RETENTION ALERT

What is a Retention Alert?

A retention alert is a notification sent to student support staff that a student needs attention. Faculty and students can submit retention alerts through Triton's software system, CRM Advise. It serves as a retention tool that enhances communication and encourages collaboration between faculty, students, and student support staff. If utilized effectively it can improve student engagement, retention and student success.

When Should I Create a Retention Alert for a Student and Which Department Will Respond to the Alert?

Faculty Experience Alert Type	Risk Level	Department that Will Respond to the Alert.
Student needs accommodation support.	High	Center for Access and Accommodative Services (CAAS)
Student applause/kudos.	Low	Academic Advising
Student at risk of failing course.	High	Academic Advising and Financial Aid
Attendance concern (i.e., never logged in, at risk of being withdrawn, etc.).	Medium	Academic Advising
Student has emotional/personal concerns.	High	Counseling
Student has low homework/quiz/test scores/tutoring referral.	Medium	Academic Success Center (ASC)
Student is missing textbook/course materials.	Medium	Academic Advising Team
Other.	High	Academic Advising Team
Student has a financial aid concern.	Medium	Financial Aid
Student needs technology assistance.	Low	Educational Technology Resource Center (ETRC)

How do I Access and Submit a Retention Alert?

Faculty can access the retention alert system by logging into CRM Advise (https://tritoncrm.elluciancrmadvise.com/main.aspx link also located in your Blackboard course shell and your MyTriton portal). Use your Triton credentials and click "Other Organization" to log in > Click the course with the student you wish to submit an alert > Enter check mark next to the student(s) name > Select the Alert Type > Click Next > Enter a note in the Add Notes field > Click Next > Click Submit Alert.

Student Support staff can access the retention alert system by logging into CRM Advise (https://tritoncrm.elluciancrmadvise.com/main.aspx link also located in your Triton portal) > Click the Advisor tile > Click on your assigned student's dashboard > Scroll down to your assigned alerts. Please refer to the 'retention alert process' on how to work alerts.

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Retention Alert Business Process

Faculty submits a retention alert.

- Student receives an automated email once an alert has been submitted. CAAS and Counseling cases do not receive an automated email.

Faculty can check on the status of their alert in CRM Advise.

- Within 2 business days student will receive a text from the department the alert was assigned.
- Within 4 business days (if no response from the student), student will receive a phone call from the department alert was assigned.

Faculty will receive an email once a week with cases submited status.

- If all steps in business process are met alert will be closed by assigned department or Student Success Strategist.
- When closing alert, enter alert resolution notes in the "Resolution" field of alert

Best Practices

Faculty

- Alerts should be sent while the student still has time to be successful in the course. This is generally prior to week nine of a 16-week semester.
- Include your class attendance and/or late work policy in the detailed notes section of an alert.
- Retention alert cases should only be created in CRM Advise not through Blackboard's Retention Center.
- Review your alert submission history by logging into CRM Advise > Click Option Wheel > Select Alert History > Select course from course list > Review alert details.

Student Support Staff

- Student contact should be made within 48 business hours of the case creation.
- Alerts should have two different types of contacts made (i.e., email and call).
- Update and close the case when appropriate.

For more information on retention alert, check out the retention alert website at triton.edu/retentionalert.