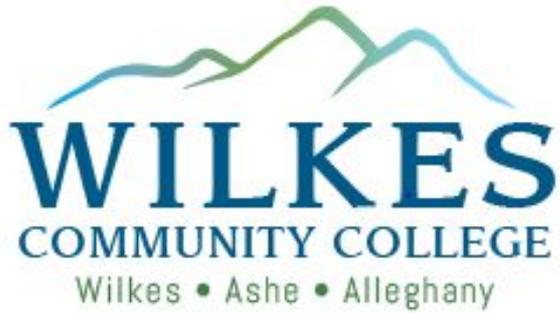


AVISO
RETENTION

- > Connect
- > Predict
- > Engage



Aviso End-User Training Preview



How to Access Aviso

Go to the Insider and choose the Aviso Icon



Training Agenda

- Introductions
- About Aviso
- General Overview
- Early Alerts
- Resources
- Student View
- Q&A Session

How We Help With Student Retention

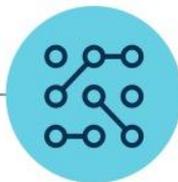
INSTITUTION



Data/Systems

SIS, LMS,
Financial Aid

A V I S O E N T E R P R I S E



Connect

Consolidate and
standardize data



Predict

Predict success,
identify risk



Engage

Prioritize student
outreach

SUCCESSFUL STUDENTS



Why Aviso?

- Aviso helps students get the help they need when they need it - before it is too late.
- Aviso will help faculty and staff get accurate holistic information in one place, so students don't have to retell their stories.
- Aviso will help us proactively connect with students

Searching for Students

- Use the basic search feature in Aviso to find students easily
- The basic search feature allows for an Aviso user to search by:
 - Student ID
 - First Name
 - Last Name
 - Nickname
 - Email Address
 - User Name

**Click on the Students Tab. Find the Search Area.
Find Sally Student.**

Tabs in Aviso

Places to Get Information

Profile

Activity

Courses

Transcript

Test Scores

Finances

Applications

Programs

Analytics

Places to Take Action

Alerts

Notes

Tasks

Surveys

Meetings

Docs

Profile Tab



Olivia Student
Management and Leadership
824044816
(614) 707-9632 ✓

Persistence: Medium Risk 62%

[Academic Plan](#)

Profile [Activity](#) [Alerts](#) [Notes](#) [Tasks](#) [Surveys](#) [Meetings](#) [Courses](#) [Transcript](#) [Test Scores](#) [Finances](#) [Applications](#) [Docs](#) [Programs](#)

Details

Email alexander.leader@avisoretention.com	Campus Online
Birthdate May 8, 1979 (41)	Address home: 100 Main Street, Apt D, Columbus, OH, 43215
Program Management and Leadership (2017 Fall Semester)	Degree Bachelor of Science
Intent Bachelor's Degree	Cumulative GPA 2.9372
Major GPA 2.9231	Holds Bursar Hold
Student Type Business Transfer	Mobile ✎ (614) 707-9632 ✓ Verified SMS Default

Tags (6)

Automatically Assigned

Actively Enrolled **Actively Enrolled < 15 Credits**

Staff Assigned [✎](#)

First Generation **Columbus City Schools** **Women's Basketball** **Soccer Club**

People

Academic Advisor [✎](#)

 Brent Advisor
(415) 991-1927

Success Coach **Read Only**

 Cris Coach
(614) 876-9384

Followers (4)

 Ava Ambassador
(614) 382-9388
High School Liaison

 Joan Faculty
Instructor, Advocate

 Abigail Anderson
Instructor

 Vicky Wood
(612) 400-8654
Women's Basketball Coach

Links

[Academic Catalog](#)
[Colleague Self-Service](#)

