

Introducing the Open Incomplete Grade Alert

A new **Alert** record will be created when a student receives an *Incomplete* grade on a course.

Background

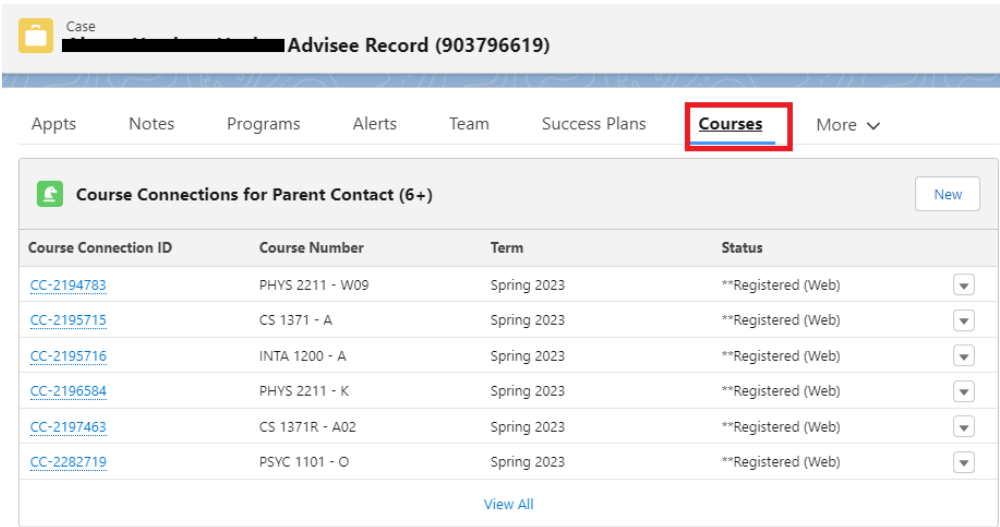
For Advisors to see when students have an Incomplete grade and know that they should take appropriate action to intervene with a student. An **“Open Incomplete”** alert will be automatically created when a student receives a grade of “I” on a course. Because a high percentage of I’s turn into F’s, surfacing this detail for advisors 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 advice to their students, an **Alert** would be automatically created when the **Letter Grade** is set as ‘I’ in the relevant **Course Connection** record.

Using the Open Incomplete Grade Alert

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



Case [Redacted] Advisee Record (903796619)

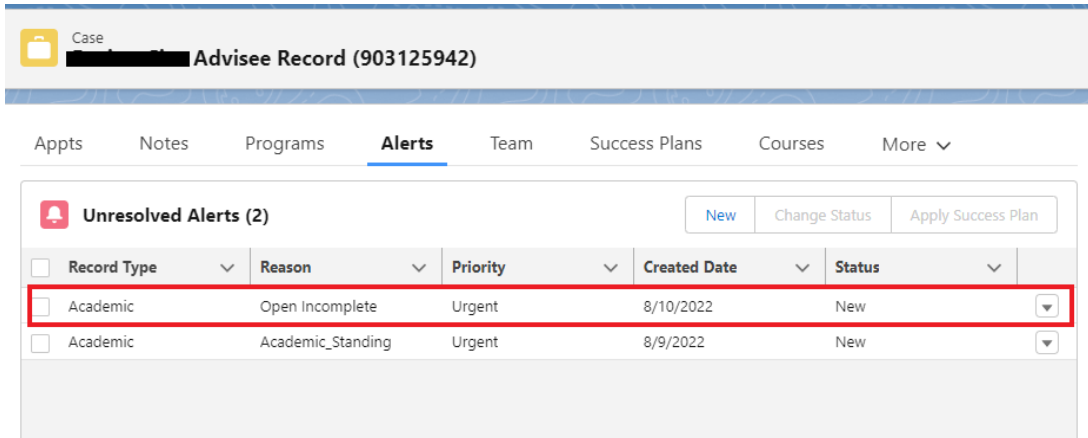
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Course Connections for Parent Contact (6+) New

