

RETENTION ALERT

What is a Retention Alert?

A retention alert is a notification that a student needs attention. Faculty and students can submit retention alerts through Triton's software system, CRM Advise. It serves as a retention tool that enhances communication and encourages collaboration between faculty, students and student support staff. If utilized effectively it can improve student engagement, retention, and student success.

When Should I Create a Retention Alert for a Student and Which Department Will Respond to the Alert?

| Faculty Experience Alert Type | Risk Level | Department that Will Respond to the Alert. |
|---|------------|---|
| Student needs accommodation support. | High | Center for Access and Accommodative Services (CAAS) |
| Student applause/kudos. | Low | Academic Advising |
| Student at risk of failing course. | High | Academic Advising and Financial Aid |
| Attendance concern (i.e., never logged in, at risk of being withdrawn, etc.). | Medium | Academic Advising |
| Student has emotional/personal concerns. | High | Counseling |
| Student has low homework/quiz/test scores/tutoring referral. | Medium | Academic Success Center (ASC) |
| Student is missing textbook/course materials. | Medium | Academic Advising Team |
| Other. | High | Academic Advising Team |
| Student has a financial aid concern. | Medium | Financial Aid |
| Student needs technology assistance. | Low | Educational Technology Resource Center (ETRC) |

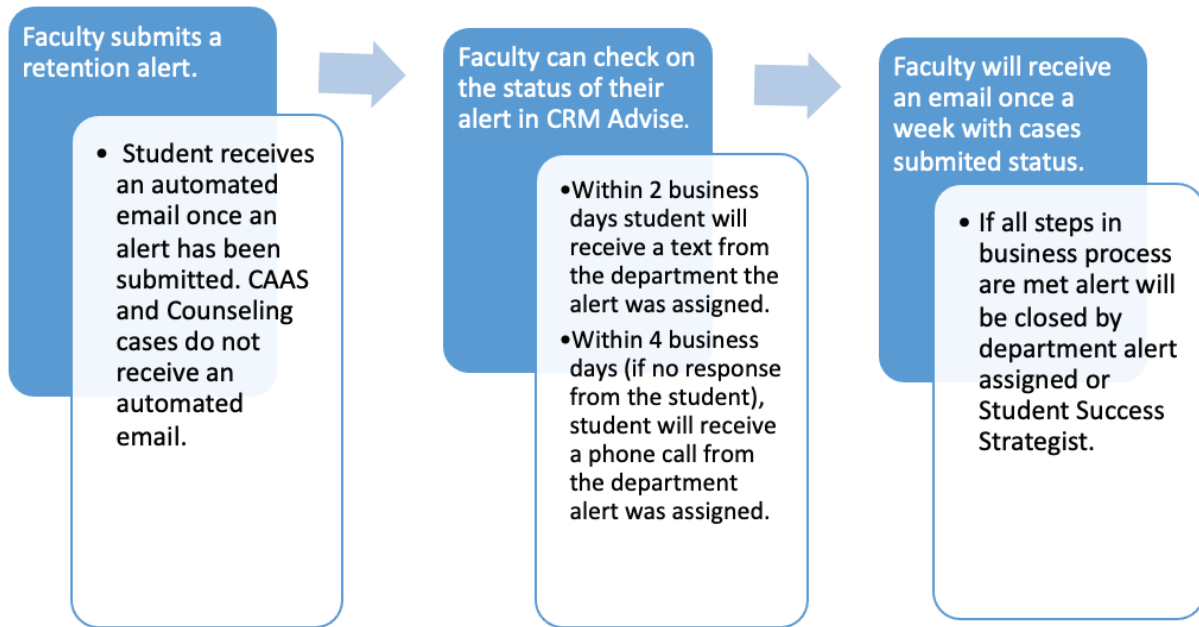
How do I Access and Submit a Retention Alert?

Faculty can access the retention alert system by logging into CRM Advise (<https://tritoncrm.elluciancrmadvise.com/main.aspx> link also located in your Blackboard course shell and your MyTriton portal) > Click the course with the student you wish to submit an alert > Enter check mark next to the student(s) name > Select the alert type > Click Next > Enter a note in the Add Notes field > Click Next > Click Submit Alert.

Student Support staff can access the retention alert system by logging into CRM Advise (<https://tritoncrm.elluciancrmadvise.com/main.aspx> link also located in your Triton portal) > Click the Advisor tile > Click on your assigned student's dashboard > Scroll down to your assigned alerts. Please refer to the 'retention alert process' on how to work alerts.

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Retention Alert Business Process



Best Practices

Faculty

- Alerts should be sent while the student still has time to be successful in the course. This is generally prior to week nine of a 16-week semester.
- Retention alert cases should only be created in CRM Advise not through Blackboard's Retention Center.
- Review your alert submission history by logging into CRM Advise > Click Option Wheel > Select Alert History > Select course from course list > Review alert details.
- Include your class attendance and/or late work policy in the detailed notes section of an alert.

Student Support Staff

- Student contact should be made within 48 business hours of the case creation.
- Alerts should have two different types of contacts made (i.e., email and call).
- Update and close the case when appropriate.

For more information on retention alert, check out the retention alert website at triton.edu/retentionalert or email Christina Hunt at ChristinaHunt@triton.edu