How to complete UW Oshkosh Early Alert in Student Success Gateway (SSG)

Detailed Instructions for Course Instructors

University of Wisconsin Oshkosh

Audience:

UW Oshkosh Course Instructors

Things to know <u>before</u> you start entering data:

1. The SSG tool we are using to power UW Oshkosh Early Alert is called a Progress Report campaign. If you see reference to 'Progress Report', know it is synonymous with Early Alert.
2. Inclusive Excellence Tracker has used the SSG Progress Report tool for the past four semesters, so if you have responded to an Inclusive Excellence Tracker campaign you've used this tool already.
3. Inclusive Excellence Tracker and Early Alert are now combined in order to provide a better instructor experience; no duplicate data entry. That said, it's very important that you provide feedback on all students in your courses who are at risk to fail, including our students of color, in order that any student who is at risk to fail will know their current status and can course correct now to pass your course.
4. This process differs in many ways from Early Alert in PeopleSoft SIS "TitanWeb"
   a. **Students, as well their academic advisor(s) and athletic team coaches are notified immediately by email when you mark a student as at risk to fail your course**. *The student is told that their advisors and coaches have been notified.*
   b. **Only one thing is required of instructors.** Mark all students who are At Risk to Fail with a Yes and select at least one reason why from the dropdown. All else is optional, but appreciated and helpful if it is provided.
   c. Instructors enter all data, for all students in all their courses, on a single form page. There's a button at the bottom of the page you can use to submit what you've done so far and come back to do the rest later.
   d. You have the option to enter Number of Absences, Current Grade (as a letter grade), and Comments for each student but the student isn't shown this data, only Advisors see it.
5. We know this isn't a perfect instruction document, and this is not a perfect process that suits every instructors preferences and needs. That said, please provide feedback to Brandon Heise, heiseb@uwosh.edu who will compile the feedback and provide it to the SSG Leadership Team for consideration in improving future Early Alert campaigns. If you'd like to be involved in forming the future of Early Alert, please let us know at heiseb@uwosh.edu.
6. These instructions will be updated immediately throughout Early Alert as needed when issues are found and reported.
7. **Finally, <u>DO NOT LEAVE</u> the alert entry page without clicking one of the Submit buttons at the bottom of the page, else you will lose all your work!**
   a. There are two buttons.
   b. There are lengthy explanations under each button as to their function. Choose as appropriate to your situation. More is explained in the final steps below.

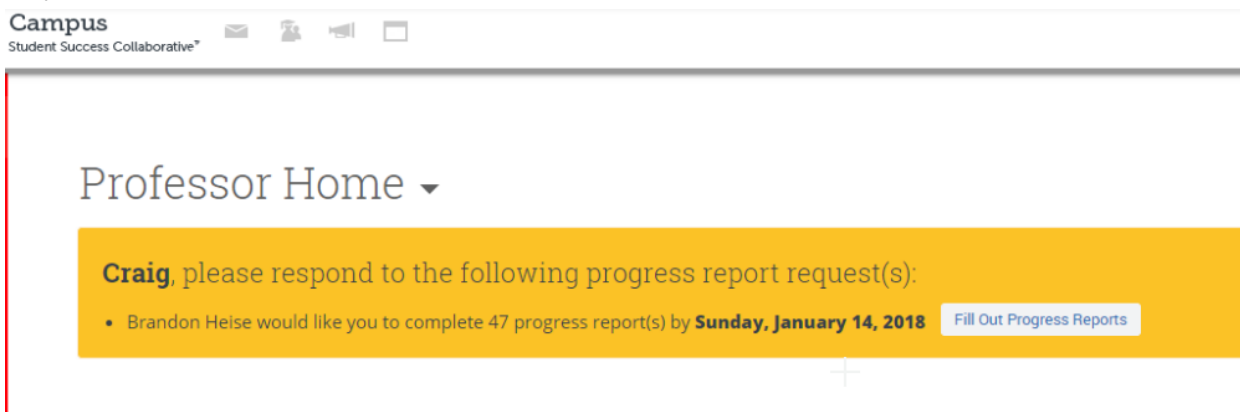# How to complete UW Oshkosh Early Alert in Student Success Gateway (SSG)