Course Connection ID	Course Number	Term	Status
CC-2194783	PHYS 2211 - W09	Spring 2023	**Registered (Web) ▼
CC-2195715	CS 1371 - A	Spring 2023	**Registered (Web) ▼
CC-2195716	INTA 1200 - A	Spring 2023	**Registered (Web) ▼
CC-2196584	PHYS 2211 - K	Spring 2023	**Registered (Web) ▼
CC-2197463	CS 1371R - A02	Spring 2023	**Registered (Web) ▼
CC-2282719	PSYC 1101 - O	Spring 2023	**Registered (Web) ▼

[View All](#)

- When the **Course Connection->Letter Grade** field is updated to 'I' then an alert record is automatically created, and you can find the **new** alert created in the **Alerts** tab.



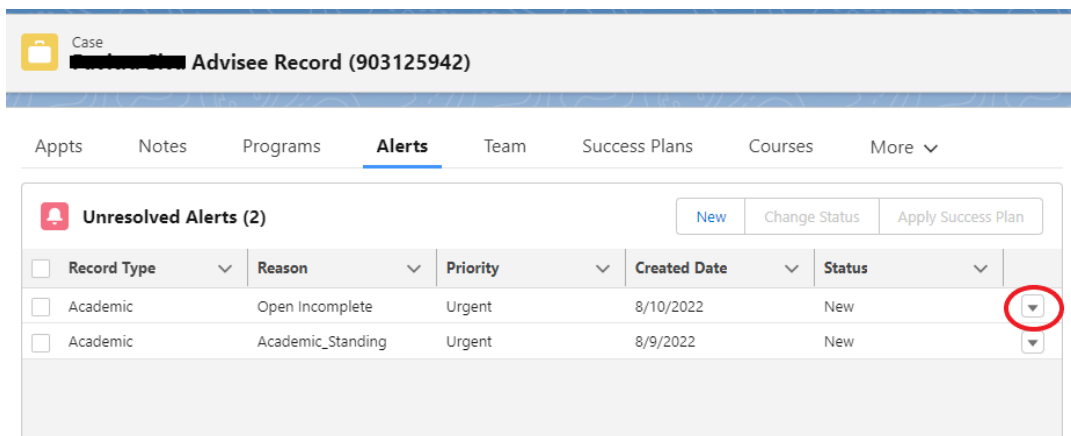
Case [Redacted] Advisee Record (903125942)

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

Unresolved Alerts (2) New Change Status Apply Success Plan

<input type="checkbox"/>	Record Type ▾	Reason ▾	Priority ▾	Created Date ▾	Status ▾	
<input type="checkbox"/>	Academic	Open Incomplete	Urgent	8/10/2022	New	▾
<input type="checkbox"/>	Academic	Academic_Standing	Urgent	8/9/2022	New	▾

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



Case [Redacted] Advisee Record (903125942)

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

Unresolved Alerts (2) New Change Status Apply Success Plan

<input type="checkbox"/>	Record Type ▾	Reason ▾	Priority ▾	Created Date ▾	Status ▾	
<input type="checkbox"/>	Academic	Open Incomplete	Urgent	8/10/2022	New	▾
<input type="checkbox"/>	Academic	Academic_Standing	Urgent	8/9/2022	New	▾

- The detail (record) view of the alert record will be displayed as shown below.



Alert
AL-171744

Reason	Priority	Status	Related To
Open Incomplete	Urgent	New	

Alert #	AL-171744	Reason	Open Incomplete
Student Contact	[REDACTED]	Priority	Urgent
Program Enrollment		Owner	EDM User
Course Connection		Case	
Student Record	00322331	Assign Using Active Assignment Rules	<input type="checkbox"/>
Related To		Status	New
		Comments	Student has received an incomplete grade (I) in MGT 8803 - OAN.
Created By	EDM User, 8/10/2022 6:26 AM	Last Modified By	EDM User, 8/10/2022 6:26 AM

Note: The **Course name** and **Course Number** are also displayed that is associated with the Incomplete grade.