Staff Getting Started Guide

MU CONNECT- Early Alert Outreach

Easier than ever to connect with your students

MU Connect
University of Missouri

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.

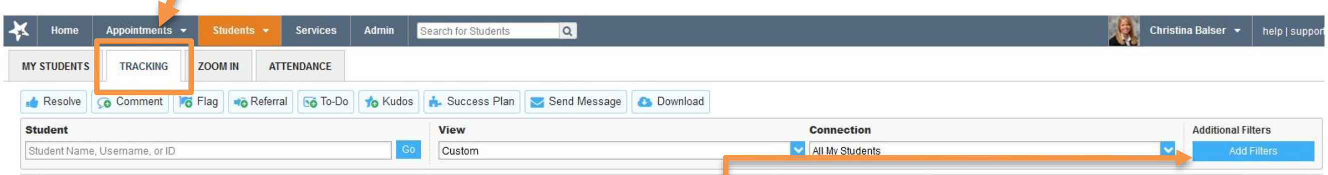
This guide highlights the steps to support the Early Alert Intervention Process using MU Connect.

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

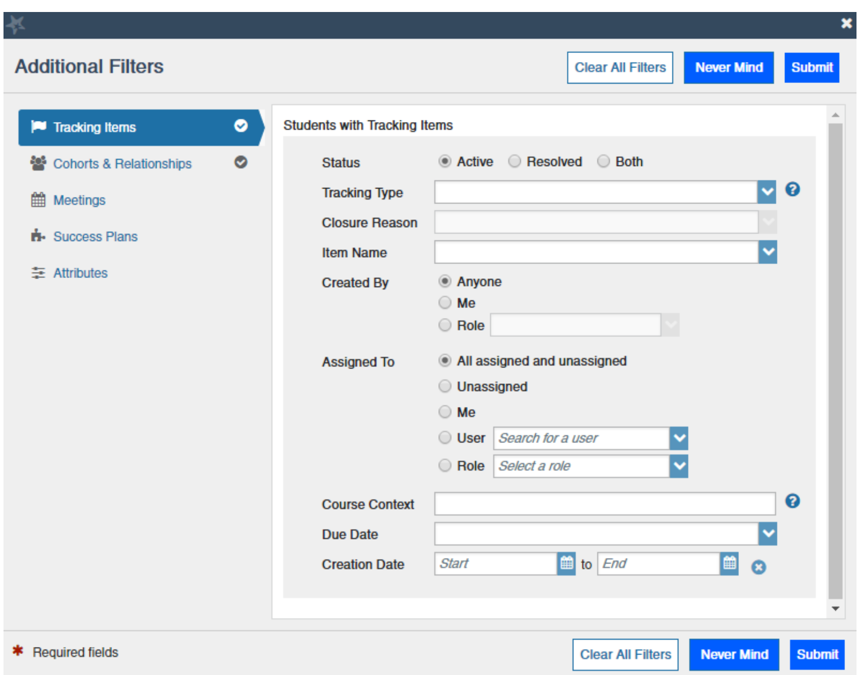
1. Find Students with Flags – Advanced Search Filter:

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**

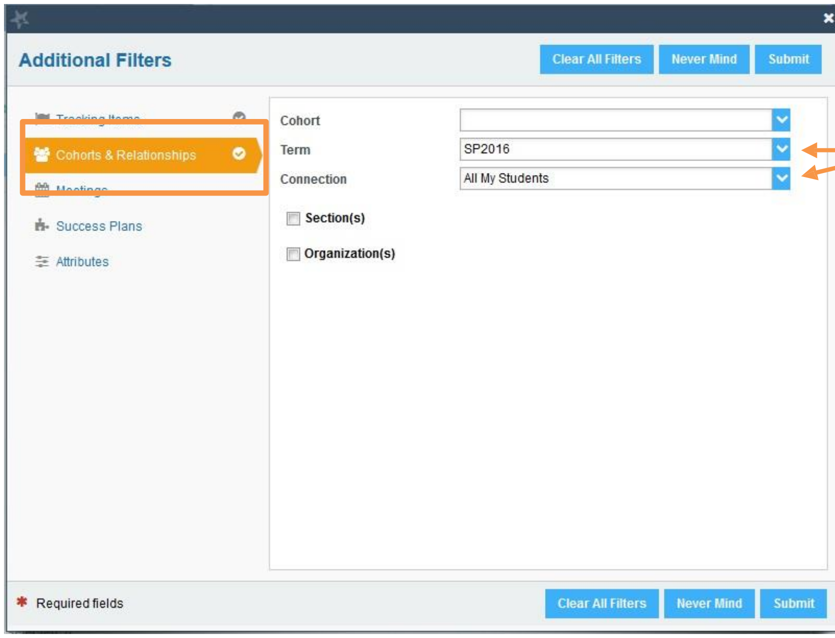
Note: Remember to clear filters when conducting a new search. Also, make sure to establish the term and relationship the student.



