

BOILERCONNECT FEATURE SPOTLIGHT SERIES

February 2024

Alerts and Cases (Referral System)

Feature Spotlights

Spring 2024

- January – Setting and Maintaining Availability
- *February – Alerts and Cases (referral system)*
- April – V3 Reports
- May – Topic to be determined

Today

Alerts and Cases (referral system)

- What, Why, & How
- Feature Deep Dive
- Academic Early Alert Deep Dive

What, Why, & How

Alerts and Cases within BoilerConnect allow for an intentional interaction and warm hand off for students in the referral process.

Can be issued
individually or in
mass

There are three
different types of
Alerts – Info Only,
Opens a Case, and
Combination

How to Issue an Alert - Individually

ISSUE ALERT [X]

Student: Lucy Ann Student

Please select a reason

Is this associated with a specific class?

Additional Comments
Please enter a comment.

Cancel [Submit]

Current Alerts 0

I want to...

- [Message Student](#)
- [Add a Note on this Student](#)
- [Add a To-Do to this Student](#)
- [Report on Appointment](#)
- [Create Request for Appointment](#)
- [Schedule an Appointment](#)
- [Add to Student List](#)
- [Issue an Alert](#) ←
- [New System Capture Email](#)

[Edit User Settings](#)







[Upload Profile Picture](#)

[Impersonate User](#)

For Lucy Ann ▾

DATE	FOLLOW-UP	SUMMARY	DETAILS
	03/22/2022		View Report 12/06/2021 1:14pm ET

How to Issue an Alert – In Mass

NAVIGATE      

Search Modify Search

Actions ▲

- Send a Message to Student
- Create Ad hoc Appointment Summary
- Create an Appointment Campaign
- Schedule Appointment
- Note
- Mass Print
- Issue Alert**
- Add to Student List
- Show/Hide Columns
- Export Results

STUDENT LIST	MAJOR	CLASSIFICATION	CATEGORY	EARNED CREDITS
			Catalog Term: 202420,Continued Good Standing,Registration Hold	0
	Economics - BS	Freshman: 0 - 14 hours	Catalog Term: 202210,Continued Good Standing,Registration Hold	6
	Selling & Sales Management - BS	Sophomore: 30 - 44 hours	Catalog Term: 202210,Continued Good Standing,Registration Hold	31

Feature Deep Dive

Info Only	Open Cases	Combination
Identifiable by “INFO ONLY” in the Alert title	Unit student is referred to receives alert information (including your comments!)	Student receives automated email with info from unit they were referred to
Student receives automated email with info from unit they were referred to	A human in the unit provides outreach to student	A human in the unit provides outreach to student
There is NO human outreach to student	Unit provides additional comments in Case and closes out appropriately	Disability Resource Center (DRC) and Black Cultural Center (BCC)

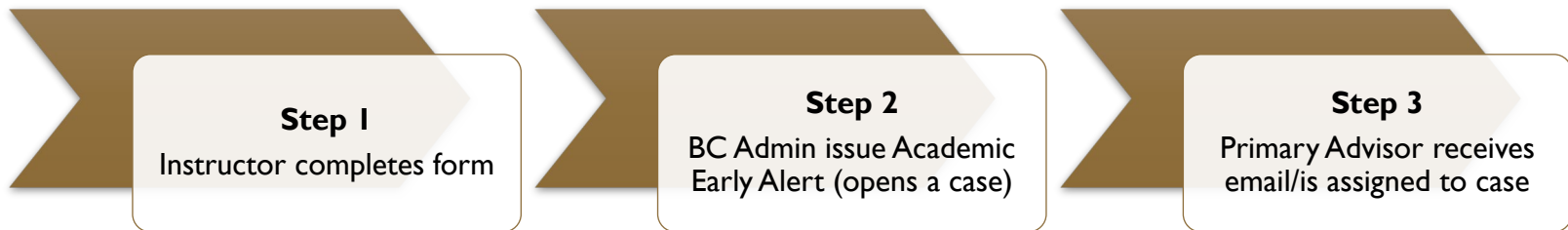
Alert Information Chart

BC Website → For Staff and Faculty → Alerts and Cases dropdown → Alert Information Chart

ALERT	IS A CASE AUTOMATICALLY OPENED?	STUDENT RECEIVES	STAFF RECEIVES	STAFF WHO RECEIVE	AUTOMATED EMAIL CONTENTS
NISO Referral	Yes	Outreach from the office who received the alert	Automated email indicating student information, alert reason, comments, and alert issuer; Referring staff member will be notified when the case has been closed	Primary Academic Advisor	None
Office of Undergraduate Research	Yes	Outreach from the office who received the alert	Automated email indicating student information, alert reason, comments, and alert issuer; Referring staff member will be notified when the case has been closed	Primary Academic Advisor	None
PPHC Clearance (Academic Case Manager Use Only)	No	None	Automated email indicating student has been cleared to return to campus activities and in-person classes.	Academic Advisor(s), Honors Advisor, Purdue Promise Coach, Success Coach, Academic Case Manager	None
Pre-Professional Advising-INFO ONLY	No	Automated informational email; Email indicates who issued the alert	Automated email indicating student information, alert reason, comments, and alert issuer	Primary Academic Advisor	<p>Welcome to Pre-Professional Advising in the Center for Career Opportunities. Our advisors can help you explore career options in health and law fields, learn about the necessary credentials to enter those fields, and assist you during the application process to professional school.</p> <p>If you have a quick question, you can email preprofessional@purdue.edu. Visit our website www.purdue.edu/preprofessional to find answers to some of your questions and while there, please join our email list to receive our newsletter 1-2 times a month (we do not spam you).</p> <p>We hope that you will schedule an appointment to visit with one of our staff. Our advisors, Amy Terstriep, Cristy Gosney, and Cara Hines-Pham, look forward to meeting you!</p>
Residential Life	Yes	Outreach from the office who received the alert	Automated email indicating student information, alert reason, comments, and alert issuer; Referring staff member will be notified when the case has been closed	Primary Academic Advisor	None

Academic Early Alert Deep Dive

Instructors are encouraged to complete an Academic Early Alert form if they have concerns about a student's engagement or progress in their course.



Academic Early Alert Deep Dive

For full step-by-step guidance on Academic Early Alerts click here.

Step 4

Advisor provides outreach to student based on protocol

Step 5

Advisor closes case when appropriate

Step 6

BC Admin follows up with instructor based on comments from advisor

THANK YOU

Join us April 4th for our next feature spotlight – V3 Reports!