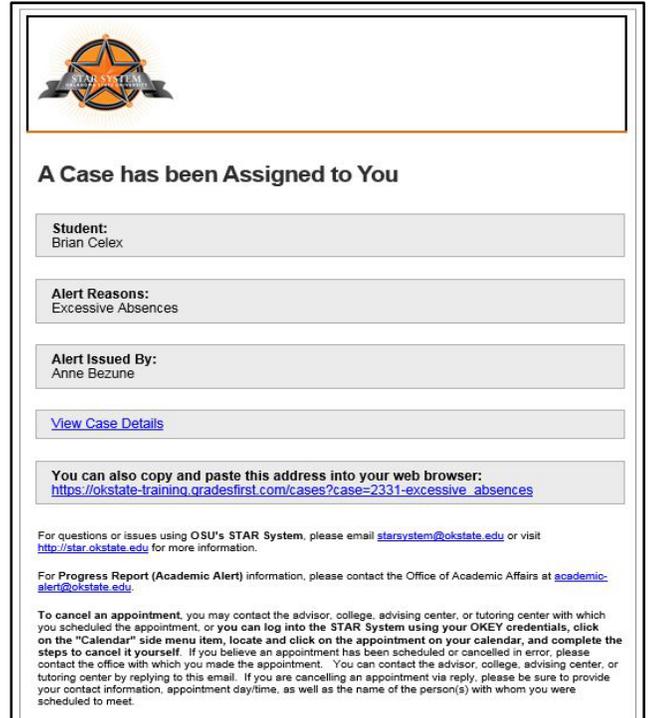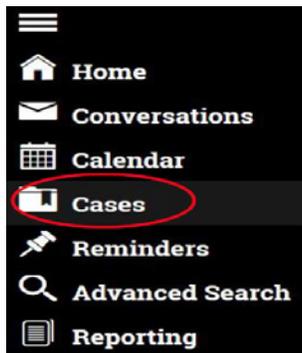# Progress Report/Academic Alert – OSU Advisor Quick Guide

Instructors can submit Progress Reports/Academic Alerts at any time. Progress Reports "report" good progress and are stored in a student's STAR file under the "Reports/Notes" tab. No information is sent directly to an advisor. Academic Alerts "report" concerns/issues and open "cases" that are assigned to students' advisors that must be managed and closed by an advisor.

1) When an instructor submits Academic Alert on a student, the student's assigned advisor(s) receives an automated STAR email from the instructor about the alert that indicates "A Case has been Assigned to You" similar to the image on the right. The email indicates the student, the "Alert Reasons" that the instructor selected, and the name of the instructor. Advisors who are already logged into the STAR System can click the "View Case Details" link in the email to manage the case, or it can be accessed either from the student's profile page (under the "Reports/Notes" tab) or from the "Cases" page (on the Main Menu Bar):


A Case has been Assigned to You

Student:
Brian Celex

Alert Reasons:
Excessive Absences

Alert Issued By:
Anne Bezune

View Case Details

You can also copy and paste this address into your web browser:
https://okstate-training.gradesfirst.com/cases?case=2331-excessive_absences

For questions or issues using OSU's STAR System, please email starsystem@okstate.edu or visit http://star.okstate.edu for more information.

For **Progress Report (Academic Alert)** information, please contact the Office of Academic Affairs at academic-alert@okstate.edu.

To cancel an appointment, you may contact the advisor, college, advising center, or tutoring center with which you scheduled the appointment, or you can log into the STAR System using your OKEY credentials, click on the "Calendar" side menu item, locate and click on the appointment on your calendar, and complete the steps to cancel it yourself. If you believe an appointment has been scheduled or cancelled in error, please contact the office with which you made the appointment. You can contact the advisor, college, advising center, or tutoring center by replying to this email. If you are cancelling an appointment via reply, please be sure to provide your contact information, appointment day/time, as well as the name of the person(s) with whom you were scheduled to meet.

2) Click the "View Case Details" link from the email or the "Manage Case" button from a student profile page or your "Case" page to open the "Manage Case" window. This window displays the student's name, the "Alert Reason(s)" selected by the instructor, the course section, the assigned advisor(s), and all "Case Activity," which includes instructor comments. Instructors can have entered any or all of the following "Alert Reasons":

- **No Evidence of Attendance**
- **Excessive Absences**
- **Stopped Attending**
- **Poor Quality Work**
- **Missing Work**
- **Cannot Pass with Remaining Coursework**

MANAGE CASE

Brian Celex
Reason(s): Excessive Absences   Class: PHIL110-6 INTRO TO LOGIC I

Case Owner: None   Assigned To: James Knecht x

Case Activity:
07/26/2016

Anne Bezune assigned case to James Knecht.   10:08AM

Anne Bezune opened case.   10:08AM

Anne Bezune added comment: 10:08AM
Student has missed too many classes. Per department policy, he will fail the course if he does not drop it.