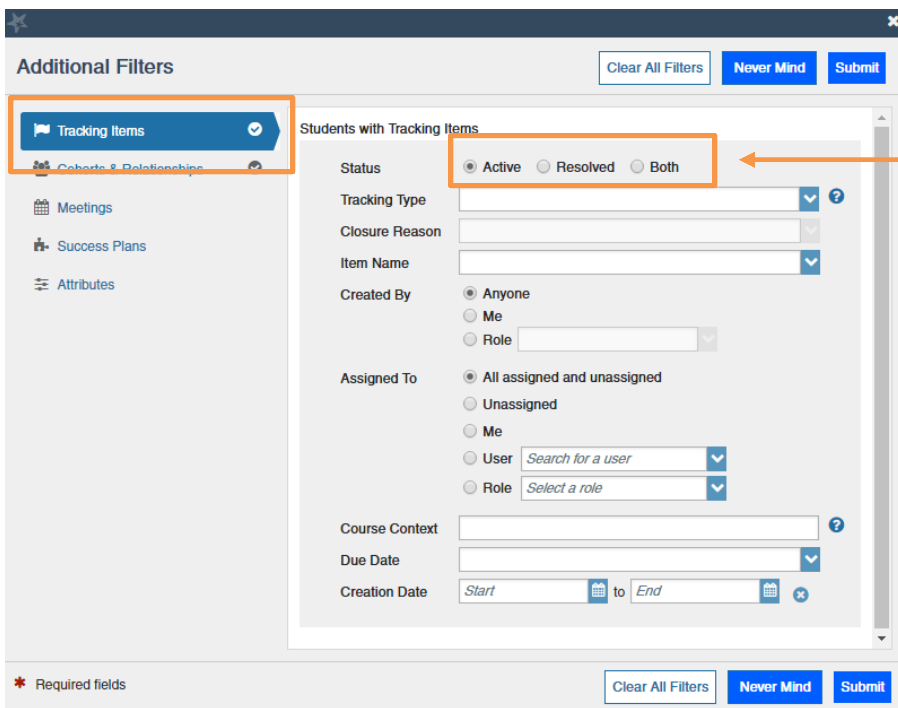
Selecting **Add Filters** in Tracking will automatically be filtering through students who have and/or had a tracking item attached to their student profile. **Note:** This will exclude students that have not had a tracking item attached to their student profile.



