 A black and white logo

AI-generated content may be incorrect.

# **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

|  |  |  |
| --- | --- | --- |
| 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 |