Welcome to MU CONNECT – Early Alert

MU CONNECT gives you a convenient way to keep track of your students – raising flags when you observe a pattern of behavior that concerns you, ensuring that the people on campus who can intervene are aware.

Getting started is easy. Accessible through your preferred login, MU CONNECT will automatically display all students that are enrolled in your courses. From there, you can begin raising flags and kudos about students, review flags and kudos that have been raised about your students, and reach out for proactive intervention.

This guide highlights the steps for using and setting up early alert features in MU CONNECT:
1. How to Raise Flags and Kudos
2. Responding to a Progress Survey
3. Viewing a Student’s Folder
4. Setting Up Email Notifications to receive alerts

How to Raise a Flag or Kudo:
Note: If your gradebook is managed outside of Canvas, please read below. If you are utilizing the Canvas gradebook, feel free to skip to the “Zoom In” portion of this material.
1. Go to http://muconnect.missouri.edu
2. Log in via your preferred method using your PawPrint and password.
3. Click on Students in the top frame navigation:
4. Click on My Students
5. Search for a student by…
   - Typing the student's name or student number into the Search field.
   - Choose your Connection to them. ie: Course
6. Once the student search is complete select one or more students by clicking the check boxes next to the students’ name.
7. Select Flag or Kudos.
8. Select the Flag Reason for the action you have requested.
   - Default comments are available and designed to direct the student to appropriate resource. You can personalize the message with more information by deleting the default and adding in your own comment.
   - Hint: Share your Office Hour day(s), time(s), and location in the comment.
   - Select a course if you are the instructor
   - Select Save
   - The Flag has now been submitted to the student and viewable to you and the student’s academic advisor.
   - Students will receive an email with service details and be able to view your comments in their “My Success Path” when a student logs in to MU CONNECT.
9. You can view the student’s folder and click on the tracking tab to see details about the tracking item you raised and progress on the item.

10. To view a student’s tracking record
   - Go to the Tracking tab under Students.
   - Hover over the tracking edit icon that corresponds to the students under the Item Name column.
   - You will then be able to select the appropriate action to view, clear, add comment, edit or view the student folder depending on your permissions.

11. Once the tracking item has been raised the users that have the ability to manage the tracking item can document notes on the tracking item without clearing or completing the item.

12. The comments are viewable to users that have privileges to view the tracking item under the Notes tab in the student folder.

13. To resolve the tracking item, select Clear and type in comments.
How to Use the Zoom In Feature:

1. Purpose of the Zoom In feature is to give instructors the ability to filter students’ performance by grade information in the Canvas grade book and select multiple students at a time to raise a flag.
2. The instructor must be using the Canvas gradebook to use the Zoom In feature to filter student grade data.
3. Grades entered to the Canvas gradebook will be made available to MU Connect the next day.
   - Go to [http://muconnect.missouri.edu](http://muconnect.missouri.edu)
   - Log in via your preferred method using your PawPrint and password.
   - Click on Students in the top frame navigation:
   - Click on Students in the top frame navigation:
   - Click Zoom In
     - Filter parameters set what students are displayed

   - To show how the Zoom In feature works, flags will be given to students that have received poor grades on an exam.
     - With grade book in use and grades entered in

   1. First, select Setup Section to set the parameters of students for which need to be searched.

   2. Check the box for Display and Active next to the assignment(s) to be used for setting Flags/Kudos.

   3. Next, set the parameters that determine Good and Poor grades utilizing the Setup Section dialogue box, then click Submit.
(I.E., on Exam 2 MC, 55% or lower is considered poor while 90% and above is considered good)

4. Then return to the Student Filter on the right hand side of the page.
5. Select Poor in this case, as Flags are being given and then press Go

6. After the student population loads, select all of the students being given Flags by clicking on Select All on the left hand side of the screen.
   - Note: Some lists will be longer than one page. Be sure to page over to select more students if necessary.

7. Then select Flag above the student listing.
8. Select a reason for Flags as well as the Course Context and include a message to students in regards to their achievement and then click save.

9. The notification with comment section will be emailed to students’ MU email account.
How to Clear a Flag
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)

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 gets sent to the flag raiser as to why the flag was cleared, thus closing the loop of information.
• **Viewing a Student Folder:**

From your Students list, click the hyperlink associated with a student's name. Anywhere you see a student's name as a link it will take you to his or her folder.

From the student's folder, depending on your level of access, you will find information on...

- Overview
- Courses (enrollments/in progress grades)
- **Tracking- Flags and Kudos**
- Meetings (past/upcoming)
- Notes (you added/shared with you)

• From the student folder you will be able to…
  - Add a note
  - Message a student
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 receiving tracking item notifications.

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.
2. Click the Submit button

For additional questions...
You can reach us at muconnectsupport@missouri.edu.
You can find detailed resources at muconnect.missouri.edu

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