



Navigate How-To Guide for Faculty Editing an Alert with an Open Case and Seeing the Activity on an Open Case

On your Professor Home Page, scroll down to find My Issued Alerts

Click on the name of the student whose case you want to edit or see the activity for

Do NOT click on the Open Case Buttons (not informative)

My Issued Alerts

ISSUE DATE	STUDENT	ALERT REASONS	CASES	PROGRESS REPORT
10/26/2024	Student Name 1	Academic Performance Concern	1 Open Case	View Progress Report
10/26/2024	Student Name 2	Academic Performance Concern	1 Open Case	View Progress Report
10/26/2024	Student Name 3	Academic Performance Concern	1 Open Case	View Progress Report
10/26/2024	Student Name 4	Academic Performance Concern	1 Open Case	View Progress Report
10/26/2024	Student Name 5	Academic Performance Concern	0 Open Cases	View Progress Report
10/26/2024	Student Name 6	Academic Performance Concern	0 Open Cases	View Progress Report
10/26/2024	Student Name 7	Academic Performance Concern	1 Open Case	View Progress Report

Showing items 1-10 of 38

On the right-hand side under the student's picture, click on the Open Case

Staff Alerts

- [1 Progress Report At-Risk](#)
- [1 Open Case](#)
- [2 Alerts](#)

Click on the Manage Case button on the far right hand side

Open Cases For Student Name

DATE OPENED	REASONS	ISSUED BY	ASSIGNED TO	
10/25/2024	Academic Performance Concern	Todd Frauenholtz	Linda Wolf (she/her), Kelli Steggall	Manage Case

The Manage Case box opens showing:

- Which staff have been assigned the case and who (if anyone) has been designated as the owner of the case.
- The case activity shows the comments the faculty entered on the alert and any comments the staff added regarding outreach efforts.

The screenshot shows a 'MANAGE CASE' window with a dark header and a close button (X) in the top right. The main content area is divided into several sections:

- Student Name:** A large empty text box.
- Reason:** Academic Performance Concern
- Class:** STAT-1100-01-253780 Statistical Reasoning
- Owner:** A dropdown menu showing 'Sarah Young' with a close (x) and dropdown arrow icon.
- Assignees:** A list of assignees showing 'Linda Wolf (she/her)' and 'Kelli Steggall', each with a close (x) icon.
- Buttons:** 'Discard' and 'Save Changes' buttons are located at the bottom right of the form area.
- Case Activity:** A scrollable list of events with timestamps:
 - 4:08pm C1: Todd Frauenholtz assigned case to Linda Wolf (she/her).
 - 4:08pm CT: Todd Frauenholtz assigned case to Kelli Steggall.
 - 4:08pm CT: Todd Frauenholtz opened case.
 - 4:08pm CT: Todd Frauenholtz added comment: "Student is currently getting a D in STAT 1100. Attendance has been a concern and I would like to see them in class and my office hours, so they can improve their grade. The Math Help Room in the library is also a resource. I would like to see them be successful, but they need to do the work to make it happen. Keep working at it, Todd"
 - 10/28/2024 (date separator)
 - 7:54am CT: Linda Wolf (she/her) changed owner to Sarah Young.
 - 8:51am CT: Sarah Young added comment: "Sent note to student to discuss this at advising meeting coming up."
- Bottom Section:** An 'Add Comment' button on the left, and 'cancel' and 'Close Case' buttons on the right.

- Click the Add Comment Button to add additional comments to the case
- Click Close Case and select appropriate reason for closing the case
 - Student contacted and made plan to address alert
 - Student withdrew from class
 - The alert was raised by mistake
 - Redundant alert raised