

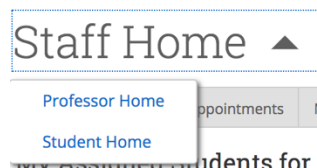


## Issuing an Alert in TechConnect

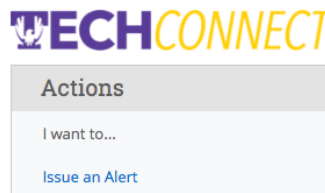
An alert can be used to flag a student's profile to indicate they are struggling to be successful students or are having difficulty in a specific course. The alert will be visible to advisors to follow-up with students during advisement meetings, as well as used by the Student Success team to perform outreach. Alerts are NOT visible to students in their TechConnect profiles.

### *Issuing an Alert is Easy.*

1. Login to TechConnect (<https://www.tntech.edu/techconnect>) using your Tech email/domain credentials (e.g., username – jsmith and use your email/domain password).
2. This is your TechConnect homepage. You may have multiple levels of access including "Student Home" or "Staff Home". Make sure you are on the "Professor Home" screen – you can change homepages by clicking the upside-down triangle and selecting "Professor Home".



3. On the right hand side of your homepage under the logo, click on "Issue an Alert".



4. In the alert box, type in the student's Tech ID Number to locate the student who needs an alert. Using the Tech ID will allow you to accurately find the appropriate student. It has an autofill option that will show student name options as you type.

A screenshot of the 'ISSUE AN ALERT' form. The form has a title bar 'ISSUE AN ALERT' with a close button. It contains a search bar for 'Student' with the text 'john smith' entered. Below the search bar, a list of suggestions is shown: 'John Smith (\*9980) (student)', 'John Smith (\*9075) (student)', and 'Johnathan Smith (\*2955) (student)'. There is a section for 'Additional Comments' with a text area and a label 'Please enter a comment.'. At the bottom, there are 'Submit' and 'Cancel' buttons.



5. TechConnect has seven (7) alert reasons. Alert Reasons are:

**Behavioral/Emotional/Personal Concerns  
(Non-Emergency)\***

**Class Absences: 2 or Less**

**Class Absences: 3 or More**

**Lack of Satisfactory Progress in Class**

**Missed Quizzes/Exams**

**Missing/Incomplete  
Homework/Assignments**

**Withdraw Risk (from University)**

\*When should I issue a “**Behavioral/Emotional/Personal Concerns (Non-Emergency)**” alert?

If instructors or advisors notice the following:

- A significant shift in the student’s level of engagement (was engaged to not engaged).
- Overly emotional behavior (e.g. crying in class, disproportionately emotional responses to peer or the instructor, etc.).
- A decline in hygiene (e.g. appear disheveled where they use to have better hygiene
- Displays behavior that is overly confrontational or aggressive disproportionate to a situation.
- Disclosed to instructor or advisor that they do have non-emergency emotional concerns.
- If you perceive the student is expressing depression or anxiety.

Selecting “**Behavioral/Emotional/Personal Concerns (Non-Emergency)**” will direct your alert to the Dean of Students. In the “Comments” section, please provide your name and contact phone number. The Dean of Students Office will contact you to discuss the matter by phone. Following consultation with the advisor or instructor, the Dean of Students will determine the best intervention to assist the student. Once the matter is addressed, the Dean of Students will mark the case “closed” in TechConnect and contact you by phone to provide follow-up, as necessary.

*For reasons not listed above, see page 5 for contact information.*

6. Select a reason for the alert from the dropdown box by clicking in the box and clicking on one of the options provided. You can choose more than one reason.

The screenshot shows the 'ISSUE AN ALERT' form. The 'Student' field contains 'john smith'. The 'Please select the reason you believe this student needs assistance' dropdown menu is open, showing the following options: Missed Quizzes/Exams, Missing/Incomplete Homework/Assignments (highlighted), Withdraw from Univ, Poor Performance on Quizzes/Exams, Lack of Satisfactory Progress in Class, and an additional option partially visible at the bottom. The 'Is this alert associated with a specific class?' dropdown is set to 'Optional'. The 'Additional Comments' field is empty. The 'Submit' button is visible at the bottom left.