Sample Tags at Wilkes

Academic Probation

Academic Suspension

Academic Warning

At Least One Online Class

CCP

CCP - Alleghany High School

CCP - Ashe County High School

CCP - East Wilkes High School

CCP - Homeschool - Wilkes

CCP - North Wilkes High School

CCP - West Wilkes High School

CCP - Wilkes Central High School

Dean's List

Disability Services

Early College - Ashe

Early College - Wilkes

ENG Co-Req Student

ENG Transition Student

Fully Online

Math Transition Student

PTK Eligible

Presidential Scholarship

President's List

SAGE

SAGE Fellows

Step Up Scholarship

Transfer Interest: ASU Aspire

Courses

Message Note Unfollow Alert Excused Absence Share Resource



Olivia Student

Management and Leadership
824044816
(614) 707-9632 ✓

Persistence: Medium Risk

62%

Academic Plan

Profile Activity Alerts Notes Tasks Surveys Meetings **Courses** Transcript Test Scores Finances Applications Docs Programs

2020 Summer Semester - Registered

BUS1150A 01

Statistics

88%

Details

Attendance

Instructor

Abigail Anderson

Course Dates

06/01/2020 - 08/31/2020

Course Times

MWF 9:00 AM - 9:50 AM @ Franklin Hall, Room 202 (Lecture)

Location

Online

Registration Status

Registered

Current Grade

94.50%

Credit

4.00

Last Login Date

June 7, 2020 7:37 AM

Predictive Models

- **Course Completion Model:** Historical course section registration records are analyzed to produce a predicted probability that a registered course will complete and result in a passing grade for a specific student.
- **Term Persistence Model:** Historical registration records are analyzed to produce a predicted probability that a registered term will complete and result in the registration for the next term.
- Risk for both models is assigned at time of registration and re-evaluated daily.

Alerts Tab



Olivia Student
Management and Leadership
824044816
(614) 707-9632 ✓

Persistence: Medium Risk 62%
Academic Plan

Profile Activity **Alerts** Notes Tasks Surveys Meetings Courses Transcript Test Scores Finances Applications Docs Programs

Types Reasons People Status date from date to

 **Staff Initiated Alert - Referral to Financial Aid** **Closed**

Wed, 7/15/20, 5:27 PM  Joan Faculty

Student lost her job during COVID. Can you reach out with CARES act funding information?

[Comment](#)

 **Joan Faculty** Wed 7/15/2020 5:38 PM

Open → **Closed**

We discussed options available.

[Comment](#)

 **Joan Faculty** Wed 7/15/2020 5:27 PM

Alert for Olivia Student created by Joan Faculty

[Comment](#)

 **Staff Initiated Alert - Referral to Financial Aid** **Open**

Tue, 7/14/20, 11:11 AM  Joan Faculty

Olivia lost her job during COVID crisis. Is there CARES act funding left?

Early Alerts

- Aviso explores the data of an institution, looking for student challenges and provides insight into students that require your attention in addition we have staff-initiated early alerts as well.
- Automatic alerts (with a few exceptions) provide students a notification through their institutional email and on their Aviso Student Profile. Faculty and staff (depending on their personal settings) will receive notification for automatic alerts on their caseload in a daily digest email.
- Staff-initiated alerts go to students and appear for faculty/staff on the student profile, depending on permissions. In addition, the student's success team and the coordinator for each alert type receive notification in their institutional email and on their dashboard.

Automated Early Alerts

Grade Alerts

This alert is sent to all students in which the current grade is a 70 or below.

Instructors should ensure that grades are updated in Moodle by 11 p.m. the day prior to the grade alert date.

2021 Fall Semester Grade Alert Dates:

- September 23, 2021
- October 11, 2021
- November 15, 2021

Achievement Alerts

This alert is sent to all students in which the current grade is an 80 or above.

Instructors should ensure that grades are updated in Moodle by 11 p.m. the day prior to the achievement alert date.

2021 Fall Semester Achievement Alert Dates:

- October 5, 2021
- November 22, 2021

Attendance Alerts

Instructors should ensure that the attendance status of each student is marked at least once per week. An attendance alert will be automatically distributed to a student for every two absences they accumulate in a class.

