



## Instructions on how to Issue “Academic Concerns” Alerts in the NJCU EAB SSC Campus Platform

**Academic Concerns** alerts allow faculty to mark the students for whom there are academic concerns that the students are on a path to failing a course.

To submit **Academic Concerns** alerts in SSC Campus:

- 1) Log in to the NJCU EAB SSC Campus platform at <https://njcu.campus.eab.com> using your GothicNet credentials.
- 2) Click on the  **Home** icon on the left-hand side of page.
- 3) Because many NJCU faculty advise, the default page for faculty in SSC Campus is the **Advisor Home** page. Click on the arrow to the right of **Advisor Home** and choose **Professor Home**.

Campus Student Success Collaborative

Fall 2016

Advisor Home

Professor Home | My Availability | Advising Center | Advising Requests

My Assigned Students For Fall 2016

ALL	STUDENT NAME	ID	WATCH LIST	CUM. GPA	PREDICTED RISK LEVEL
No matching records found					

Actions

I want to...

Issue an Alert

Quick Links

Take me to...

- Schedule General Event
- Appointment Campaigns
- Record Class Attendance
- Manage Assignments
- School Information
- Download Center for Reports

Upcoming Appointments

You have no upcoming appointments.

- From **Professor Home**, faculty will see the courses they are teaching in a given semester as well as a complete list of all students enrolled in those courses.

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## Professor Home

### Class Listing

CLASS NAME	TIME	ROOM	
[REDACTED]	MW [REDACTED]	Grossnickle Hall- [REDACTED]	<a href="#">Progress Reports</a>
[REDACTED]	TR [REDACTED]	George Karnoutsos A & S [REDACTED]	<a href="#">Progress Reports</a>
[REDACTED]	M [REDACTED]	George Karnoutsos A & S [REDACTED]	<a href="#">Progress Reports</a>
[REDACTED]	MW [REDACTED]	George Karnoutsos A & S [REDACTED]	<a href="#">Progress Reports</a>

### Students In My Classes

Actions ▾

<input type="checkbox"/>	STUDENT NAME	COURSE(S)
<input type="checkbox"/>	[REDACTED]	[REDACTED]

**Quick Links**

- Take me to...
- [Schedule General Event](#)
- [School Information](#)

- To issue an alert for a student for whom there is academic concern, from **Professor Home**, click in the box next to a student's name and to **Actions** → **Issue an Alert** from the **Actions** menu.

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Hall-554

### Students In My Classes

Actions ▾

- Send Message
- Issue Alert
- Tag
- Note
- Mass Print

<input type="checkbox"/>	STUDENT NAME	CATEGORY	COURSE(S)
<input type="checkbox"/>	[REDACTED]	OSP - Opportunity Scholars Program	[REDACTED]
<input type="checkbox"/>	[REDACTED]	OSP - Opportunity Scholars Program	[REDACTED]
<input type="checkbox"/>	[REDACTED]	Athletes	[REDACTED]
<input type="checkbox"/>	5 At		
<input type="checkbox"/>	6 Be		
<input type="checkbox"/>	7 Be		
<input checked="" type="checkbox"/>	8 Be		
<input type="checkbox"/>	9 Bl		

**Quick Links**

- Record my Class Attendance
- [Record All Class Attendance](#)
- [Manage Assignments](#)
- [School Information](#)
- [Download Center for Reports](#)

### My Assigned Students

- 6) In the dialog box, select one or more reasons for the alert in the first drop down box. You also will have the option of selecting a specific course if the alert directly pertains to a single course. The student's schedule is pre-populated in the second drop down box. To complete your alert, fill in any additional comments you have, then click **Submit**.

The screenshot shows a dialog box titled "ISSUE ALERT" with a close button in the top right corner. The dialog contains the following elements:

- A "Student" dropdown menu.
- A label: "Please select the reason you believe this student needs assistance".
- A checkbox: "Is this alert associated with a specific class?".
- A text area for "Additional Comments" with the placeholder text "Please enter a comment.".
- "Submit" and "Cancel" buttons at the bottom left.
- An open dropdown menu on the right side with the following options: "Needs Tutoring" (highlighted in blue), "Transfer Risk", "Absences", "Tardiness", "Missing Assignments", "Quiz/Assignment Grades", and "In-Class Performance".

