

Gillings Navigate Progress Report Alert Intervention Plan & Timeline

Alert Reason	Why and When to Submit?	Response Time	Routed To	Automated Email Generated to Student	Triage Process	Closing Case Process
Excessive Absences	Raise this alert after you/your TA has initiated contact and student is not communicating with you and not regularly attending. Provide details. Weeks 2-13.	1-2 business days (AC to student)	Academic Coordinator (Student receives automated email)	An alert has been submitted to your assigned Gillings Academic Coordinator (AC) by one of your instructors for excessive absences. The alert system allows for instructors to notify both you and your AC that they are concerned about your success in a course and want to help. This email notification will prompt your Academic Coordinator to reach out to you in a timely manner to discuss what is happening in your life and/or what strategies or resources might help you be successful this semester. Your Academic Coordinator will also encourage you to speak directly with your instructor(s) about what you can do to improve. Please know that we care about your academic success and that we are here to help.	Academic Coordinator discusses the importance of attendance to be successful and reviews corresponding course syllabus attendance policy with student. Refers student to instructor for additional information/answers.	AC attempts to reach out 2x's. If unsuccessful, AC will ask faculty mentor to reach out. Response or not, case closed.
Low Grade on Assignment, Quiz, or Exam	Raise this alert after you/your TA has initiated contact when a student receives a low grade and is approaching possibility of failing. Provide details. Weeks 2-13.	1-2 business days (AC to student)	Academic Coordinator (Student receives automated email)	An alert has been submitted to your assigned Gillings Academic Coordinator (AC) by one of your instructors for low grade(s) on assignments/exams. The alert system allows for instructors to notify both you and your AC that they are concerned about your success in a course and want to help. This email notification will prompt your Academic Coordinator to reach out to you in a timely manner to discuss what is happening in your life and/or what strategies or resources might help you be successful this semester. Your Academic Coordinator will also encourage you to speak directly with your instructor(s) about what you can do to improve. Please know that we care about your academic success and that we are here to help.	Academic Coordinator discusses with student study strategies and habits for success. Refers to resources and/or instructor for further support (Learning Center, Tutoring, Writing Center, CAPS, faculty mentor, etc.).	AC attempts to reach out 2x's. If unsuccessful, AC will ask faculty mentor to reach out. Response or not, case closed.
Missing Assignments	Raise this alert after you/your TA has initiated contact when a student has multiple missing or late assignments. Provide details. Weeks 2-13.	1-2 business days (AC to student)	Academic Coordinator (Student receives automated email)	An alert has been submitted to your assigned Gillings Academic Coordinator (AC) by one of your instructors for missing assignments. The alert system allows for instructors to notify both you and your AC that they are concerned about your success in a course and want to help. This email notification will prompt your Academic Coordinator to reach out to you in a timely manner to discuss what is happening in your life and/or what strategies or resources might help you be successful this semester. Your Academic Coordinator will also encourage you to speak directly with your instructor(s) about what you can do to improve. Please know that we care about your academic success and that we are here to help.	Academic Coordinator discusses with student and reviews course expectations, due dates, and deadlines. Academic Coordinator discusses time management strategies. Refers to resources and/or instructor for further support.	AC attempts to reach out 2x's. If unsuccessful, AC will ask faculty mentor to reach out. Response or not, case closed.
At-risk of Failing Course (before the last day to drop)	Raises this alert after you/your TA has initiated contact when a student cannot possibly pass, or receive an Incomplete, and they should consider drop options. <u>Undergrads:</u> By week 8 <u>MPH@UNC:</u> By week 7 <u>Grad:</u> By week 12	1-2 business days (AC to student)	Academic Coordinator (Student receives automated email)	An alert has been submitted to your assigned Gillings Academic Coordinator (AC) by one of your instructors that you are at-risk of failing their course. The alert system allows for instructors to notify both you and your AC that they are concerned about your success in a course and want to help. This email notification will prompt your Academic Coordinator to reach out to you in a timely manner to discuss what is happening in your life and/or what strategies or resources might help you be successful this semester. Your Academic Coordinator will also encourage you to speak directly with your instructor(s) about what you can do to improve. Please be mindful of course drop deadlines (for residential students and for MPH@UNC students). Please know that we care about your academic success and that we are here to help.	Academic Coordinator suggests appointment with student to discuss what is going on, their grades/assignments, course drop deadlines for residential students and MPH@UNC students , and other related policies and options (including any medical academic interventions if warranted). Refers student to instructor for any additional information/answers.	AC attempts to reach out 2x's. If unsuccessful, AC will ask faculty mentor to reach out. Response or not, case closed.
Tutoring Referral (SPHG 711 or SPHG 712)	Raise this alert when a student is not performing well on assignments/low test scores, etc. (for additional help in SPHG 711 or SPHG 712). Starting week 1.	Student receives automated referral email directly upon alert submission	Student (Academic Coordinator receives copy)	Your instructor has indicated that tutoring is available and may be needed for your success in their SPHG 711 or SPHG 712 class. The Gillings School is committed to making sure students receive the academic enrichment needed to be successful. The Academic Enrichment Program strives to provide quality academic support in a group setting for students experiencing academic difficulty in SPHG 711/712 courses. Individual appointments and group tutoring sessions are available and held for each subject (BIOS/EPID/SPHG) area each week during the fall, spring, and summer semesters. To find out more, visit: https://sph.unc.edu/students/student-resources/ and click on 'Academic Support' and review the Academic Enrichment Program Schedule information. Please use the instructions to schedule an appointment or attend an open/group tutoring session as soon as possible. Please know that we care about your academic success and that we are here to help.	Student is encouraged/instructed to set up a tutoring appointment or attend a group tutoring session via the Gillings Academic Enrichment Program. No action taken by Academic Coordinator.	Case not opened as student only receives information via auto generated email.