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How to complete Early Alert in SSG:

1. There are two methods you may use to access the Early Alert entry screen.
    a. **Method 1** - From the email you received on the first day of the Early Alert period with the Subject "Early Alert Starts Today - open until Oct. 9", there is a link titled 'Click to Begin Entering Student Feedback'. Click that link to access the entry screen, no login required.
    b. **Method 2** - Go to uwosh.edu, click on Titan Services menu, then Student Success Gateway, login with your NetID and go to your Professor Home screen. During the Early Alert open period a yellow banner shows at the top of your Professor Home screen with a link to the Early Alert entry screen. (See screenshot example of yellow banner below.)
    c. **If you can't find the email containing your link, do not attempt to use another instructors link. The link is unique to each instructor and must not be shared. Contact heiseb@uwosh.edu to be resent your unique link.**

Example screenshot of Early Alert link banner on SSG Professor Home screen (click the Fill Out Progress Reports) button to enter Early Alert data:
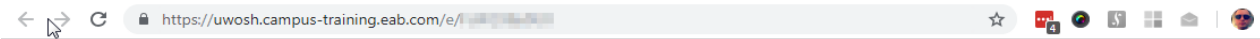
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2. On the Early Alert entry form page **you need only mark those students who are at risk to fail the course with a Yes for the 'At Risk to Fail?' field**.
   a. Marking No for those not 'At Risk to Fail' the course is optional, but can also be helpful to Advisors.
   b. You may provide multiple reasons for the 'At Risk to Fail' assessment if more than one apply.
   c. Absences, Grade, and Comments are not required fields, and students are not shown these fields in SSG, neither are they emailed these fields. These fields are visible to, and helpful for Advisors.
   d. **Optional**: Mark those students who are not at-risk to fail as 'At risk to fail' = No and provide optional Current Grade and Comments for those students. **Please note students marked as 'At risk to fail' = No will not receive any follow up email communications.**

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3. **IMPORTANT TO KNOW!** Students who you mark as 'At risk to fail' = Yes will be immediately sent a notification email alerting them of your assessment when you click one of the Submit buttons.
   a. Alert emails ask the student to follow up with you to learn how they can course correct to pass the class.
   b. Other support resource offices' contact information are also provided in the alert email that the student receives.
   c. The alert email the student receives comes from your email address on the SSG system (yourNetID@ssc.uwosh.edu). If the student replies to the alert email, you will get that reply in your Gmail @uwosh.edu inbox and can reply to the student from Gmail.
   d. The alert email reply from the student, and all back and forth conversation are captured in the student's SSG Conversations tab which Advisors can access.
   e. The student's academic advisor(s) and athletics team coach(es) are also notified by email.

4. Submit your responses.
   a. If you need to Submit what you've entered so far, and come back later to do the rest, then click the top button labelled "Submit only marked students (but I'm not done)"
      i. See explanation below this button for full detail.
   b. Only if you are completely done AND want to submit EVERY STUDENT on the form, click the bottom button.
      i. See explanation below this button for full detail.

Screenshot example of the Submit buttons on bottom of the form:

Submit only marked students (but I'm not done)

This button will submit students you have marked as being complete (effectively removing them from your list of students). However, the students you have not marked will remain on your list. As a result, you can re-use the link in the progress report email, at any time, to continue marking the rest of the students in your classes. Repeat this process until all students have been marked in some form or fashion.

Submit unmarked students as not At-Risk (I'm all done)

This is your "I'm all done" button. It will submit the students you have marked as you indicated. It will also submit the rest of your students as not at-risk. For example, if there are ten students in your course and only two of them are at-risk, you don't have to mark them all. You can mark the two at-risk students and then use this button to mark the remaining students as not at-risk, therefore saving time and effort. Please use this button carefully because with just a single click, it will totally complete your progress report campaign.