

Academic Alerts

Academic alerts are a proactive way for instructors to recognize students' achievements and to connect students with support when challenges arise. By submitting an alert, you help students access resources such as academic coaching, peer learning assistants, and campus support services early enough to make a difference.

Purpose

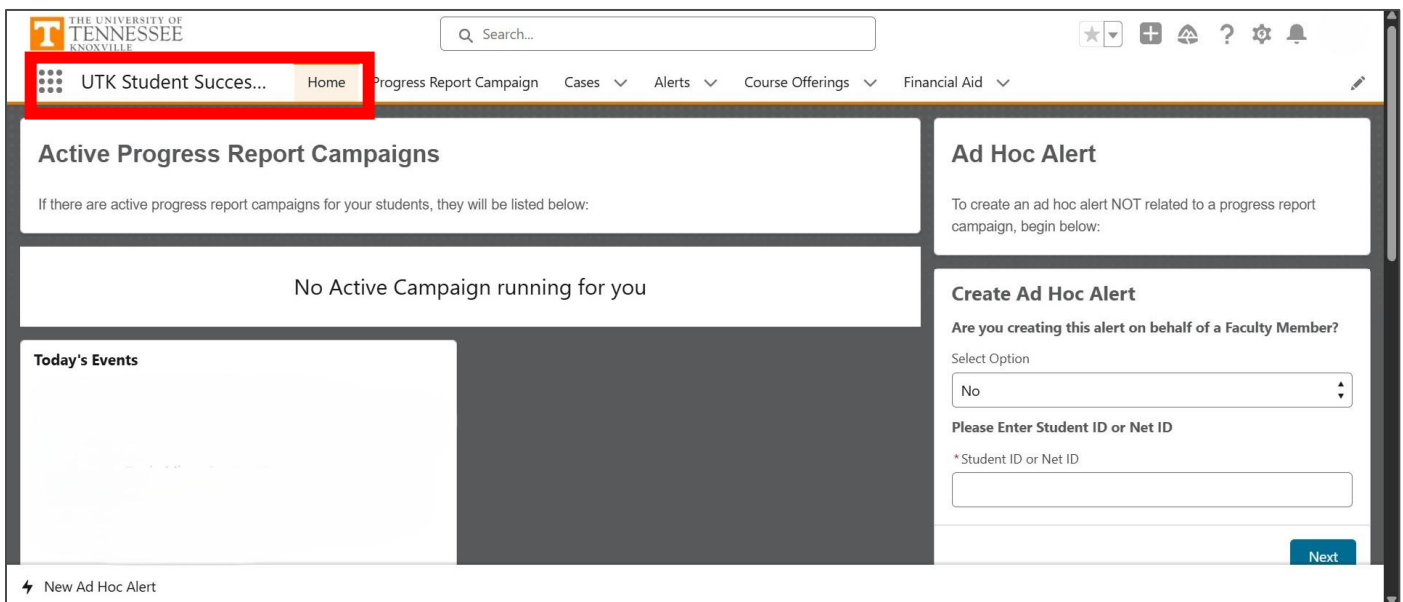
Student success, persistence, and graduation are central to our mission. Academic alerts help faculty and staff maximize students' strengths by:

- Recognizing outstanding effort and improvement.
- Identifying academic concerns early.
- Connecting students with the Academic Success Center and other campus resources.

How to Submit an Academic Alert

Primary instructors can submit Academic Alerts at any time throughout the semester using Vol Connect's 'Ad hoc alert' feature. An **Ad Hoc Alert** is an academic alert used to connect any undergraduate student to the Academic Success Center. The following steps outline the process for instructors to complete an alert:

1. Log in to [Vol Connect](#) and open the Faculty App Home page.



The screenshot shows the Faculty App Home page of Vol Connect. The top navigation bar includes the University of Tennessee Knoxville logo, a search bar, and several icons. Below the navigation bar, there is a sidebar with a grid of icons. One icon, representing the Academic Success Center, is highlighted with a red box. The main content area is divided into two columns. The left column contains sections for 'Active Progress Report Campaigns' (with a message that no active campaigns are running) and 'Today's Events'. The right column contains an 'Ad Hoc Alert' section. This section includes a heading 'Create Ad Hoc Alert', a question 'Are you creating this alert on behalf of a Faculty Member?' with a 'Select Option' dropdown menu set to 'No', and a text input field for 'Please Enter Student ID or Net ID' with a note '* Student ID or Net ID'. A 'Next' button is located at the bottom right of the 'Ad Hoc Alert' section. At the bottom left of the page, there is a 'New Ad Hoc Alert' button.

2. Use the “Ad Hoc Alert” button on the bottom left corner OR the “Ad Hoc Alert” menu on the far right to begin creating an Academic Alert.

The screenshot shows the UTK Student Success Center dashboard. At the top, there is a search bar and navigation links: Home, Progress Report Campaign, Cases, Alerts, Course Offerings, and Financial Aid. The main content area is divided into two columns. The left column has a section titled 'Active Progress Report Campaigns' with a message: 'If there are active progress report campaigns for your students, they will be listed below:'. Below this, it says 'No Active Campaign running for you'. The right column has a section titled 'Ad Hoc Alert' with a message: 'To create an ad hoc alert NOT related to a progress report campaign, begin below:'. Below this, there is a 'Create Ad Hoc Alert' form. The form has a question: 'Are you creating this alert on behalf of a Faculty Member?' with a 'Select Option' dropdown menu. The dropdown menu is open, showing 'No' as the selected option. Below the dropdown, there is a text box labeled 'Please Enter Student ID or Net ID' with a red asterisk indicating it is required. At the bottom right of the form is a 'Next' button. In the bottom left corner of the dashboard, there is a button labeled 'New Ad Hoc Alert' with a lightning bolt icon.