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

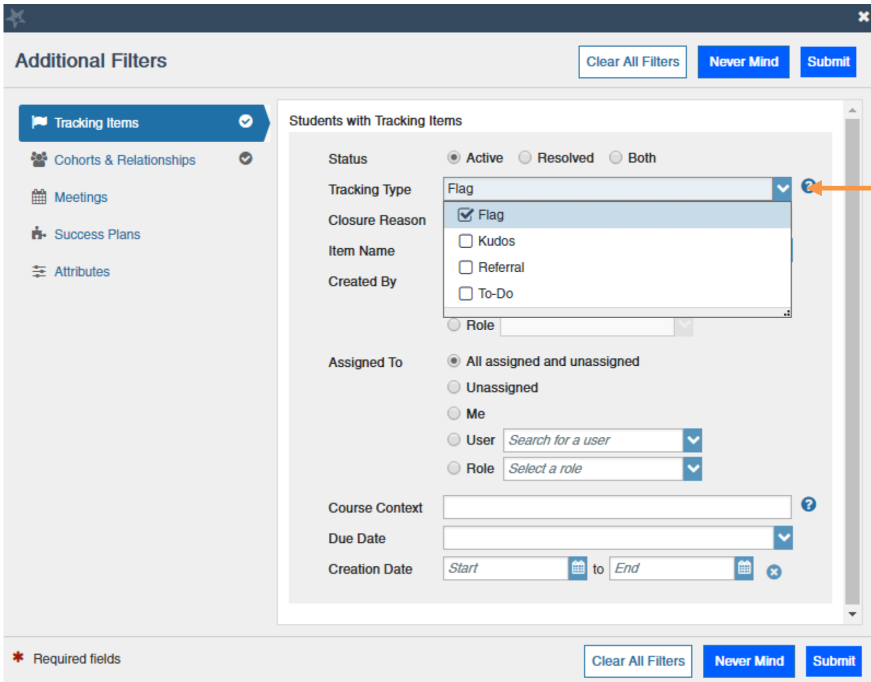


- Next, using the **Tracking Items** function to search for students with specific tracking items (flags, to-dos, referrals, kudos):
  - Note: You can search for students with tracking item status as **Active**, **Resolved**, or **Both**.



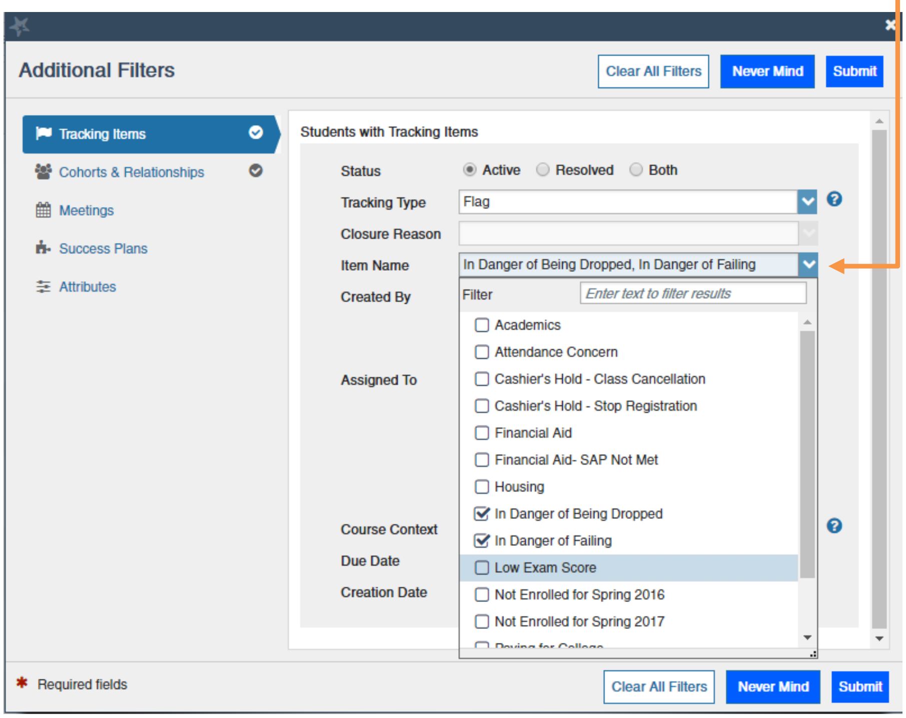
Select a **Tracking Type** by clicking on the drop-down arrow on the right side of the menu

