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
## Feature Deep Dive

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

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

<table>
<thead>
<tr>
<th>ALERT</th>
<th>IS A CASE AUTOMATICALLY OPENED?</th>
<th>STUDENT RECEIVES</th>
<th>STAFF RECEIVES</th>
<th>STAFF WHO RECEIVE</th>
<th>AUTOMATED EMAIL CONTENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>NSO Referral</td>
<td>Yes</td>
<td>Outreach from the office who received the alert</td>
<td>Automated email indicating student information, plant reason, comments, and alert issuer; Referring staff member will be notified when the case has been closed</td>
<td>Primary Academic Advisor</td>
<td>None</td>
</tr>
<tr>
<td>Office of Undergraduate Research</td>
<td>Yes</td>
<td>Outreach from the office who received the alert</td>
<td>Automated email indicating student information, plant reason, comments, and alert issuer; Referring staff member will be notified when the case has been closed</td>
<td>Primary Academic Advisor</td>
<td>None</td>
</tr>
<tr>
<td>PPHC Clearance (Academic Case Manager Use Only)</td>
<td>No</td>
<td>None</td>
<td>Automated email indicating student information has been cleared to return to campus activities and in-person classes</td>
<td>Academic Advisor(s), Honors Advisor, Purdue Promise Coach, Success Coach, Academic Case Manager</td>
<td>None</td>
</tr>
</tbody>
</table>
| Pre-Professional Advising-INFO ONLY | No                              | Automated informational email; Email indicates who issued the alert            | Automated email indicating student information, plant reason, comments, and alert issuer | Primary Academic Advisor              | 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.
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 3-2 times a month (we do not spam you).
We hope that you will schedule an appointment to visit with one of our staff. Our advisors, Amy Taseklop, Crissy Gosney, and Cara Hines-Pham, look forward to meeting you! |
| Residential Life             | Yes                             | Outreach from the office who received the alert                               | Automated email indicating student information, plant reason, comments, and alert issuer; Referring staff member will be notified when the case has been closed | Primary Academic Advisor              | None                     |
Instructors are encouraged to complete an Academic Early Alert form if they have concerns about a student’s engagement or progress in their course.

**Step 1**
Instructor completes form

**Step 2**
BC Admin issue Academic Early Alert (opens a case)

**Step 3**
Primary Advisor receives email/is assigned to case
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!