

Early Alert Intervention Support

MU CONNECT gives you a convenient way to keep track of your students when outreaching to students and recording interventions based on flag information raised by instructors.

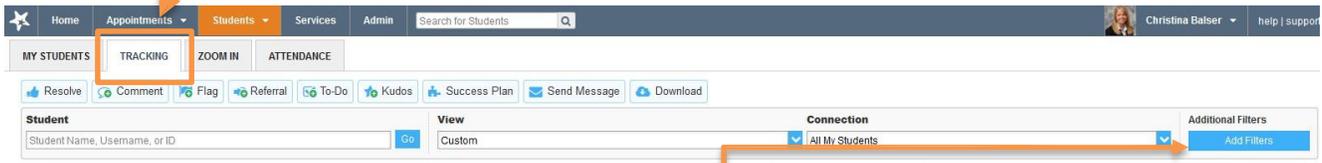
This guide highlights the steps to support the Early Alert Intervention Process using MU Connect.

1. Find Students with Flags- Advanced Search Filter
2. Document Outreach- Add a Flag Comment
3. Document Case Resolutions/Intervention – Clearing a Flag
4. Setting Up Email Notifications

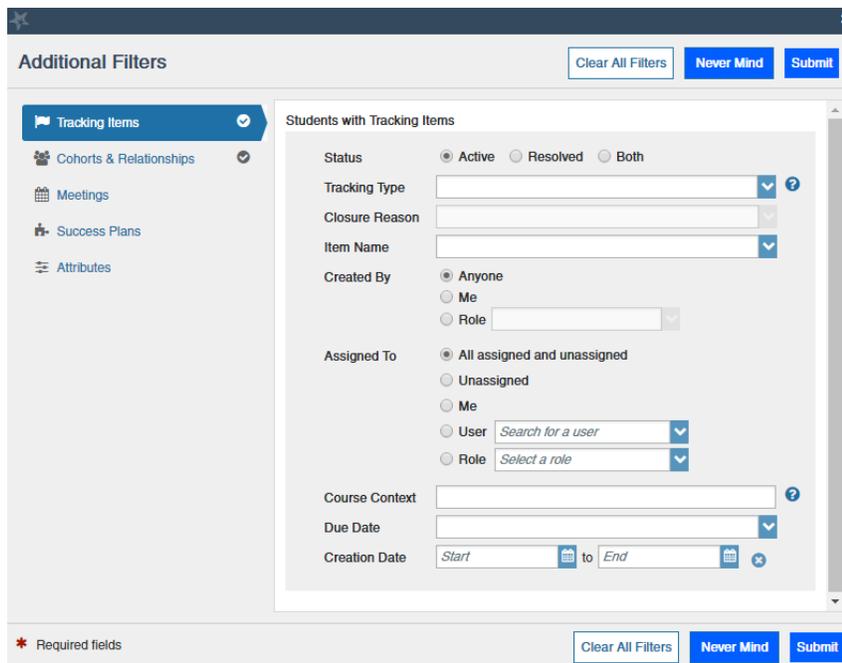
1. Find Students with Flags – Advanced Search Filter:

1. Go to <http://muconnect.missouri.edu>
2. Select your preferred login through your MU PawPrint.
3. Click on **Students** in the top frame navigation:
4. Click on **Tracking**

Note: Remember to clear filters when conducting a new search. Also, make sure to establish the term and relationship the student.



Selecting **Add Filters** in Tracking will automatically be filtering through students who have and/or had a tracking item attached to their student profile. **Note:** This will exclude students that have not had a tracking item attached to their student profile.



- With the **Cohorts & Relationships** function, establish criteria to find students by selecting the appropriate **term** and **connection**:

The screenshot shows the 'Additional Filters' window. On the left sidebar, 'Cohorts & Relationships' is highlighted with an orange box. The main panel shows filter criteria: 'Cohort' (empty), 'Term' (SP2016), and 'Connection' (All My Students). There are also checkboxes for 'Section(s)' and 'Organization(s)'. At the top right and bottom right are buttons for 'Clear All Filters', 'Never Mind', and 'Submit'. A red asterisk icon and the text 'Required fields' are at the bottom left.