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



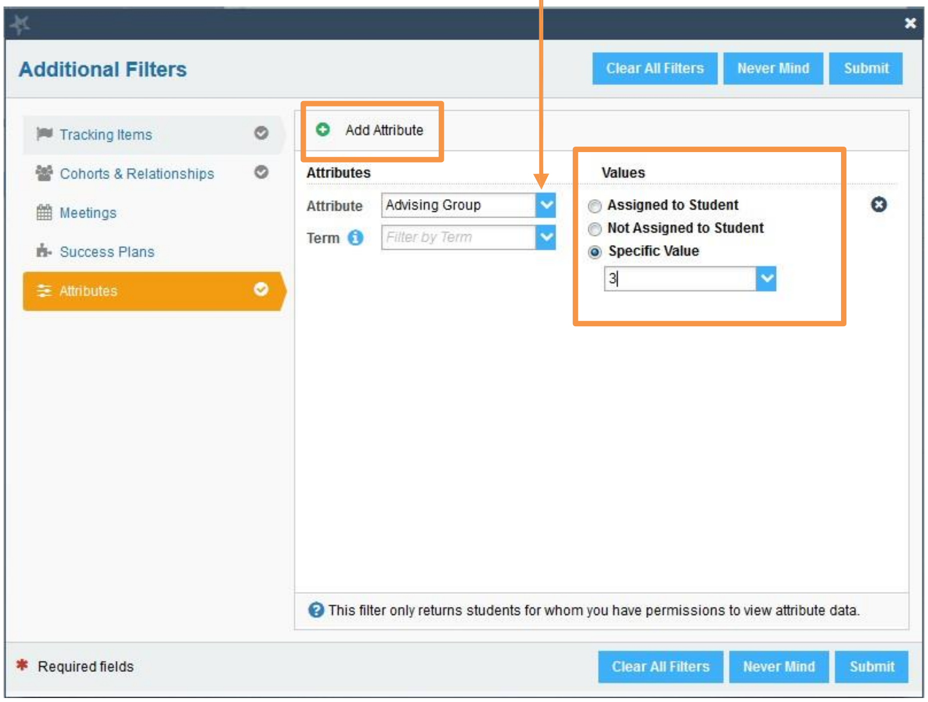
Select an **Item Name** by clicking on the drop-down arrow on the right side of the menu

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



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.

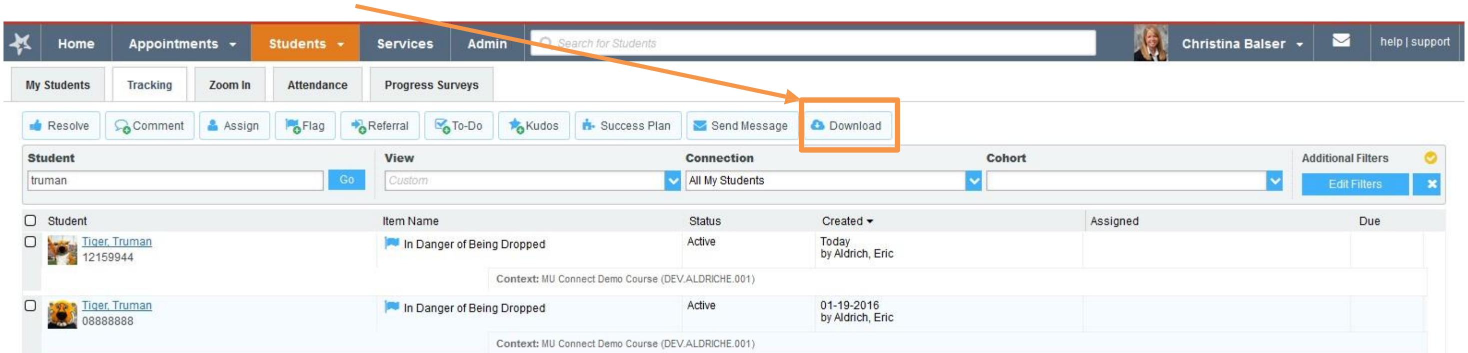
If you are narrowing your population by specific student demographics click on **Attributes** and **Add Attribute**. Scroll through available attributes and indicate values.



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.



