

TECH CONNECT

Alerts in TechConnect

Alerts are ways that the campus community can communicate with advisors and others across campus about student behavior. Students will be contacted in a variety of ways once an alert has been issued.

Each Alert is assigned to a tier. Each tier distinguishes the student success response/action associated with the alert issued for a student.

- **Tier 1 Alerts** will alert the student via custom email message from TechConnect related to the alert, but not the advisor.
- **Tier 2 Alerts** will alert the student and their assigned advisor via email message from TechConnect.
- **Tier 3 Alerts** will alert the advisor via email message from TechConnect. This alert requires one-on-one follow up with the student by their advisor.
- **Tier 4 Alerts** will create a Case within TechConnect and automatically contact the case manager for the alert issued.

The following table details the type of alert, tier of the alert, person issuing the alert, and the action taken after the alert is issued. For more information on how and when to issue each of these alerts, please refer to

[Directions on Issuing an Alert \(PDF\) - www.tntech.edu/private/facstaff/techconnect/pdf/TechConnect_IssuingAnAlert.pdf](http://www.tntech.edu/private/facstaff/techconnect/pdf/TechConnect_IssuingAnAlert.pdf).

| Type of Alert & Tier | Issuer | Action taken after alert is issued | Advisor Outreach |
|--|--------------------------------------|---|--|
| Attendance Reporting Tier 1 Alert | Professor/ Instructor | (Only the student receives a TechConnect email.) Email is automatically sent to student indicating that they have been reported as absent for the recorded class meeting(s) by a professor. | Recommended: Discussion at advising appointment Note: Freshmen with chronic absenteeism reported are contacted via the Flight Path program . |
| Missing/Incomplete Homework/Assignments Tier 1 Alert | Professor/ Instructor | (Only the student receives a TechConnect email.) Email is automatically sent to student indicating that they have been reported as missing assignments by a professor. Student is advised to follow-up with the professor concerning missing assignments. | Recommended: Discussion at advising appointment |
| Tutoring Referral Tier 1 Alert | Professor/ Instructor/ Advisor | (Only the student receives a TechConnect email.) Email is automatically sent to student providing information on how to access and request tutoring assistance through the Tutoring Center. | Tutoring Center coordinator will contact students who have this alert issued to provide assistance with registering for tutoring. |

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|---|---|--|--|
| <p>Missed Quizzes/Exams</p> <p>Tier 2 Alert</p> | Professor/ Instructor | <p>(Both student and advisor receive a TechConnect email.)</p> <p>Advisor may reach out to the student concerning missed quizzes/exams and/or discuss when student comes for advising.</p> | <p>Highly Recommended:</p> <p>Personalized email Discussion at advising appointment</p> |
| <p>Lack of Satisfactory Progress in Class</p> <p>Tier 3 Alert</p> | Professor/ Instructor | <p>(Only advisor receives a TechConnect email.)</p> <p>Advisor receives an email indicating that the student has been reported as having a “lack of satisfactory progress”. The advisor should reach out to the student and see what can be done to assist the student.</p> | <p>Required: Personalized email or phone call</p> |
| <p>Poor Attendance/Engagement affecting academic performance</p> <p>Tier 3 Alert</p> | Professor/ Instructor | <p>(Both student and advisor receive a TechConnect email.)</p> <p>Advisor reaches out to the student concerning poor attendance in-class or through online engagement to determine if student is disconnected or cannot access virtual content/online course.</p> | <p>Highly Recommended:</p> <p>Phone call to check-in with student</p> |
| <p>Ineligible to Graduate (Undergraduate)</p> <p>Tier 3 Alert</p> | Records, Registrati on, and Graduatio n | <p>(Both student and advisor receive an email.)</p> <p>Email is generated that tells the student that they are ineligible to graduate for the term in which they applied. Student instructed to make an appointment with Records, Registration, and Graduation.</p> | <p>Highly Recommended:</p> <p>Phone call or email after consulting graduation analysis packet</p> |
| <p>Withdrawal Risk (for Univ)</p> <p>Tier 4 Alert</p> | Faculty or staff | <p>Case is opened in TechConnect and sent to a member of the Enrollment Management Student Success team. This individual follows up with the advisor and tracks student support efforts. This may include contacting the student directly.</p> | <p>A member of the Enrollment Management Student Success team will contact the student’s advisor if additional steps are necessary</p> |

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|---|------------------|---|--|
| Financial Aid Concern/Need Tier 4 Alert | Faculty or staff | Case is opened in TechConnect and sent to the Director of Financial Aid. The Director or a designee follows up with the student to determine financial need and possible aid options available. | Director of Financial Aid will contact advisor if additional steps are necessary |
| Behavioral/Emotional/ Personal Concerns (Non-Emergency) Tier 4 Alert <i>*Please refer to the "Directions on Issuing an Alert" for additional instructions and information on this alert.</i> | Faculty or staff | Case is opened in TechConnect and sent to the Dean of Students. The Dean follows up with the issuer to determine more information along with other offices, as appropriate. | Nothing unless notified by the Dean of Students |