Staff-Initiated Early Alerts

- Faculty/Staff-Initiated Alerts can be sent at ANY time if there is concern for the student and you feel other staff/advisors should be aware and/or there is a need to have others assist with the intervention of the student.
- Students do not receive these notifications.
- Alerts can be reviewed and additional outreach can be made to the student.
- When the alert is closed and a note added, a feedback mechanism is also in place so that the person who made the initial alert can be notified of the resolution.

Early Alert Coordinators

Academic Coaching or Tutoring Referral	Bruce Hollar, Stephanie Darnell, Martin Joines
Academic Concern (lack of participation, danger of course failure)	Martin Joines, Stephanie Darnell, Bruce Hollar
Career Counseling/Employability Services	Stephanie Darnell, Lynda Black, Michael Roope
Community Resources/ Emergency Resources	Stephanie Darnell, Michael Roope, Deborah Furr
Counseling: Behavior Problems in Class	Stephanie Darnell, Michael Roope, Lynda Black
Counseling: Considering Full Withdrawal	Stephanie Darnell, Michael Roope, Lynda Black
Counseling: Personal Problems	Stephanie Darnell, Michael Roope, Lynda Black
Counseling: Poor Hygiene	Stephanie Darnell, Michael Roope, Lynda Black

Notes



Olivia Student

Management and Leadership

824044816

(614) 707-9632 ✓

Persistence: Medium Risk

62%

Academic Plan

Profile Activity Alerts **Notes** Tasks Surveys Meetings Courses Transcript Test Scores Finances Applications Docs Programs

Note Types ▾

People ▾

date from

date to



Academic Advising, Message

Mon, 7/20/20, 2:20 PM **Financial Aid**

Academic Advising Message

Hello Olivia,

At Central Piedmont Community College, we are dedicated to your future success as a student. In fact, we are rated amongst the highest of all institutions in the state of Texas for engagement. Engagement matters, and we are here to help you get enrolled for Fall term. In the next week, I will be reaching out to review any plans to enroll this Fall, and what is required as part of the enrollment process.

Together we will be successful!

-Brent

Comment Edit Delete



Financial Aid Mon at 2:20 PM

Financial Aid created a note

Comment

Note Types at Wilkes

Academic Assistance Center

Academic Standing

Disability Services

Faculty Conversation

Financial Aid

General

Notes from Colleague

Past Career Coaching Session

Previous Advising Session

Tutoring

Advisor: Academic Assignment Discussion

Advisor: Academic Course Selection

Advisor: Academic Performance Discussion

Advisor: Academic Plan Creation

Advisor: Academic Plan Modification

Advisor: Career Advising

Advisor: Check In Meeting

Advisor: College and Community Resource Referral

Advisor: Financial Aid

Advisor: Health Science MAR Review

Advisor: Log In Assistance

Advisor: Moodle Assistance

Advisor: Other (Explanation in Notes)

Advisor: Soft Skill Development

Advisor: Time Management

Advisor: WCC Program of Study Information

Advisor: Withdrawal Question

Best Practices for Notes

- Keep current on updating student contact notes - letting time pass can mean a loss of important details.
- Narrative notes are helpful and readable, but concise, bulleted statements/summaries are also very effective, and often make it easier to scan the notes in preparing for an appointment.
- Referrals and student action items are key pieces of information to note.
- The content of notes amongst roles and departments will be different, but the concerns and the standards for privacy, sharing and confidentiality are the same. Stay current on, and abide by FERPA.
- Consult with supervisors and colleagues when there is a question about what information to include in a contact note or summary.

Documents



Olivia Student

Management and Leadership

824044816

(614) 707-9632 ✓

Persistence: Medium Risk

62%

Academic Plan

[Profile](#) [Activity](#) [Alerts](#) [Notes](#) [Tasks](#) [Surveys](#) [Meetings](#) [Courses](#) [Transcript](#) [Test Scores](#) [Finances](#) [Applications](#) [Docs](#) [Programs](#)

Choose Files



Name	Added By	Date Added	Shared
Management & Leadership Curriculum Guide.pdf	Brent Advisor	7/9/2020, 6:47 PM	<input checked="" type="checkbox"/>