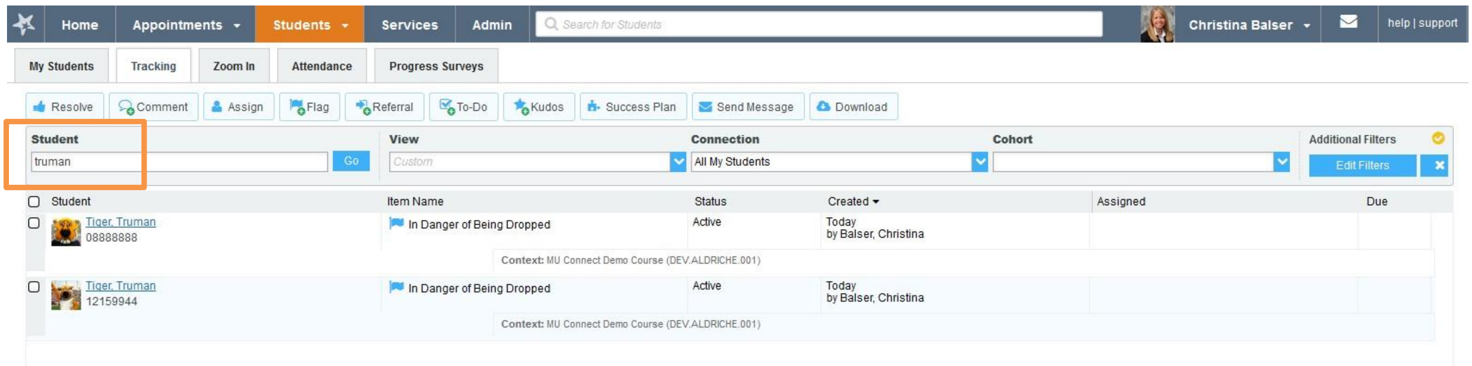
This report will display student information (student name, ID, email) and flag information (raiser, date, type, associated course).
This information can be used in accordance with your departmental outreach practices.

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.

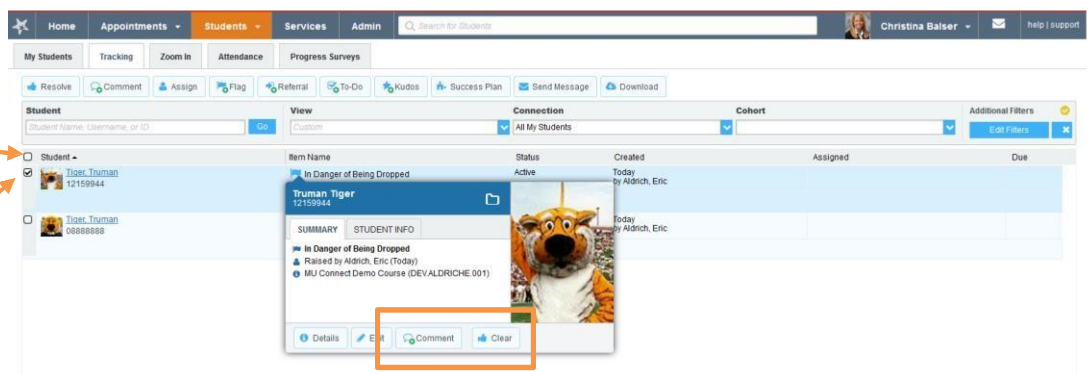


With both "Truman" students populated, both Individual selection and Select All selection methods are available to record a flag comment.

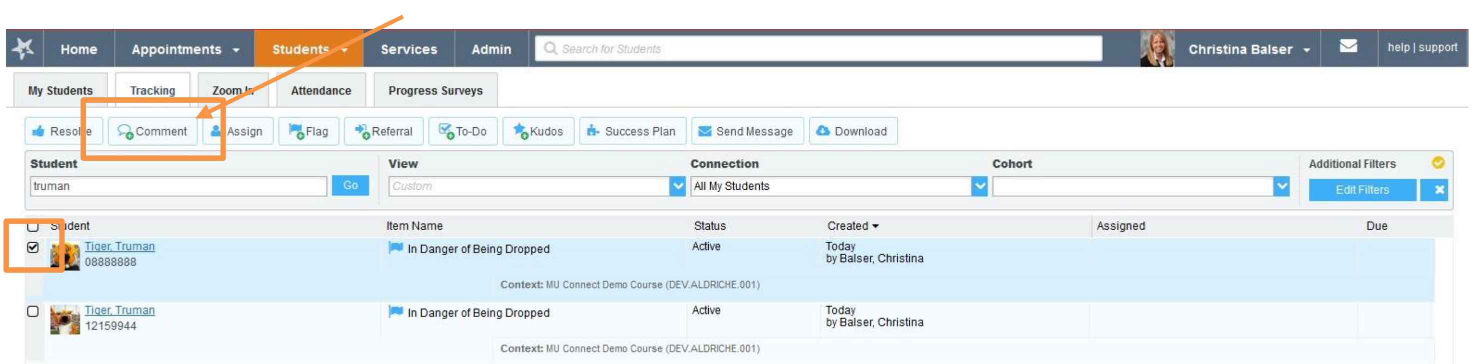
- Note: The following functions are also available by hovering your mouse over the "Flag" graphic which brings up the student Contact Card with "Comment" and "Clear" options available.

