

## What is an Automated Alert vs. Manual Alert?

Automated Alert	Manual Alert
Automatically sent throughout the semester	Sent by a staff member when they encounter a struggling student
Dependent upon faculty to enter grades in Moodle and attendance in Self-Service	Must be manually entered
Viewable on the Aviso Dashboard and Daily Digest Email	Will create an instant email to the designated contact
Student receives this alert	Viewable on the Aviso Dashboard and Daily Digest email depending on the privacy setting of the alert type
	Student never receives this alert

## Automated Alerts

<b>Attendance Alert:</b> Automatically distributed after every 2 absences in a course.
<b>Current Grade Alert:</b> Automatically distributed for any course that has a grade below 70.
Grade Alerts will be distributed to students three times per semester. The distribution dates for 2021FA are: <ul style="list-style-type: none"> <li>September 23, 2021</li> <li>October 11, 2021</li> <li>November 15, 2021</li> </ul> Instructors should ensure that grades are updated in Moodle by 11 p.m. the day prior to the distribution date.
<b>LMS Course Login:</b> Automatically distributed when it has been 5 days since the last login and will wait 2 days before repeating again. This alert is only for "I" and "S" sections. A student must login to the LMS course at least once in order for this alert to be created.
<b>Overall GPA:</b> Automatically distributed when a student's cumulative GPA remains at 2.0 or below for 3 or more days.

## Sample Attendance Alert Email Message

*Subject*

*You've been absent from Algebra II (MATH 103)*

*Body*

*Dear Chris Donaldson:*

*It is very important that you maintain good attendance and participation in each of your courses. We noticed that you have missed 2 class meetings in your Algebra II course. Please contact your instructor, Gerald Mendez (gerald.mendez@aviso.com), for information on how to get caught up.*

*We have many resources, including tutoring, to help you succeed that you can access from our [WCC Student Prowler website](#). There is still time to get back on track.*

*Your Wilkes CC Student Success Team*

### Sample Current Grade Alert Email Message

*Subject*

*Current grade in Algebra II (MATH 103) is low.*

*Body*

*Dear Chris,*

*We're concerned about your grade in MATH 103. There are many resources available for academic help. Please contact your instructor, Gerald Mendez (gerald.mendez@aviso.com), to discuss ways you can improve your performance and get back on track towards successful completion of MATH 103. For free tutoring, you can contact the [Academic Support Center](#) at 336-838-6566 or click on the tutoring icon on the Student Prowler page to schedule an appointment.*

*Your Wilkes CC Student Success Team*

### Manual Alerts

Reasons	Coordinator
Academic Coaching or Tutoring Referral	Bruce Hollar, Marty Joines, Stephanie Darnell
Academic Concern (lack of participation, danger of course failure)	Bruce Hollar, Marty Joines, Stephanie Darnell
Career Counseling / Employability Services	Michael Roope
Care Team (Alarming, Problematic, Worrisome, and/or Disruptive Behavior)	Scott Johnson, Lynda Black, Michael Roope
Community / Emergency Resources (Doc Watson Student Emergency Fund, Finish Line Grant, Housing, Transportation)	Debbie Furr, Erin Smith
Counseling (Personal Problems, Considering Full Withdrawal, Poor Hygiene)	Lynda Black, Michael Roope

### Sample Email Notification sent to an Alert Coordinator

FW: Sally Student has been identified for an Alert for Referral: Emergency Assistance

Debbie Furr  
To: Scott Johnson  
You replied to this message on 6/5/2021 5:25 PM.

Reply Reply All Forward

Tue 6/8/2021 5:21 PM

**[CAUTION]:** This email originated outside of the Wilkes Community College email system. Do not click links or open attachments unless you have verified the sender and know the content is safe.

**WILKES**  
COMMUNITY COLLEGE

Subject: Sally Student has been identified for an Alert for Referral: Emergency Assistance

Our records indicate that Sally Student has been identified for an Alert for Referral: Emergency Assistance by Scott Johnson.

[Please click here to address this identified issue.](#)

5:27 PM

Note:

- When an 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.
- Notes related to Disability Services and Counseling will only be visible to the respective department.