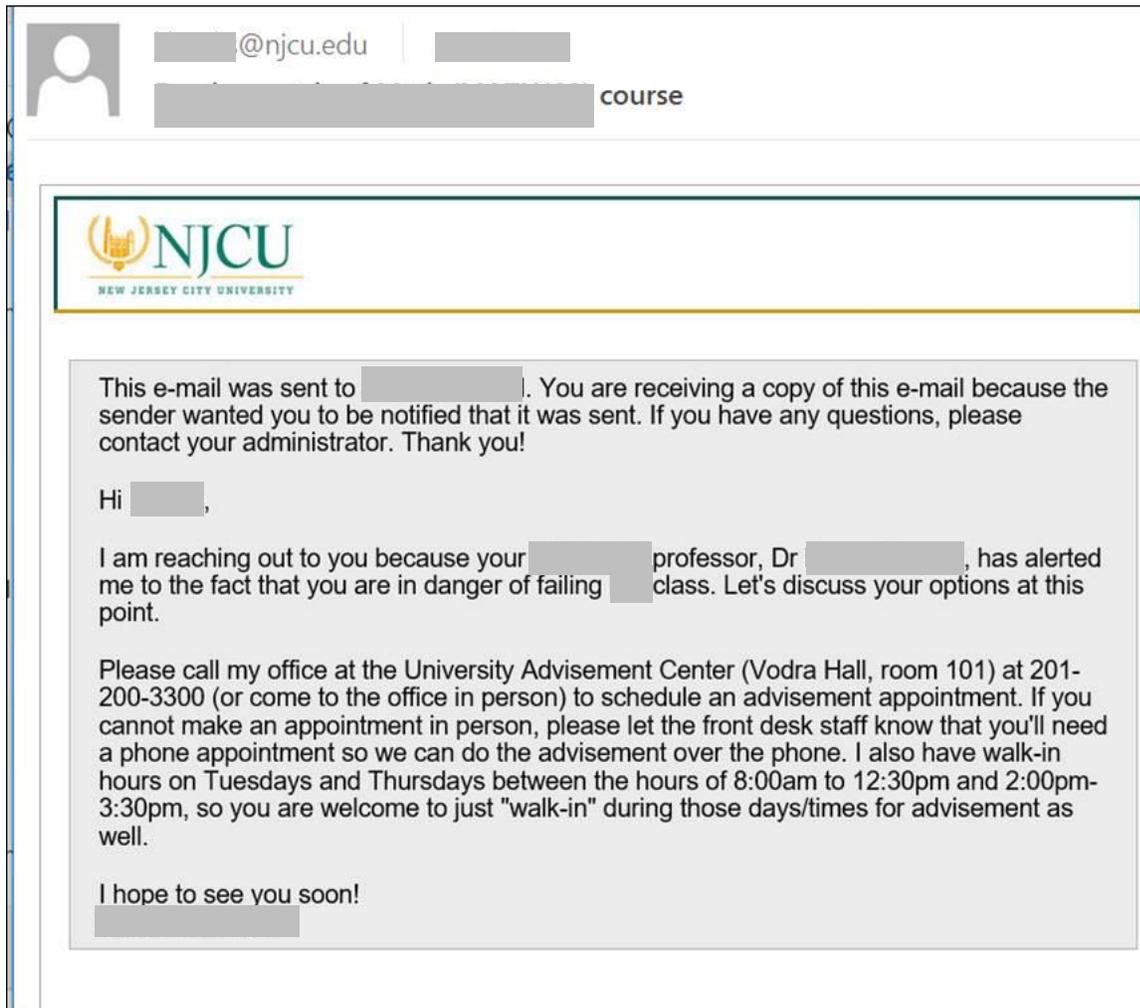
Each alert is then issued/assigned as described below.

Nine Alert Reasons:

- **Absences** – alert email issued to advisor, case assigned to advisor
- **Tardiness** - alert email issued to advisor, case assigned to advisor
- **Missing Assignments** - alert email issued to advisor, case assigned to advisor
- **Quiz/Assignment Grades** – alert email issued to advisor, case assigned to advisor
- **Midterm Grade** – alert email issued to advisor, case assigned to advisor
- **In-class Performance** – alert email issued to advisor, case assigned to advisor
- **Needs Tutoring** – alert email issued to advisor, case assigned to director of tutoring hub
- **Writing Support** – alert email issued to advisor, case assigned to director of tutoring hub
- **Transfer Risk** - alert email issued to advisor, case assigned to advisor

Alerts will always show on the student's profile. When an alert is issued in SSC Campus for a student, the platform will send a notification to the student's advisor and will send an email to the student.

Below is an example of a follow-up from an advisor as a result of a professor issuing an academic concerns alert in the NJCU EAB SSC Campus platform.



When an alert is created, a case is also created. A case will be assigned to a specific person for follow up and who will “manage” the case. The nature of the specific alert reason determines which individual is assigned to the case for management or reassignment. These individuals are the “gatekeepers.” Gatekeepers may reassign a case to a different division, say tutoring, if they speak with the students and determine that tutoring is needed for a reason such as “quiz assignment grade.”

Alerts are issued through SSC Campus, but any emails sent to an SSC Campus user are also received in their Outlook and messaging center.

More information is available on our NJCU EAB SSC Campus website at <http://njcu.edu/about/student-success/ssc-campus-njcu>.

If you need assistance or have questions, please feel free to email [NJCUEAB@njcu.edu](mailto:NJCUEAB@njcu.edu).