Select All

Individual selection



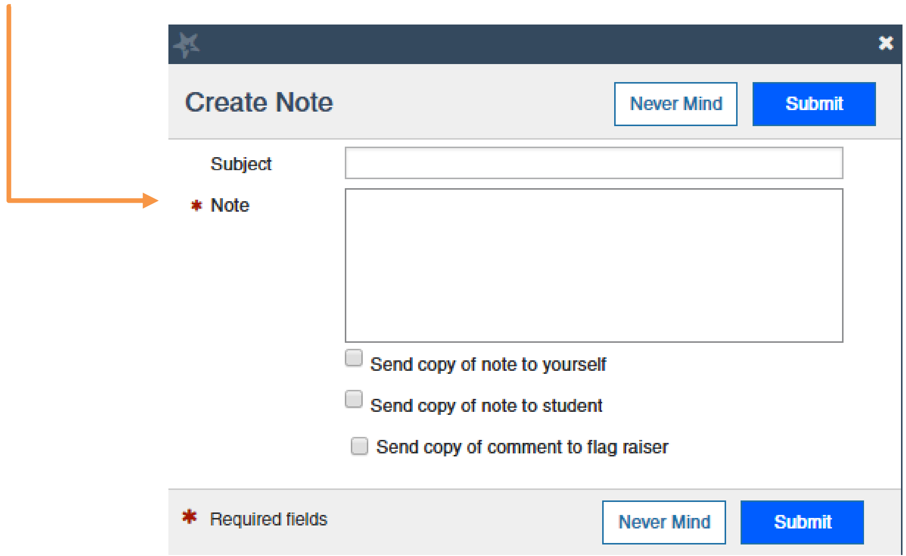
To add a flag comment, select the box next to the student's name, "select all," or select multiple students to leave a comment. Click on "Comment" to enter a comment for that tracking item:



- 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.



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:

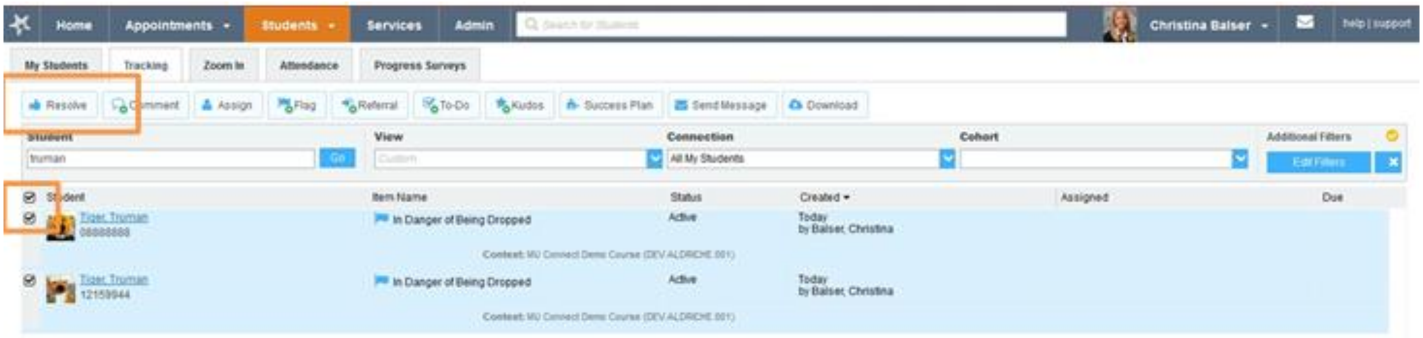
- Subject: Outreach Attempt – “Department Name” (i.e.: CAFNR, ARS, LC)
- Note:
  - Email sent
  - Phone Call – Message Left
  - Phone Call – Spoke with Student
- **Optional**: Provide any additional email and/or phone conversation notes

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.