Resource Guide

Resource Guide

Academic Support

4 Resources

Academic Support Center

4 Resources

Career Resources

3 Resources

Counseling Resources

7 Resources

Emergency Resources

1 Resource

Financial Resources

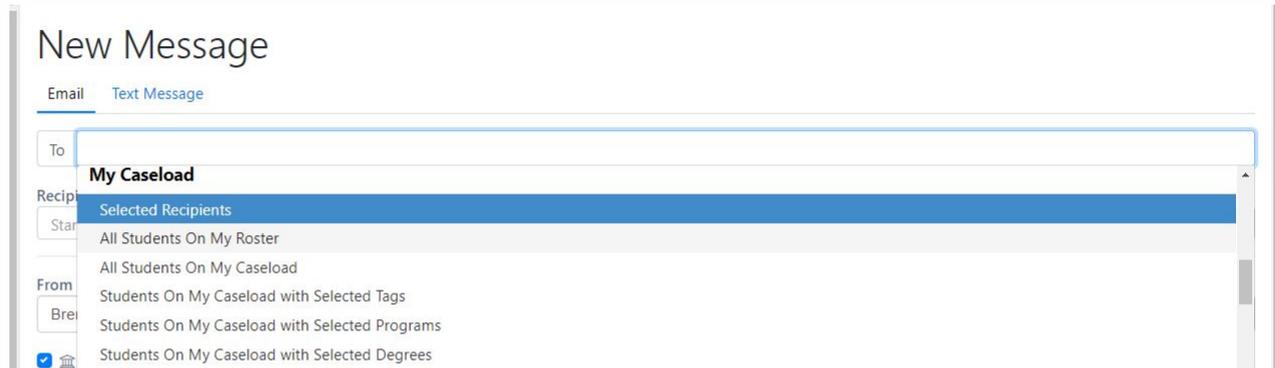
2 Resources

Student Resources

9 Resources

Messaging

- Select who you would like to send the message to: an individual, your caseload, a list of IDs or multiple different ways from the dropdown menu
- If you choose to send a message selected by Tags, Programs, or Degrees, you will be asked to provide the selected information.
- You can also save a note from sending a message.



The screenshot shows a 'New Message' form with two tabs: 'Email' and 'Text Message'. The 'To' field is open, displaying a dropdown menu with the following options:

- My Caseload** (highlighted)
- Selected Recipients
- All Students On My Roster
- All Students On My Caseload
- Students On My Caseload with Selected Tags
- Students On My Caseload with Selected Programs
- Students On My Caseload with Selected Degrees

On the left side of the form, there are fields for 'From' and 'Bre' (likely 'Breast' or 'Breastfeeding'), and a checked checkbox with a building icon.

Messaging

Send Attach Save as Template Cancel

New Message

Email Text Message

To Selected Recipients

Recipients
Start typing to select recipients

From
Brent Advisor - mukul.soundarajan@avisocoaching.onmicrosoft.com

Institutional Email Personal Email

Template
Select a message template (Optional) ...

Subject *
Insert

Insert 😊 **B** *I* U ☰ ☷ 🔗 ☰ ☷ ☷

Course Roster View

← MGT2500A 01

Student

-  Jack Collins 
48%
Management and Leadership
Academic Standing - Probation **Athlete - Spring '21**
-  Lucas Edwards 
97%
Management and Leadership
Athlete - Spring '21 **STEP** **Veteran**
-  SF Samuel Flores 
92%
Management and Leadership
Minority Male Success Initiative (MMSI) **Focus: Accounting**
-  Hunter Gonzales 
83%
Business
Summer Bridge **FYE Cohort F20 Section 1** **STEP**
-  Joseph Henderson 
58%
Business Management
First Generation **Financial Hold** **Athlete - Spring '21** **FYE Cohort F20 Section 1**
-  Olivia Jones 
59%
Management and Leadership
1 **Athlete - Spring '21** **First Generation** **Transfer Student** **Women's Volleyball** **TRIO**

Personalizing Your Settings

- Go into settings, choose what to be notified about, and set up meeting scheduler
- Edit your dashboard by adding widgets and your new custom reports



