



Responding to an Academic Student of Concern Alert

Initial Alert/Case Opening

Instructors are encouraged to complete an Academic Student of Concern (ASOC) form if they have concerns about a student's engagement or progress in their course. They are asked to indicate if any of the following are concerns:

- Student has missed or performed poorly on one or more assignments
- Student has missed or performed poorly on one or more exams (or similar)
- Poor attendance is jeopardizing student's grade
- Student is not responding to instructor outreach
- Student is not participating in course/has not accessed Brightspace

Instructors are also invited to make recommendations, including whether the student should withdraw from the course rather than fail, that you could reinforce with the student.

When an instructor completes the ASOC form, a BoilerConnect administrator will issue an alert in BoilerConnect that notifies the student's primary academic advisor via email; the details of the alert are also visible on the student's profile for anyone with an Advisor/Coach role. This same action will also open a case, which will be automatically assigned to the primary academic advisor.


Next Steps After Alert Notification

These are the general steps to follow after receiving an ASOC alert:

- Review student profile
- Contact student to offer support/suggest resources
- Update case in BoilerConnect

Additional Details

If you receive an ASOC alert about one of your students, please review the student's profile including documentation from any recent meetings. In most instances, you (as the primary academic advisor) will be responsible for student outreach and case documentation. However if you have reason to expect the student would respond better to another staff member, you can assign the case to that person instead (email them so they are aware).

Click on the cases icon in BoilerConnect:  You can search by student preferred name, alert reason, or all students assigned to you. Click on the Manage Case button to open a popup window. In that window, start typing the name of the staff member who is taking responsibility for the case (most often this will be you). You do have to capitalize names for the search to work.



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Last Updated July 6, 2022

The screenshot shows a dropdown menu titled "Owner". The main menu is open, displaying "Select an owner" with a downward arrow. Below it is a search bar with the placeholder text "First Last" and a magnifying glass icon.

Even if the case is already assigned to you automatically, please do make yourself the case owner. This will let anyone else seeing the case know that you are taking care of it.

Any time you try to contact the student, please update the case by adding comments. Click Manage Case to open up the popup window, then click Add Comment in the bottom left. This will open up a text window. Briefly describe the action you took (e.g., Emailed student in response to alert) and then click Add Comment again to save it.

The screenshot shows a large text input field for adding a comment. Below the field is a blue button labeled "Add Comment". At the bottom left of the popup is a "Cancel" button.

cancel

Close Case

If at any time you need to exit out of the popup window, either click Cancel or click the X in the top right. If you inadvertently click the red "Close Case" button instead, you can click "Go Back" to avoid prematurely closing the case.

Student Outreach

Please send a message to the student (and update the case) within 24 hours of receiving the alert. Your office may have templates or suggestions for how to word your outreach emails to students. Things to consider when writing these potentially sensitive messages:

- Express your concern and offer support to help them be successful
- There is no need to cc the instructor. Use your judgement on how many of the specific details from the alert you want to mention.
- Keep the message fairly short – students are likely to read these on their phones so even one paragraph can seem overwhelming.
- See additional recommendations in next section of this document.

If the student does not respond within 2 days, your next step depends on if they have other staff assigned (e.g., Purdue Promise coach, Honors Advisor, Summer Start coach).



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Last Updated July 6, 2022

- If another staff member is also connected to the student, contact that person so they can try to reach the student by email or other means. Update the case so this person is the new Case Owner.
- If no other staff are assigned to the student, follow up on your email with a text or phone call, expressing concern and directing the student to your previous email.

Document additional outreach attempts and/or other staff involvement in the Case notes by adding comments. If the student responds, please indicate that (briefly) in the comments as well, e.g., “Student responded and I shared academic resource information.” If you meet with the student in response, just note that a meeting took place (since the meeting itself will already be documented in a summary report).

Crafting the Outreach Message

Keep in mind that you will need to customize your outreach messages depending what you know about the student, how far into the semester we are, and the details shared by the instructor. You also have two options for asking students to follow up:

- Send the outreach as a message and ask the student to reply by email.
- Send the outreach as part of an open-ended appointment campaign and ask the student to schedule a meeting with you.

Some language you may want to use as part of your outreach message:

I am reaching out to connect with you because I care about you and your academic success. When an instructor has a concern about a student’s engagement in their class, they sometimes contact an advisor to share that concern, because we both want to be sure that students are aware of and accessing all possible academic resources.

Your [Course Number] instructor has indicated that... They are wondering if additional resources such as [...] might be useful to you.

I realize that it can be hard to “raise your hand” to indicate that you could use some additional support—but consulting about what resources might be useful is a solid and proactive step. Making use of the guidance available is a critical and respected life skill.

Closing the Case

Four days after receiving the alert and sending your initial outreach, close the case. Click on Manage Case and then click the red Close Case button in the bottom right of the popup window. Choose the appropriate outcome and click Submit. There is generally no need to add comments.



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- If the student never responded to any outreach, use “No Response From Student” as the outcome.
- If the student responded and you were able to provide help and/or referrals, use “Providing Ongoing Support” as the outcome.
- If the student responded and decided to withdraw from the course, use “Student Withdrawing from Course” as the outcome.
- The other possible outcomes are used for different types of cases; these are the only three you should use for ASOC alerts.

Outcome:

Comment:

Allow closed comments

[Go Back](#) [Submit](#)

Choose
Case Closed
No Response From Student
Providing Ongoing Support
Referral Acknowledged
Student Withdrawing from Course

What Happens Next?

Using this new process, there is no need for advisors to contact instructors with updates. A BoilerConnect administrator will check case status weekly and follow up with instructors. Minimal details will be shared, e.g., “Advisor contacted student and referred to tutoring,” or “Advisor contacted student by email and text but never received a response.” If a student follows up with you after you have closed the case, or you see the student for another reason and ask about the course, there is no need to update the case further.

If we do not see any updates in the case, we will reach out to the student’s primary advisor with reminders. If there is still no response we will assign the case to other staff assigned to the student or to the student’s advising director.