- Next, using the **Tracking Items** function to search for students with specific tracking items (flags, to-dos, referrals, kudos):

- Note: You can search for students with tracking item status as **Active**, **Resolved**, or **Both**.

The screenshot shows the 'Additional Filters' window with 'Tracking Items' selected in the sidebar (highlighted with an orange box). The main panel is titled 'Students with Tracking Items' and features a 'Status' section with radio buttons for 'Active', 'Resolved', and 'Both' (the 'Both' option is highlighted with an orange box). Other filter fields include 'Tracking Type', 'Closure Reason', 'Item Name', 'Created By' (with options: Anyone, Me, Role), 'Assigned To' (with options: All assigned and unassigned, Unassigned, Me, User, Role), 'Course Context', 'Due Date', and 'Creation Date' (with 'Start' and 'End' date pickers). Buttons for 'Clear All Filters', 'Never Mind', and 'Submit' are at the top right and bottom right. A red asterisk icon and the text 'Required fields' are at the bottom left.

Select a **Tracking Type** by clicking on the drop-down arrow on the right side of the menu

- Note: Multiple **Tracking Types** may be selected

The screenshot shows the 'Additional Filters' dialog box for 'Students with Tracking Items'. The 'Tracking Type' dropdown menu is open, showing a list of options: 'Flag' (checked), 'Kudos', 'Referral', and 'To-Do'. The 'Status' is set to 'Active'. Other filters include 'Closure Reason', 'Item Name', 'Created By', 'Assigned To', 'Course Context', 'Due Date', and 'Creation Date'. Buttons for 'Clear All Filters', 'Never Mind', and 'Submit' are visible at the top and bottom right.

Select an **Item Name** by clicking on the drop-down arrow on the right side of the menu

- Note: Multiple **Item Names** may be selected.

The screenshot shows the 'Additional Filters' dialog box for 'Students with Tracking Items'. The 'Item Name' dropdown menu is open, showing a list of options: 'Academics', 'Attendance Concern', 'Cashier's Hold - Class Cancellation', 'Cashier's Hold - Stop Registration', 'Financial Aid', 'Financial Aid- SAP Not Met', 'Housing', 'In Danger of Being Dropped' (checked), 'In Danger of Failing' (checked), 'Low Exam Score', 'Not Enrolled for Spring 2016', 'Not Enrolled for Spring 2017', and 'Pending for College'. The 'Tracking Type' is set to 'Flag'. The 'Status' is set to 'Active'. Other filters include 'Closure Reason', 'Created By', 'Assigned To', 'Course Context', 'Due Date', and 'Creation Date'. Buttons for 'Clear All Filters', 'Never Mind', and 'Submit' are visible at the top and bottom right.

Example: This search would yield any active flags of “In Danger of Being Dropped,” “In Danger of Failing,” and “Student Flagged 6 Times” for the connection and term selected.

If you are narrowing your population by specific student demographics click on **Attributes** and **Add Attribute**. Scroll through available attributes and indicate values.

The screenshot shows the 'Additional Filters' dialog box. On the left, a sidebar lists categories: Tracking Items, Cohorts & Relationships, Meetings, Success Plans, and Attributes (which is highlighted in orange). The main area has an 'Add Attribute' button (highlighted in orange) and a section for 'Attributes' with dropdowns for 'Attribute' (set to 'Advising Group') and 'Term' (set to 'Filter by Term'). To the right, the 'Values' section has three radio buttons: 'Assigned to Student', 'Not Assigned to Student', and 'Specific Value' (which is selected). Below these is a dropdown menu showing the value '3'. At the bottom of the dialog, there are buttons for 'Clear All Filters', 'Never Mind', and 'Submit', and a note: 'This filter only returns students for whom you have permissions to view attribute data.'