Add Comment

cancel   Close Case

3) The "Case Owner" defaults to "None." Take ownership of the case by selecting your name in this pull-down menu. Ownership implies you will be managing/resolving the case.

4) Assigned advisors will appear in the "Assigned To:" field. Additional advisors can be assigned to the case by clicking in this field and selecting their names. Advisors can be removed from the case by clicking the "X" following their names.
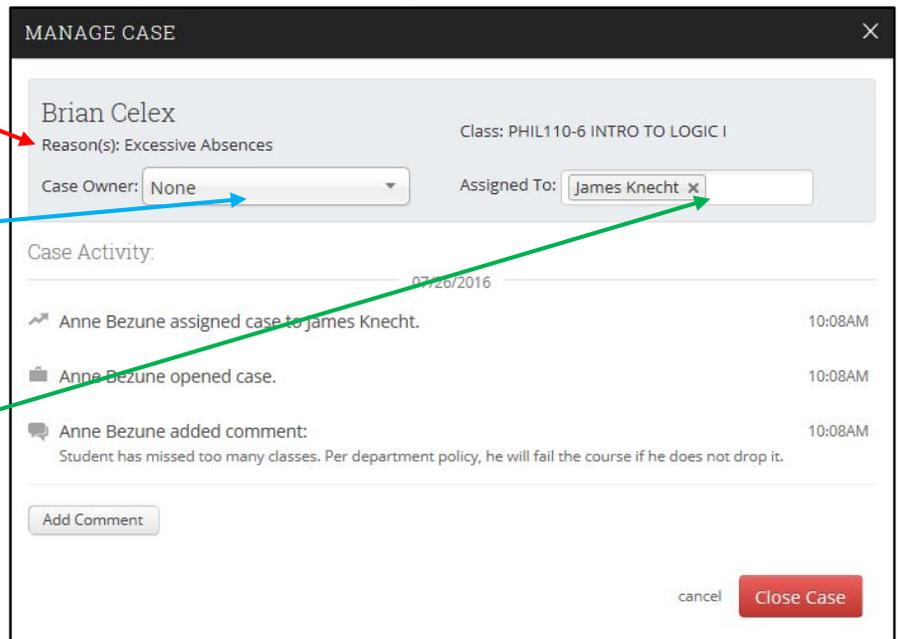
5) Use the "Add Comment" button to open a text entry field to enter comments concerning how you addressed the academic alert with the student. Typical entries can include descriptions of phone or email discussions, scheduled appointments to meet, any discussions with the instructor or other relevant parties, or failed attempts to contact the student. The system records the date, time, and advisor name on all entered comments. The "Add Comment" field is available for as long as the case remains open.

6) After the academic alert has been addressed/resolved, click the "Close Case" button to start the close process. On the final screen, select one of the following "Outcome" choices that indicates how the alert was addressed:

- **Student Dropped Course**: Use this option if the student has (or plans to) drop the course.
- **Issue Addressed – Please Email Instructor**: Use this option if you and the student were able to successfully resolve the academic alert. This option is also a reminder to complete Step 9 below (Email the instructor).
- **Multiple Attempts Made to Contact – Please Email Instructor**: Use this option if you were unable to make contact with the student. This option is also a reminder to complete Step 9 below (Email the instructor).

7) Enter any final comments concerning the resolution of the academic alert in the "Comments" field.

8) Click the "Submit" button to close the case. The system will record the date, time, advisor name, final comments, and the selected "Outcome" within the case. The screen will then display the full case one final time for review. If all entries are correct, click the "X" at the top right or the "cancel" button at the bottom right to close the window.

9) After closing an academic alert case, it is recommended that you email the instructor who submitted the case, providing a short description of how the academic alert was resolved with the student (or informing the instructor that you were unable to make contact with the student after multiple attempts). Instructors can be easily emailed from within the STAR System. Simply visit the "Class Info" tab on the student's profile page to see the student's list of courses for this semester. Click the checkbox next to the course section for which the academic alert was submitted, and then choose "Send Message to Professor" from the "Actions" menu to begin a new message to the course instructor.