

## Improvements to the Low Grade and Course Withdrawal alerts

A new **Alert** record will be created when a student receives a **Low Grade** and **Course Withdrawal** on a course.

### Background

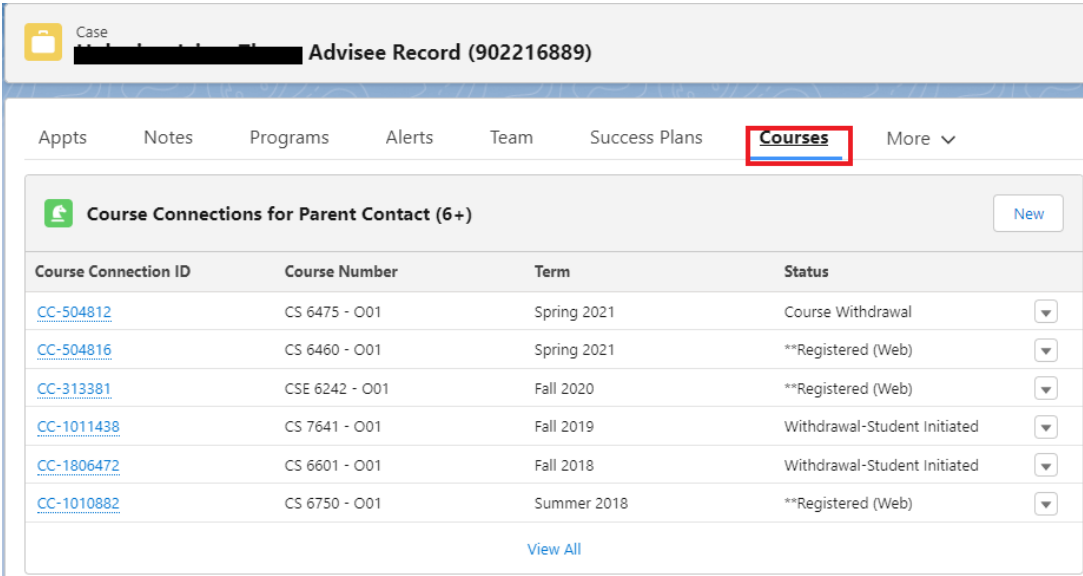
For Advisors to see when students have a **Low grade** or **Course Withdrawal** and know that they should take appropriate action to intervene with a student, these new alerts have been created. A new “**Low Grade**” alert will be automatically created when a student receives a grade of either ‘**F**’ or ‘**D**’ on a course. When a student withdraws from a class, a “**Course Withdrawal**” alert will be automatically created when a student receives a grade ‘**W**’ on a course. It can help advisors to take timely and appropriate actions with a student to provide the best possible student outcomes in this situation.

### Feature

To aid the advisors to provide relevant and timely advising to their students, a Low Grade **Alert** would be automatically created when the **Letter Grade** is set as either ‘**D**’ or ‘**F**’ or a Course Withdrawal **Alert** would be automatically created when the **Letter Grade** is set as ‘**W**’ in the relevant **Course Connection** record.

### Using the Low Grade/ Withdrawal Alert

1. Navigate to the selected **Advisee Record** and click on **Courses**, a list of course connections are displayed as below.



Case [Redacted] Advisee Record (902216889)

Appts   Notes   Programs   Alerts   Team   Success Plans   **Courses**   More ▾

**Course Connections for Parent Contact (6+)** New

Course Connection ID	Course Number	Term	Status
<a href="#">CC-504812</a>	CS 6475 - 001	Spring 2021	Course Withdrawal
<a href="#">CC-504816</a>	CS 6460 - 001	Spring 2021	**Registered (Web)
<a href="#">CC-313381</a>	CSE 6242 - 001	Fall 2020	**Registered (Web)
<a href="#">CC-1011438</a>	CS 7641 - 001	Fall 2019	Withdrawal-Student Initiated
<a href="#">CC-1806472</a>	CS 6601 - 001	Fall 2018	Withdrawal-Student Initiated
<a href="#">CC-1010882</a>	CS 6750 - 001	Summer 2018	**Registered (Web)

[View All](#)

- When you click on any Course Connection record, the detail page is displayed as shown below.

Course Connection  
CS 6750 - 001

<b>Contact</b>	<b>Term</b>	<b>Status</b>	<b>Letter Grade</b>	<b>Midterm Grade</b>	<b>Include Enrollment</b>
<a href="#">George Burdell</a>	Fall 2022	**Registered (Web)			<input type="checkbox"/>