When all criteria are entered click **Submit**. The filter will generate results to comment or clear flags.

Downloading a Tracking Report

After your search is complete, you can download a **Tracking Item Report** as an Excel file. Click on the **Download** button to begin downloading the document.

The screenshot shows the top navigation bar with 'Home', 'Appointments', 'Students', 'Services', and 'Admin'. Below this is a toolbar with buttons for 'Resolve', 'Comment', 'Assign', 'Flag', 'Referral', 'To-Do', 'Kudos', 'Success Plan', 'Send Message', and 'Download' (highlighted in orange). Below the toolbar is a search bar for 'Student' with the value 'truman'. Below the search bar is a table with columns: Student, Item Name, Status, Created, Assigned, and Due. The table contains two rows of data for a student named 'Tiger Truman'.

Student	Item Name	Status	Created	Assigned	Due
<input type="checkbox"/> Tiger Truman 12159944	<input type="checkbox"/> In Danger of Being Dropped	Active	Today by Aldrich, Eric		
Context: MU Connect Demo Course (DEV_ALDRICHE.001)					
<input type="checkbox"/> Tiger Truman 08888888	<input type="checkbox"/> In Danger of Being Dropped	Active	01-19-2016 by Aldrich, Eric		
Context: MU Connect Demo Course (DEV_ALDRICHE.001)					

This report will display student information (student name, ID, email) and flag information (raiser, date, type, associated course).

This information can be used in accordance with your departmental outreach practices.

2. Document Outreach – Adding a Flag Comment

After reaching out to students via phone and/or email, enter flag comments with the flag that that applies to the student.

Select **Students** in the top frame of navigation and then select **Tracking** with your desired filters. (See “Find Students with Flag – Advanced Search Filter” in section 1)

- Note: In this example, the search is for an active flag of “In Danger of Being Dropped” for the Spring 2016 semester and by entering names of students in the search bar. You can find students by name or student ID.

The screenshot shows the software interface with the 'Students' tab selected. The search bar contains 'truman'. Below the search bar, there are filters for 'View' (set to 'Custom'), 'Connection' (set to 'All My Students'), and 'Cohort'. A table lists two students:

Student	Item Name	Status	Created	Assigned	Due
<input type="checkbox"/> Tiger Truman 0888888	In Danger of Being Dropped	Active	Today by Baiser, Christina		
<input type="checkbox"/> Tiger Truman 12159944	In Danger of Being Dropped	Active	Today by Baiser, Christina		

With both “Truman” students populated, both Individual selection and Select All selection methods are available to record a flag comment.

- Note: The following functions are also available by hovering your mouse over the “Flag” graphic which brings up the student Contact Card with “Comment” and “Clear” options available.

The screenshot shows the software interface with the 'Students' tab selected. The search bar contains 'truman'. Below the search bar, there are filters for 'View' (set to 'Custom'), 'Connection' (set to 'All My Students'), and 'Cohort'. A table lists two students:

Student	Item Name	Status	Created	Assigned	Due
<input checked="" type="checkbox"/> Tiger Truman 12159944	In Danger of Being Dropped	Active	Today by Aldrich, Eric		
<input type="checkbox"/> Tiger Truman 0888888	In Danger of Being Dropped	Active	Today by Aldrich, Eric		

Annotations: 'Select All' points to the checked checkbox for the first student, and 'Individual selection' points to the checkbox for the second student. A contact card for 'Truman Tiger' is overlaid on the first student's row, showing a 'Comment' button and a 'Clear' button, both highlighted with an orange box.

