

Faculty Experience Recommended Protocol (Academic Concerns)

What is Faculty Experience (retention or early alert)?

Faculty Experience is MSU's early warning system that allows faculty and instructors to submit concerns of potential poor academic performance and/or behavioral warning signs that pose a threat to retention.

The Office of Retention and Academic Advising is the primary gatekeeper of academic alerts submissions. Student Affairs, specifically the Dean of Students, is the primary gatekeeper for behavioral (or non-academic) retention alerts.

How to Submit a Faculty Experience Alert?

Faculty Experience Alerts are submitted through the MyMoreheadState employee portal. First, log into **MyMoreheadState** and select **Faculty Experience** from the tiles on the right side of the page. Next, select the correct course and section from the left side of the page. Select the student you wish to submit a faculty experience alert. Select the reason and click next. Enter notes regarding the situation and click next. Review and select submit. A green box will pop up once the alert is submitted.

For additional information, contact the Office of Retention and Academic Advising at (606) 783-2084. Faculty can also contact the professional advisor who works with students in their respective departments for more information.

CONTRIBUTING A FACULTY EXPERIENCE ALERT – Protocol for *Academic Alert Submissions* for Instructors/Faculty

- Attendance Marker - It is strongly recommended that an alert be submitted during week two and no later than week three of each semester for all students not attending or already showing signs of poor academic outcomes.
- Progress Marker- Week Eight (prior to midterm) is another crucial point in the semester. Faculty are encouraged to submit alerts if additional intervention is necessary based on class performance and/or attendance.
- Prior to alert submission, it is recommended that contact be initiated by instructor with student via telephone, email, or in person in an attempt to resolve the issue regarding the student's progress or performance in class.
- If additional follow up or intervention is warranted due to issue not being resolved, an alert should be submitted through Faculty Experience.

- When submitting the alert, indicate in the notes section what means of contact have occurred prior to the alert submission (phone/email/talked with student, etc.).
- Provide as much detail as possible regarding the concerns for the student. Indicate the recommendations for improvement that should be shared with the student regarding the specific course.
- Once the alert is submitted, if the student's situation changes or is resolved, indicate this information by initiating an another alert in Faculty Experience so that continued follow up efforts will occur or so that the case can be closed, if the issue has been resolved.

FOLLOW UP – Gatekeeper Protocol and Working Academic Alert Submissions

- Retention staff from the Office of Retention and Academic Advising are the primary gatekeepers for Faculty Experience submissions that are academic in nature. The goal is that all new academic submissions will be worked within two business days.
- Acknowledgement that someone is working the alert will be sent via email to the submitter of the alert once efforts to begin working the case are initiated.
- Retention staff will attempt to reach the student by phone and/or email.
- The assigned faculty academic advisor (if student is not assigned to a professional staff advisor) will also be looped into the situation via email, when appropriate.
- If student is reached (or not), notes regarding efforts will be documented in Faculty Experience so that the party who submitted the initial alert can view the status of the submission.
- The faculty/submitter of the alert can login to check the status of the alert submission.
 - Login to **Faculty Experience**
 - Click **Option Wheel** (top right hand corner)
 - Select **Alert History**
 - Select course from **Course List**
 - Review **alert details**
 - Click **X to** close this view
- If retention staff are unable to reach student by phone or email, contact will be made with Director of Housing, if student lives on campus.
- Documentation of correspondence with Housing will be entered into Faculty Experience.
- If student lives off campus and is not responding to initiated contact, a letter can be sent to the home address after five business days of not being able to reach student (and no updates regarding status from the contributor). This may be amended during crucial times in the semester such as midterm, last day to drop a class, or if the nature of the alert is sensitive, etc.

- If student returns to class or issue is resolved, the case will be closed. Cases that remain open are closed at the end of the term and archived.

NOTE: This process outlines the steps taken by retention staff for academic alerts only. The Dean of Students may handle behavioral submissions differently based on the nature and sensitivity of the concern.