**Related**    **Details**

<p><b>Course Connection ID</b> CC-2088922</p> <p><b>Contact</b> <a href="#">George Burdell</a></p> <p><b>Status</b> **Registered (Web)</p> <p><b>Credits Attempted</b> 3.000</p> <p><b>Credits Earned</b> 3.000</p> <p><b>Letter Grade</b></p> <p><b>Midterm Grade</b></p> <p><b>Created By</b> <a href="#">Russell Wallis</a> · 9/30/2022 12:46 PM</p> <p><b>EDW CDC Row Job ID</b></p>	<p><b>Course Number</b> CS 6750 - 001</p> <p><b>Course Name</b> Human-Computer Interact</p> <p><b>Course Offering ID</b> <a href="#">a2E1K00003Uihr</a></p> <p><b>Term</b> Fall 2022</p> <p><b>Term Code</b> 202208</p> <p><b>Repeated</b> <input type="checkbox"/></p> <p><b>Record Type</b> Student</p> <p><b>Last Modified By</b> <a href="#">Russell Wallis</a> · 9/30/2022 12:46 PM</p> <p><b>SIS - External Id</b></p>
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- Whenever the Letter Grade gets updated from Banner to the Course Connection, an alert gets created automatically.
- When the **Course Connection->Letter Grade** field is updated to either 'D' or 'F' then a Low Grade Concern alert record is automatically created, and you can find the **new** alert created in the **Alerts** tab under the Advisee Case Record.

Case [Redacted] Advisee Record (903358508)

Appts   Notes   Programs   **Alerts**   Team   Success Plans   Courses   More ▾

**Unresolved Alerts (0)**   [New](#)   [Change Status](#)   [Apply Success Plan](#)

**Resolved Alerts (8)**   [Change Status](#)

<input type="checkbox"/>	Record Type ▾	Reason ▾	Priority ▾	Created Date ▾	Status ▾	
<input type="checkbox"/>	Academic	Academic_Standing	Urgent	7/20/2021	Closed: No Action Nee...	▾
<input type="checkbox"/>	Academic	General Hold	Normal	7/19/2021	Closed: No Action Nee...	▾
<input type="checkbox"/>	Academic	Low Grade Concern	Urgent	5/13/2021	Closed: No Action Nee...	▾
<input type="checkbox"/>	Academic	Low Grade Concern	Urgent	5/13/2021	Closed: No Action Nee...	▾
<input type="checkbox"/>	Academic	Low Grade Concern	Urgent	5/13/2021	Closed: No Action Nee...	▾
<input type="checkbox"/>	Academic	Academic_Standing	Urgent	5/13/2021	Closed: No Action Nee...	▾
<input type="checkbox"/>	Academic	Low Grade Concern	Urgent	12/15/2020	Closed: No Action Nee...	▾
<input type="checkbox"/>	Academic	Academic_Standing	Urgent	12/15/2020	Closed: No Action Nee...	▾

- When the **Course Connection->Letter Grade** field is updated to 'W' then a Course Withdrawal alert record is automatically created, and you can find the **new** alert created in the **Alerts** tab under the Advisee Case Record.

Case [Redacted] **Advisee Record (903468892)**

Appts   Notes   Programs   **Alerts**   Team   Success Plans   Courses   More ▾

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**Resolved Alerts (2)** Change Status

<input type="checkbox"/>	Record Type ▾	Reason ▾	Priority ▾	Created Date ▾	Status ▾
<input type="checkbox"/>	Academic	Course Withdrawal		12/21/2021	Closed: No Action Nee... ▾
<input type="checkbox"/>	Academic	Course Withdrawal		12/15/2020	Closed: No Action Nee... ▾

- To get more information about the alert, you can view the detail page by clicking on the drop down next to alert record.

**Resolved Alerts (2)** Change Status

<input type="checkbox"/>	Record Type ▾	Reason ▾	Priority ▾	Created Date ▾	Status ▾
<input type="checkbox"/>	Academic	Course Withdrawal		12/21/2021	Closed: No Action Nee... <span style="border: 2px solid red; padding: 2px;">▾</span>
<input type="checkbox"/>	Academic	Course Withdrawal		12/15/2020	Closed: No Action Nee... ▾

- The detail (record) view of the **Low Grade alert** record will be displayed with populated Course Connection field values and the comments as below.



Alert  
**AL-186858**

Reason: Low Grade Concern | Priority: Urgent | Status: New | Related To: [CC-1633665](#)

Alert # AL-186858	Reason Low Grade Concern
Student Contact [REDACTED]	Priority Urgent
Program Enrollment	Owner EDM User
Course Connection <a href="#">CC-1633665</a>	Case
Student Record <a href="#">00175478</a>	Assign Using Active Assignment Rules <input type="checkbox"/>
Related To <a href="#">CC-1633665</a>	Status New
	Comments Student has received a grade of F in Course CS 6603 - 001
Created By EDM User, 10/31/2022 2:09 PM	Last Modified By EDM User, 10/31/2022 2:09 PM

- 8. The detail (record) view of the **Withdrawal alert** record will be displayed with populated Course Connection field values and Comments as shown below.



Alert  
AL-186852

Reason	Priority	Status	Related To
Course Withdrawal		New	<a href="#">CC-1950756</a>

Alert #

AL-186852

Student Contact

Program Enrollment

Course Connection

Student Record

Related To

Created By

EDM User, 10/31/2022 2:08 PM

Reason

Course Withdrawal

Priority

Owner

EDM User

Case

Assign Using Active Assignment Rules

Status

New

Comments

Grade has changed to W for Course CS 1371R - A05.

Last Modified by

EDM User, 10/31/2022 2:08 PM