



# Retention Alert

## What is Retention Alert?

- A system used to identify students who may need additional support to be successful in the classroom.
- Offers an opportunity for faculty to notify a student's assigned academic advisor/counselor when additional support services may be needed.
- Provides option for reporting on lack of attendance, missing assignments, currently **NOT** earning a grade of C or better, indicating financial need, indicating needing academic support (i.e. tutoring), and personal support needed.

## How Does the Process Work?

**An email reminder will be sent to all faculty from the Office of Instruction at 4, 8 and 12 weeks offering the opportunity for a report to be submitted on any of the following items:**

- Lack of Attendance
- Missing Assignments
- Currently **NOT** earning a grade of C or better
- Indicating Financial Need
- Indicating needing Academic Support (i.e. Tutoring)
- Personal Support Needed

\* Alerts can be submitted as needed not just at the 4, 8, & 12 reminders

# Submission of a Retention Alert

1. Log into your self-service account.
2. Choose the retention alert tab.

The screenshot shows a self-service account dashboard with a vertical navigation menu on the left and a grid of service tiles on the right. The 'Retention Alert' tile is highlighted with a yellow background. The navigation menu includes icons for home, college, calendar, graduation, mail, and user profile. The service tiles are arranged in two columns and include the following items:

- Course Catalog**: Here you can view and search the course catalog.
- Grades**: Here you can view your grades by term.
- Enrollment Verifications**: Here you can view and request an enrollment verification.
- Nonacademic Attendance**: Here you can view your nonacademic attendance.
- Advising**: Here you can access your advisees and provide guidance & feedback on their academic planning.
- Retention Alert**: Here you can work retention cases or contribute retention information for a student.
- Student Finance Admin**: Here you can view the Student Finance information as a student would so you can help the student with any questions.
- Financial Aid Counseling**: Here you can view the Financial Aid Hub information as a student would so you can help the student answer any questions.
- Financial Management**: Here you can view the financial health of your cost centers and your projects.
- Faculty**: Here you can view your active classes and submit grades and waivers for students.
- Academic Attendance**: Here you can view your attendances by term.
- Transcript Requests**: Here you can view and request a transcript.
- Graduation Overview**: Here you can view and submit a graduation application.
- Course Catalog**: Here you can view and search the course catalog.
- Unlabeled**: Here you can view your tax form consents, earnings statements, banking information, timecards and leave balances.
- Unlabeled**: Here you can search for courses, plan your terms, and schedule & register your course sections.

3. Enter the student's name.
4. Choose the case type.
5. Enter summary or notes if needed.
6. Save the case.

The screenshot shows a web application interface for Kishwaukee College. At the top, there is a green header with the college logo and name. On the right side of the header, there is a user profile icon labeled 'ehermann', a 'Sign out' button, and a 'Help' button. Below the header, there is a breadcrumb trail: 'Daily Work > Retention Alert > Work Cases'. The main content area is titled 'Retention Alert' and has three tabs: 'Cases', 'My Contributions', and 'Contribute Retention Info' (which is highlighted in yellow). The form contains several fields: 'Student Name or ID' with a search icon; 'Retention Case for' with a profile picture and name; 'Actions' section with a 'Type of Issue \*' dropdown menu showing 'Select a Case Type...'; 'Summary \*' with a text input field containing the placeholder 'Enter summary details here...'; and 'Detailed Notes \*' with a larger text area containing the placeholder 'Add comment...'. At the bottom of the form, there are 'Cancel' and 'Save' buttons.

## What happens next?

- The assigned academic advisor is also notified that they have a retention case that needs their attention.
- The advisor then logs into self-service to see the alert and follows up with the student.
- Once follow-up is complete the advisor marks the status as complete in self-service.
- Faculty can log back in to see if the case has been closed.

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Cases **My Contributions** Contribute Retention Info

Student Name	Case ID	Summary	Status	Case Owner	Date Created	
[Redacted]	5	Communication Code RACVACSP was added automatically	New	Sean Kesselring	7/26/2021	<a href="#">View Details</a>
[Redacted]	5	Needs Tutoring Support	New	Sean Kesselring	7/26/2021	<a href="#">View Details</a>



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