 

# **Student Success & Engagement (SSE) Communication Guide**

Notes vs. Messages vs. Alerts

* **NOTES**
	+ Not visible to students
	+ Used for:
		- Documenting outreach attempts
		- Summarizing conversations or concerns
		- Referrals
	+ Best Practices:
		- Be professional and FERPA-compliant
		- Keep notes timely, concise, and actionable
		- First place to check when advising students
* **MESSAGES**
	+ Visible to students
	+ Used for:
		- Communicating directly with students
		- Documenting outreach that you want students to see
		- \*\*Important – do NOT create a note from a message, this duplicates the content! \*\*
* **ALERTS**
	+ Automated Alerts (system generated)
		- Low Grade Alert – sent when total grade < 70% (some programs may have a higher threshold).
		- Online First Submission Alert – sent when a student has not completed their census assignment in an online class
		- Sent directly to students
		- Faculty responsibility – ensure Canvas gradebook is up-to-date, and overall total/grade is set to a percentage
	+ Manual Alerts (staff/faculty-initiated)
		- Not sent to students – sent to advisors who should follow up and coordinate support.
		- Submitted by faculty or staff when additional support is needed
			* Academic concerns – may be submitted if a student is struggling academically and you have already attempted outreach/support
			* Non-Academic concerns – may be submitted to connect students with resources for barriers such as childcare, food insecurity, counseling, etc.

## Quick Decision Guide

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| --- | --- | --- |
| If you need to … | Use a … | Who sees it? |
| Document outreach or share info with colleagues | Note | Faculty & Staff (not visible to students) |
| Communicate directly with student | Message | Student + Faculty & Staff |
| Address academic concerns AFTER outreach attempts | Manual alert | Faculty + Staff |
| Address non-academic barrier needing support | Manual alert | Faculty + Staff |
| Let SSE flag low grades or missing census assignment | Automated Alert | Sent directly to student, but visible to everyone |