Please select the reason you believe this student needs assistance

This screenshot shows the selected reasons for the alert, displayed as tags with an 'x' icon to remove them: 'Poor Class Attendance' and 'Missing/Incomplete Homework/Assignments'.

7. (Optional) If the alert is associated with a specific course, you can select that from the dropdown menu – which is automatically populated with the student's current class schedule. Select the course by clicking on it.

The screenshot shows the 'ISSUE AN ALERT' form. The 'Student' field is redacted. The 'Please select the reason you believe this student needs assistance' dropdown menu is open, showing the following options: Missing/Incomplete Homework or Assignments, Missed Quizzes/Exams, and an additional option partially visible at the bottom. The 'Is this alert associated with a specific class?' dropdown is set to 'Optional'. The 'Additional Comments' field is empty. The 'Submit' button is visible at the bottom right.



8. (Optional) If you have any additional comments, there is a text box available to include other important information. Faculty & Advisors are encouraged to document interactions with their students. Documentation provides continuity and consistency in advising, increases communication between departments, and improves advising relationships with students.

*The **Family Educational Rights and Privacy Act (FERPA)** entitles students to access any reports or notes considered part of their academic record. Any Advising Reports, Notes, or Comments created in TechConnect or other advising platforms are considered part of a student's academic record and are accessible by students, open records requests, and court subpoenas. This applies to Notes and Alerts whether they are designated as shared with the student or not.*

With FERPA in mind:

- ⇒ Assume students, parents, or the general public will read anything and everything you have written.
- ⇒ When writing comments on your alert or advising notes, ask yourself the following questions:
  - 1) Is this something the student would want other people to know?
  - 2) Is this something that is within the scope of my role to say?
  - 3) Are the details in my Comments/Notes based on fact or do they merely represent my own observations, perspectives, guesses, predictions, etc?
- ⇒ Comments and Notes should be academic-related and avoid including personal, potentially sensitive content. Personal or sensitive content may include the following:

1) Medical / Mental Health Concerns	4) Family concerns
2) Legal problems	5) Conflicts with specific instructors
3) Relationship problems	6) Information about academic integrity or student conduct proceedings

9. Click "Submit" and the alert is immediately issued on the student's profile.



### *Whom to Contact for non-TechConnect Alert Reasons...*

Please **do not** issue alerts in TechConnect for matters that fall within these criteria. These matters require swift and specialized intervention. They should be reported as soon as possible to the following:

- If the student has expressed a threat towards another student, faculty, advisor or other member of the Tech community - contact University Police immediately at (931) 372-3234.
- If the student has expressed a serious intent to harm themselves or others - contact University Police immediately at (931) 372-3234.
- Discloses they have witnessed or experienced harassment or discrimination based on race, color, religion, creed, ethnic or national origin, sex, disability, age, veteran status, genetic information, and any other category protected by federal or state civil rights laws – contact Equity Officer - <https://www.tntech.edu/hr/diversity-equity/>.
- Discloses they have witnessed or experienced a Title IX matter (domestic violence, dating violence, sexual assault, and stalking) – Title IX Coordinator  
<https://www.tntech.edu/titleix>.
- Academic misconduct – consult Policy 217 (Academic Misconduct) – any questions should be directed to the Senior Associate Provost -  
<https://www.tntech.edu/handbooks/student/academicpolicies.php>.
- Conduct matters (e.g. physically harming an instructor or peers, threats, theft, forgery, significantly disruptive behavior, substance abuse...) – contact Dean of Students –  
[www.tntech.edu/dos](http://www.tntech.edu/dos).

If you are unsure where to direct a matter, please contact the Dean of Students Office –  
<https://www.tntech.edu/dos>.