To add a flag comment, select the box next to the student’s name, “select all,” or select multiple students to leave a comment. Click on “Comment” to enter a comment for that tracking item:

The screenshot shows the software interface with the 'Students' tab selected. The search bar contains 'truman'. Below the search bar, there are filters for 'View' (set to 'Custom'), 'Connection' (set to 'All My Students'), and 'Cohort'. A table lists two students:

Student	Item Name	Status	Created	Assigned	Due
<input checked="" type="checkbox"/> Tiger Truman 0888888	In Danger of Being Dropped	Active	Today by Baiser, Christina		
<input type="checkbox"/> Tiger Truman 12159944	In Danger of Being Dropped	Active	Today by Baiser, Christina		

An orange box highlights the 'Comment' button in the top navigation bar, and an arrow points from the 'Comment' button to the checked checkbox of the first student in the table.

- Note: If selecting multiple students, all student profiles will record the same flag comment.

When the appropriate students are selected and the “Add Comment” button has been selected, a “Create Note” dialogue box will populate:

- In this box, indicate “Outreach Attempt” followed by your department for the Subject.
- In the Note portion, please indicate the method of outreach and any notes regarding that outreach effort.

The screenshot shows a "Create Note" dialog box with the following elements:

- Buttons: "Never Mind" and "Submit" (top right).
- Fields: "Subject" (text input) and "* Note" (text area).
- Checkboxes: "Send copy of note to yourself", "Send copy of note to student", and "Send copy of comment to flag raiser".
- Footer: "* Required fields", "Never Mind", and "Submit".

Note: The student will not receive communication unless “Send copy of note to student” is checked.

For consistency, it is advised to fill out the comment section as follows:

- Subject: Outreach Attempt – “Department Name” (i.e.: CAFNR, ARS, LC)
- Note:
 - Email sent
 - Phone Call – Message Left
 - Phone Call – Spoke with Student
- **Optional:** Provide any additional email and/or phone conversation notes

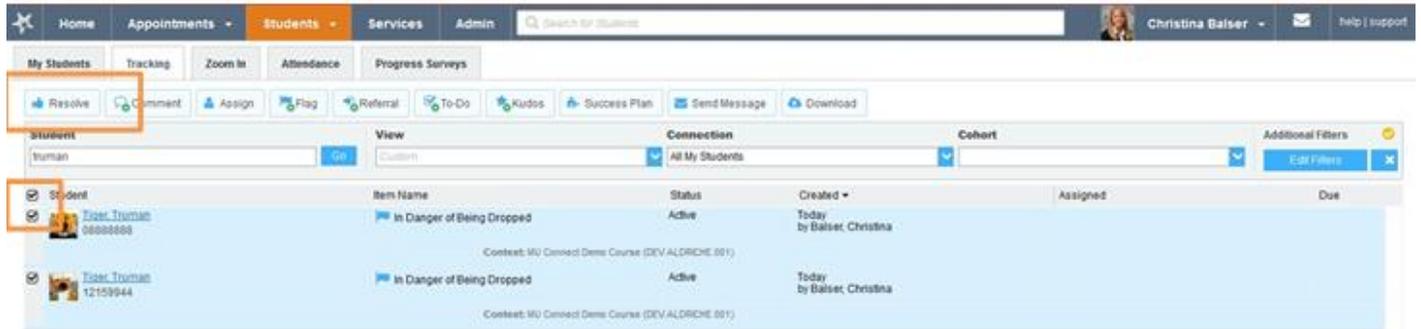
When finished entering Tracking Item notes/comments, click **Submit**.

3. Document Case Resolutions/Interventions – Clearing Flags

Much like entering a comment for a tracking item, flags can be cleared through Individual or Batch selection.

To clear a flag, select the box next to the student's name, "select all," or select multiple students and then click "Resolve" to clear that tracking item and enter a close reason to clear flag.

- Note: If selecting multiple students, all student profiles will record the same clearing comment.



