



Blue Sky Discussion: Innovative Alerts

Below are examples of innovative alerts used by Navigate360 and Starfish partners. Use these as inspiration for your discussion today.

Alert Reason	Intervention	Source of Alert/Referral
Student is in need of essential resources (food, housing, etc.)	EMAIL and/or TEXT to student providing list of available resources	Faculty/Staff/Student
Potentially fraudulent student	EMAIL sent to student and Financial Aid. Faculty should raise this flag only to alert Financial Aid if they believe a student is fraudulently enrolled.	Faculty/Staff
Honors Referral	EMAIL sent to student who is performing well in coursework to recommend they consider enrolling in the honors program	Faculty/Staff
I'm having trouble withdrawing from a course	EMAIL to student outlining important information for student consideration ADDITIONAL INTERVENTION to connect with student and identify possible resources/next steps with an advisor	Student
Missed Guided Pathways milestones	EMAIL and/or TEXT to student outlining important information for student consideration ADDITIONAL INTERVENTION to connect to student and identify possible resources/next steps with an advisor	Automated
Student hasn't logged in to LMS course	EMAIL and/or TEXT to student encouraging them to log in to their course	Automated
Student has overdue assignments/low grades in LMS course	EMAIL and/or TEXT to student outlining important information for tutoring resources or faculty office hours	Automated





Discussion Questions

What constitutes an innovative alert?

Describe an innovative alert you've seen.

- What was the source of the alert?
- What was the intervention?
- What outcomes were measured?

Describe your approach to special populations.

- What populations are you specifically targeting through your alerts/referrals?
- What populations are you hoping to support differently through alerts/referrals?

Describe your most commonly raised alert.

- What makes it prominent?
- What is the source of the alert?
- What is the intervention?
- What outcomes are measured?
- How does the alert shift in relation to the academic year?

What is a problem you are trying to solve as a campus?

How could you leverage alerts to support it?