3. Indicate if you are creating the alert for yourself or on behalf of another primary instructor.

This is a close-up of the 'Create Ad Hoc Alert' form. It asks the user: 'Are you creating this alert on behalf of a Faculty Member?'. Below the question is a 'Select Option' dropdown menu. The dropdown menu is open, showing 'No' as the selected option. Below the dropdown, there is a text box labeled 'Please Enter Student ID or Net ID' with a red asterisk indicating it is required. At the bottom right of the form is a 'Next' button.

Select **Yes** if you are submitting this alert for another faculty member, then type the first and last name of the faculty member in the Select Individual text box.

Select **No** if you are submitting this alert for yourself.

4. Identify the student. Then click Next. Students can be identified using either:
- their NetID (first part of the student's UTK email address)
 - their Student ID (ooo number)

Create Ad Hoc Alert

Are you creating this alert on behalf of a Faculty Member?

Select Option

No

Yes

No

Next

5. Click Next to confirm the correct Student Information.

▼ Student Information

Student Name: Jessica Sample Student
Student ID: 0000000000
Net ID: jlemon1

PreviousNext

6. Select the class related to the Academic Alert.

Create Ad Hoc Alert

Please select course related to this alert

3 of 3 items • 0 items selected

☐	Course Code and ...	Primary Faculty
☐		
☐		
☐		
☐		

Student's course codes, course names, and primary faculty names will appear in rows. Select the course associated with the Academic Alert.

7. Select the Academic Alert reason(s). The chart below provides examples for each alert category.

If you have a concern, please select alert reason(s)
If a reason is NOT selected, the alert will NOT be created. Check all that apply from the list below:

- ☐ Academic Performance
- ☐ Attendance
- ☐ Late/Missing Assignment
- ☐ Hasn't attended class but is still enrolled
- ☐ Study/Preparation/Writing Skills
- ☐ Non-Academic Reason

If this is a positive alert, please select recognition option below:

- ☐ Recognition

Recognition

Strong grades

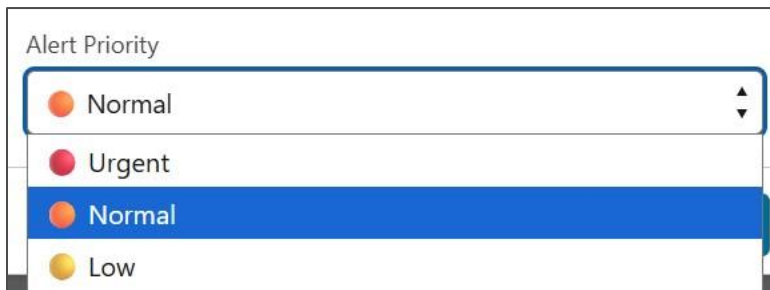
	Exceptional effort Positive classroom impact
Academic Performance	Grade average below 67% Failing midterm Repeated low scores
Attendance	Multiple absences Irregular attendance Recent missed classes
Late/Missing Assignments	Several missing assignments Frequent late submissions Recent missed work
Hasn't attended class but is still enrolled	No class attendance No communication Unresponsive to outreach
Study/Preparation/Writing Skills	Time management issues Poor study habits Underdeveloped writing skills
Non-Academic Reason	Personal/health/family challenges Overwhelm or disengagement Needs holistic support

- 8. Provide additional information explaining the reason(s) for the Academic Alert in the comments section. Faculty comments are used by Academic Coaches to better understand and address students' needs.**

It is strongly encouraged to provide details on the alert reason(s) for appropriate outreach and guidance for student. Please provide details below:

Alert Summary

- 9. Set alert priority. The priority lets Academic Coaches know how quickly they might need to make contact with a student.**

A screenshot of a web form titled "Alert Priority". It features a dropdown menu with four options: "Normal" (orange circle), "Urgent" (red circle), "Normal" (orange circle), and "Low" (yellow circle). The second "Normal" option is currently selected and highlighted with a blue background. The dropdown menu is open, showing the list of options.

Please note that the Alert Priority can change through the process of Academic Coaches' case management in order to meet student needs promptly.

- 10. Click Next to complete and submit the Academic Alert. Vol Connect will inform you if the alert has been completed and recorded.**

A screenshot of a web form showing two buttons: "Previous" and "Next". The "Next" button is highlighted with a red border, indicating it is the button to be clicked.

What Happens After You Submit

1. Alerts go directly to the student's assigned academic coach (ASC, Honors, Veterans, or Thornton Center). If a student does not have a coach, the Academic Success Center will assign one.
2. Professional academic coaches follow a case management model by connecting students to support through academic coaching, the Vol Study Center, the Writing Center, or one of the many other resources found on campus.
3. Once the student and coach address the needs of the initial alert, the alert is closed. Instructors will receive an automatic notification via email. Closing an alert means action has been taken; students, coaches, and campus supports may continue to work together beyond that initial alert.

How to Contact Us

If you have any questions, please email:

- Noelia N. Pacheco Diaz, Ph.D., Associate Director of Academic Initiatives at npacheco@utk.edu
- Jacob Ottinger, Academic Intake Coordinator at jotting1@utk.edu

- The Academic Success Center at academicsuccess@utk.edu