Success Team

	Brent Advisor Academic Advisor (415) 991-1927		Cris Coach Success Coach (614) 876-9384 x55
---	--	---	--

Meetings

	May 7th 2020-10:00 am 30 Minute - Face-to-Face with Brent Advisor
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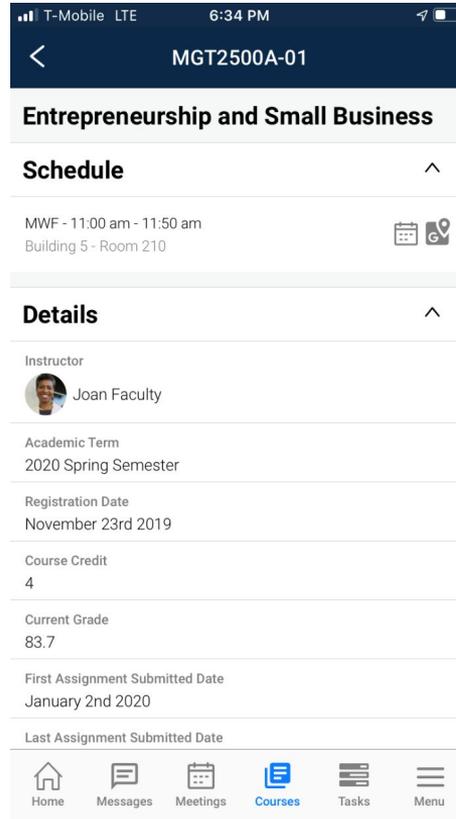
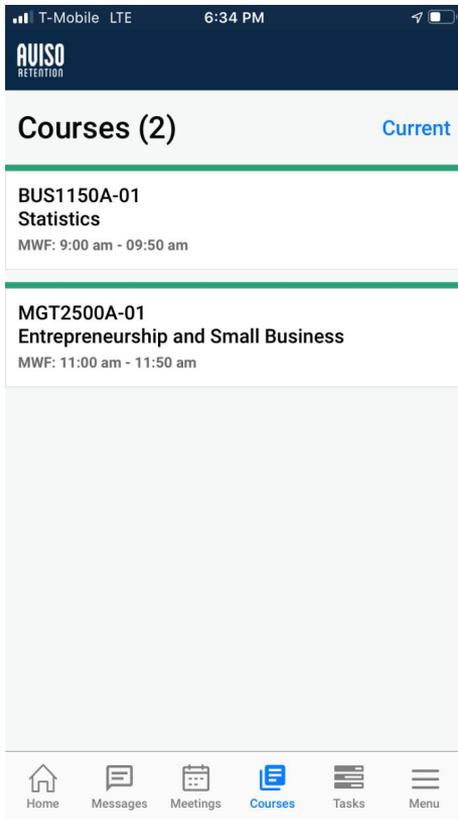
Messages

	Brent Advisor Hello Olivia	Monday, 12:00 AM
---	--------------------------------------	------------------

	Joan Faculty You have been identified for a...	04/30/2020
---	--	------------

Tasks





Hello Olivia

April 29, 2020 2:21 PM



Brent Advisor

Hi Olivia,

Hope your semester is going well! In the next few weeks, I would like to meet with you to discuss your academic plan and your schedule for the next few semesters. Please schedule an appointment with me via Aviso where you can see my availability in real-time.

I look forward to meeting with you soon!

Thanks,
Brent

6:34 PM



Olivia Student

Thanks for the message Brent! I just scheduled an appointment with you.

Write a message...



Home



Messages



Meetings



Courses



Tasks



Menu



Aviso Faculty/Staff Resources

[About](#)

[Frequently Asked Questions](#)

[Tutorials](#)

Why Aviso?

- Aviso helps students get the help they need when they need it – before it is too late.
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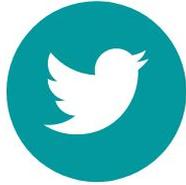
[Aviso Automated Alerts](#)

AVISO
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QUESTIONS?

Stay Connected With Us



@AvisoRetention



Aviso Retention



www.avisoretention.com