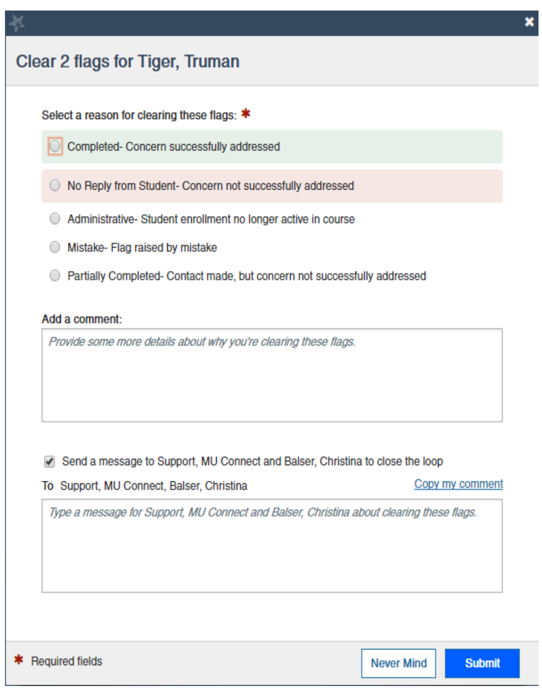


1. Go to the **Tracking** tab under students
2. Search for or select the student that needs their flag cleared. Under **Item Name**, find the **Flag** that you are clearing and hover over the drop down icon
3. Select **Clear**
4. Provide details why the flag is being marked as cleared
   a. Select a 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.

b.

c.

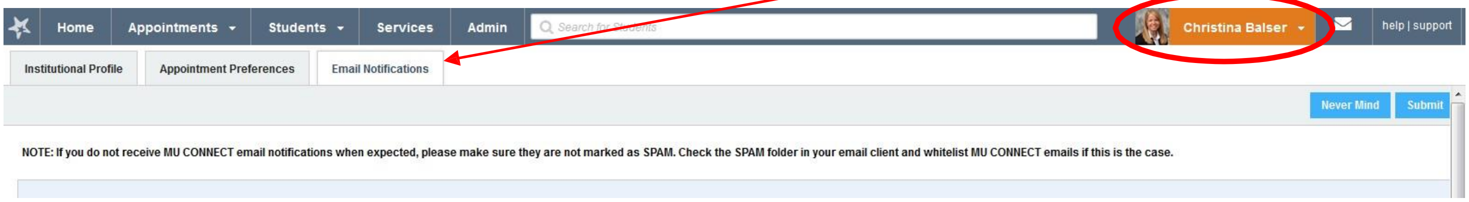


5. Click **Submit**

- 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.

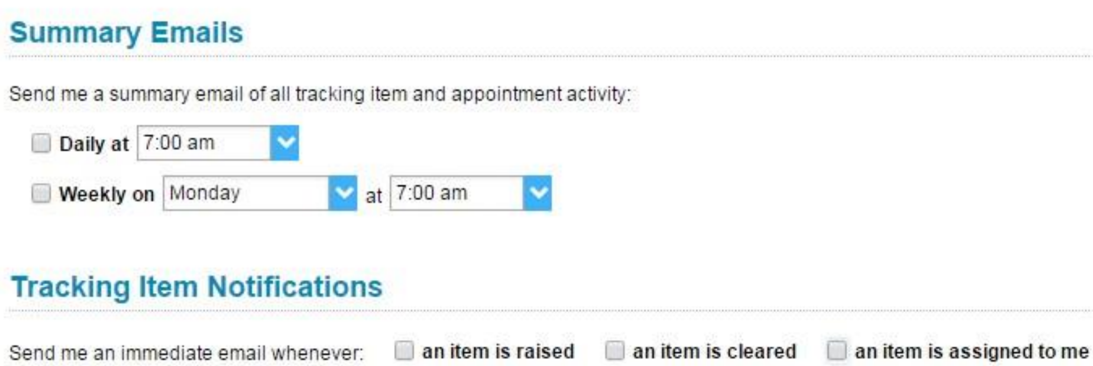
4. Setting Up Email Notifications – Summary Email

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.



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



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

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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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