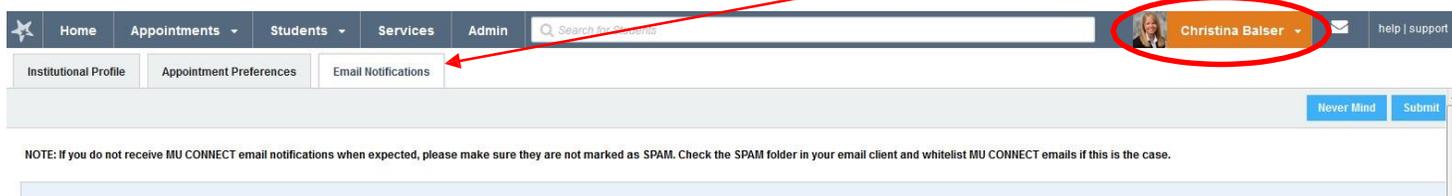
1. Go to the **Tracking** tab under students
2. Search for or select the student that needs their flag cleared. Under **Item Name**, find the **Flag** that you are clearing and hover over the drop down icon
3. Select **Clear**
4. Provide details why the flag is being marked as cleared
 - a. Select a reason why the flag is being cleared.
 - b. Enter a comment about why the flag(s) is being cleared.
 - c. Check the box to include a comment to **"Close the Loop"** to the flag raiser (i.e.: Instructor / TA)

A screenshot of a dialog box titled 'Clear 2 flags for Tiger, Truman'. It contains a section 'a.' with radio buttons for reasons: 'Completed- Concern successfully addressed' (selected), 'No Reply from Student- Concern not successfully addressed', 'Administrative- Student enrollment no longer active in course', 'Mistake- Flag raised by mistake', and 'Partially Completed- Contact made, but concern not successfully addressed'. Section 'b.' has a text area for 'Add a comment:' with the placeholder 'Provide some more details about why you're clearing these flags.'. Section 'c.' has a checked checkbox for 'Send a message to Support, MU Connect and Balsler, Christina to close the loop', with a 'To' field containing 'Support, MU Connect, Balsler, Christina' and a 'Copy my comment' link. Below is another text area for 'Type a message for Support, MU Connect and Balsler, Christina about clearing these flags.'. At the bottom, there are 'Never Mind' and 'Submit' buttons, and a note '* Required fields'.

5. Click **Submit**
 - Note: If you are clearing a flag raised by someone other than yourself, the "clear flag" action will prompt you to "Close the Loop." This is a message that is sent to the flag raiser as to why the flag was cleared, thus closing the loop of information.

4. Setting Up Email Notifications – Summary Email

MU CONNECT will email you a summary of tracking activity (flags, referrals, kudos, to-dos) of your students. You can change the details of when you receive these notifications by clicking your name next to your picture in the upper right hand corner that will take you to your **Profile**, then to the **Email Notifications** tab.



NOTE: If you do not receive MU CONNECT email notifications when expected, please make sure they are not marked as SPAM. Check the SPAM folder in your email client and whitelist MU CONNECT emails if this is the case.

Scroll Down to select how you want to receive **Summary Emails** which include **Tracking Items** (i.e.: flags, kudos, referrals, and to-dos).

1. Chose to receive a Daily or Weekly email summary and time you prefer to receive an email.
 - a. Recommended time to receive email summaries are at 7:00am.
 - b. You can also chose to receive an immediate email whenever an item is raised and/or cleared.
 - c. Under **Tracking Item Notifications** select the option that best reflects your business practices

Summary Emails

Send me a summary email of all tracking item and appointment activity:

- Daily at 7:00 am
- Weekly on Monday at 7:00 am

Tracking Item Notifications

Send me an immediate email whenever: an item is raised an item is cleared an item is assigned to me

2. Click the **Submit** button at bottom right side of the screen



MU Connect
University of Missouri

For additional questions...

You can reach us at
muconnectsupport@missouri.edu.

You can find detailed resources at
muconnect.missouri.edu

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