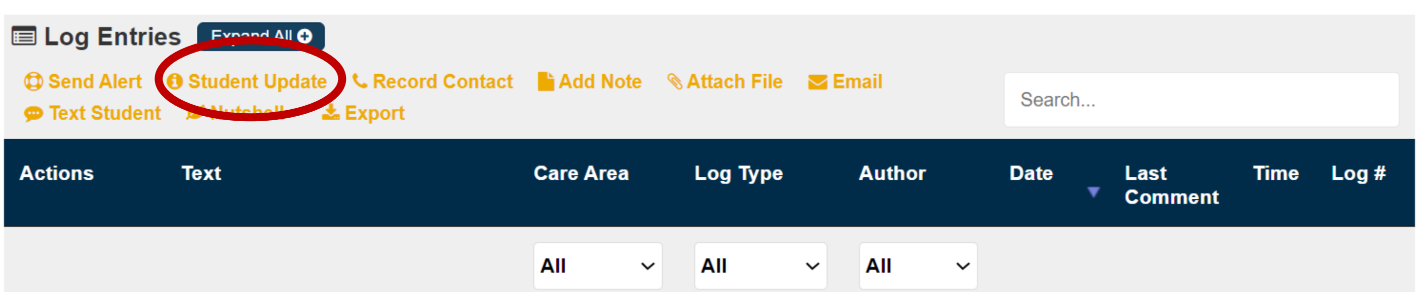
2. **Under All Student use the Search bar to find your student's file**



3. **Click the check box next to the student's name and then select "Student Information" on the righthand side**



4. **Scroll down to the Log Entries section of the student's file and click "Send Alert"**



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