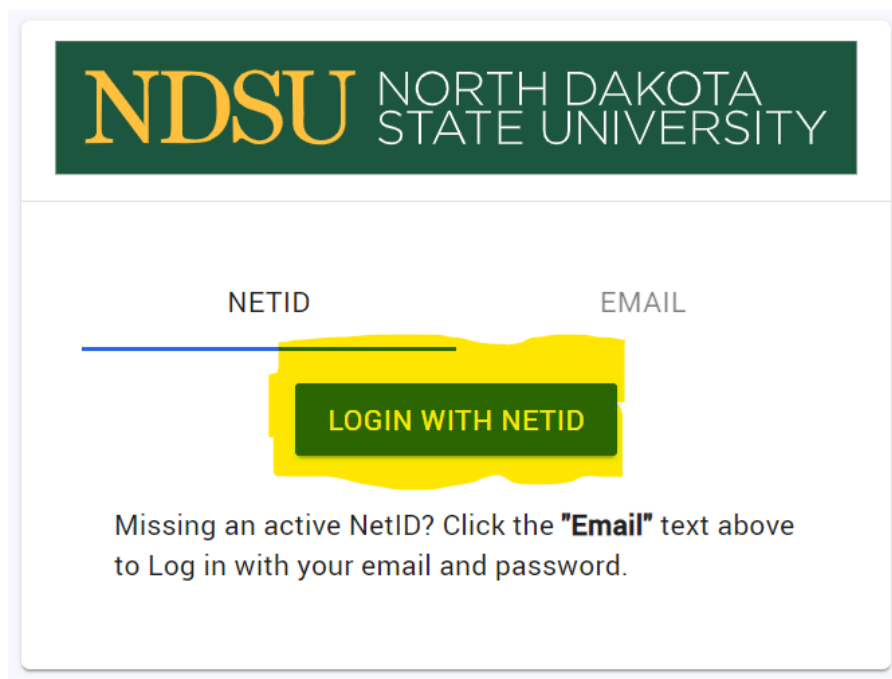# Student Outreach and Resolving an Alert in Bison Advise

When an instructor a course alert on a student, indicating they have a concern, the alert will be routed to the student's advisor. This might be a professional advisor or faculty advisor. The advisor will receive an email that one of their students has an alert. These instructions will walk you through how to view the alert and how to "resolve" (close) the alert.

1. Access Bison Advise at https://ndsu.inspire.civitaslearning.com
2. Click on LOGIN WITH NETID and enter NDUS credentials.

3. On the left menu, click on Academic Alerts

4. Filter your list to get your most current assigned alerts.
   Choose: My Assigned Alerts, General, Unresolved from the left filter menu.

Filters

○ All Alerts
◉ My Assigned Alerts

Alerts Type ︿

☐ All
☐ Checkpoint 1
☑ General

Alert Level ﹀

Alert Status ︿

☐ All
☑ Unresolved Alerts
☐ Resolved Alerts

You can also sort by date created from the top filters.

RESOLVED BY   CONCERNS/AREA(S) OF EXCELLENCE   DATE CREATED   DATE UP

4. Click on the student's name to view the alert details

Concerns:
Missing assignment/test
Attendance/participation concerns

Student should:
Connect with instructor

Advisor should:
--

Alert Level:
⚠ Medium Alert

UNDERGRADUATE
North Dakota State University
Fall 2022 - Spring 2028

Comment:
████s in ████ section 2. This class is online for the second 8-weeks of the semester. It does look like he has logged in to Bb in the last week, but he has done none of the assignments, no participation in discussion board, and none of the quizzes. His grade is 0 at the moment, and the class is 1/4 of the way through. He will not be able to make up what he has missed, but if he starts working on the class now, he may be able to salvage his grade.

⬇ PDF   💬   RESOLVE   ASSIGN

5. Before reaching out to the student, review the student's profile to complete a holistic review. You can view their profile by entering their name or ID in the search bar at the top of Bison Advise.

Q   search for students by name or ID

Check the following on the student's profile:

a. Any other alerts on the student that have been entered (click on "alerts")

OVERVIEW   ENGAGEMENT OPPORTUNITIES   NOTES   ALERTS   ADVISORS   COMMUNICATION   COURSE HISTORY

b. Previous notes (click on "notes")

OVERVIEW   ENGAGEMENT OPPORTUNITIES   NOTES   ALERTS   ADVISORS   COMMUNICATION   COURSE HISTORY

c. Current LMS activity (click on "course history")

OVERVIEW   ENGAGEMENT OPPORTUNITIES   NOTES   ALERTS   ADVISORS   COMMUNICATION   COURSE HISTORY

∨ In Progress/Future Courses (6)

NUMBER	SECTION	NAME	CREDITS	GRADE / AVG	UNIQUE LOGIN DAYS / AVG	TERM ▲
PSYC-216	2510-1-24909-01	Cultural Psychology	3.00	-- / --	1 / 1	FALL 2024
MRKT-320	2510-1-25470-02	Foundations of Marketing	3.00	-- / --	0 / 0	FALL 2024
MGMT-434	2510-1-34470-02	Leading Virtual Teams	3.00	-- / --	2 / 2	FALL 2024
PSYC-340	2510-1-24916-01	Psychology in Sport	3.00	-- / --	1 / 2	FALL 2024
MUSC-109	2510-1-27997-01	World Music	3.00	-- / --	0 / 1	FALL 2024

5. Complete outreach to the student as necessary
   a. Start with an email - goal of checking in, how can you help? Indicate that you will call them if you don't hear
   b. Call the student if you don't hear back in email.
   c. "Resolve" the alert once contact has been made.
   d. If you don't hear back within a week, "resolve" the alert by indicating the outreach that was done.

6. "Resolve" the alert.

Concerns:
Missing assignment/test
In danger of failing course

Student should:
Connect with instructor

Advisor should:
--

Alert Level:
⚠ High Alert

Comment:
--

⬇ PDF | 💬 | **RESOLVE** | RE-ASSIGN | REMOVE ASSIGNEE

Resolve Alert ✕

Are you sure you want to resolve this alert? You cannot reopen an alert once it has been resolved.

Resolution Comment

Emailed student about concerns. Student responded, indicating they were not understanding the material. Instructed the student to visit their instructor during office hours and to get back in touch with me if student continues to struggle.

Private Alert Note

add private alert note (shared only with users who can view the raised alert)

CANCEL | **RESOLVE**