Aviso Guide
WELCOME TO AVISO @ CFCC

INTRODUCTION
Aviso is a new early alert and student tracking tool accessible on the CFCC portal. Through Aviso, students and designated staff will be notified of academic performance through automated alerts, messaging, and tasks. Aviso automatically imports data from Blackboard and Web Attendance. Faculty will update student grades in Blackboard before scheduled alert dates and track attendance weekly via Web Attendance.

FEATURES

VIEW STUDENT PROFILE
Use the student’s profile page to see their contact and academic information, as well as their transcript, test scores, notes, history, and tasks assigned to them.
→ To view a student’s profile, click on the Students tab. Search within your caseload or all students if applicable.

NOTE FEATURE
Record student interactions, observations, or meeting notes.
→ In the students’ profile, you can view notes added from other success team members or create a new note by clicking on the Note tab.

MANUAL ALERTS
Notify the student’s success team of personal or academic concerns. Please discuss with student beforehand when appropriate.
→ To send an alert, click on the Alert tab. Specify the Alert Reason and give some background information about why the alert is being sent in the Message box.

MESSAGE
Send an email to a student, class roster, or entire caseload.
→ To send a message, click on the Message tab. If you want to have your message created as a note on the student’s profile, check the box that says, “Create Note From Message.”

VIEW TASKS & ACTION PLANS
Staff can assign tasks for students to complete.
→ To view tasks that are assigned to a student, click on the Task tab on the student’s profile. You can view the individual task or any action plans. An action plan is a series of tasks to complete.

IMPORTANT NOTE!
Automated Attendance and Grade alerts will be sent to students. To ensure that students and designated Student Services staff are receiving alerts reflective of real progress, please update all students’ grades in Blackboard and attendance in Web Attendance. This will be required of all faculty for Aviso to run accurately.

ATTENDANCE ALERTS
Faculty will need to record attendance in Web Attendance on a weekly basis, starting the first week of class. Students and designated Student Services staff will receive an automated alert when the student has missed 3 days of class.

GRADE ALERTS
Grade Alerts will be sent to students three times a semester. For Fall, the grade deadlines are as follows:
• Thursday, September 12th
• Friday, October 11th
• Friday, November 8th

Please make sure to update grades in Blackboard by these dates.

ADDITIONAL ALERTS
• First week of Attendance - Sent to students who do not attend the first week.
• Blackboard Login - Sent to students who have not logged into Blackboard for 7 days.
• Ongoing Attendance - Sent to students who have 3 absences in a course (can be consecutively or not).

ACHIEVEMENTS
Sends a celebration email to students who have 85% or higher in the course, following the grade alert deadline (9/12, 10/11, 11/8).

Questions or comments?
Contact Mary Elizabeth McIntosh, Project Director or Brittany Buffkin, Data Technician at successteam@cfcc.edu
Aviso Guide - FAQ

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What are some things that have changed at Cape Fear related to the Aviso implementation?
For the college to implement Aviso successfully, several strategic changes were made. All students are now assigned two primary contacts, one Counselor and one Academic Advisor. This provides each student with direct contacts. College policy was also updated to reflect the importance of faculty tracking attendance and keeping updated grades.

Who receives automated alerts? Who responds to them?
Students will receive automated alerts in addition to their assigned Counselor and Academic Advisor. Faculty and staff who are “Followers” of the student in Aviso will also receive the alerts. The assigned Counselor will reach out to the student unless the student has another relevant follower in Student Services. Athletic Coaches, the Nixon Leaders Coordinator, Director of Veteran Services, or Academic Success Coaches (for all students on Academic Probation under Title III) will reach out to their student populations. Student Services is using a team-approach to reach all students.

What grade will trigger an automated Grade Alert?
Automated alerts will be triggered three times per semester after the following grade deadlines: 9/12, 10/11, and 11/8. Students with a grade below 76% will receive an automated alert, urging them to reach out for help.

How will alerts be set up for mini-sessions, 12-week classes, or 4-week classes?
Mini-sessions will only receive one grade alert. Classes with a 12-week schedule will receive two alerts. Full, 16-week courses will receive all three alerts. Lastly, 4-week classes will not receive grade alerts or attendance alerts. Exceptions will also be made for clinical and Work-Based Learning (WBL) courses for all alerts.

Do students also receive positive messages from Aviso?
Yes! These are called Achievements. Students with a grade of 85% or higher will receive automated alerts from their assigned Counselor after each of the three grade deadlines. Counselors, Advisors, and other “Followers” may set automated Happy Birthday messages to send to students on their caseloads.

What happens if I forget to update my grades on Blackboard?
Reminders to faculty will go out ahead of each Grade Alert deadline. Department Chairs will assist in ensuring that Blackboard courses are set up correctly to calculate in the external grade column. A few days before each alert deadline, Student Services will run a report on Aviso to show missing grades. This report will be shared with academic leadership. By entering grades on Blackboard, faculty are helping to improve retention efforts at Cape Fear and meet our Title III Grant goals.

Why is updating grades in Blackboard or tracking attendance weekly in Web Attendance important?
The team in Student Services will rely on updated information from faculty in Blackboard and Web Attendance to connect with students early. They will be proactively reaching out to students to address challenges and barriers that students are facing. Students receive automated, Ongoing Attendance Alerts when they have 3 or more absences in a course. The Aviso system relies heavily upon faculty entering data to function properly in order to trigger a notice to students and staff members. Student Services will also run reports in Aviso to gather missing attendance information and share with academic leadership.

What will happen to CFCC’s homegrown Early Alert system?
The homegrown Early Alert system has been replaced with Aviso on the Intranet. All manual, early Alerts should be entered into Aviso by clicking on the “bell” icon in a student’s profile.

What do I need to know if I am teaching online courses?
You will not need to track attendance in Web Attendance for online courses. The system will generate alerts for your students who have not logged into Blackboard for seven days. Like seated courses, you will need to keep grades updated before the three deadlines each semester.

What does it mean to follow students? Is it okay to do so?
Following students mean you will receive updates in the form of a daily digest and view student activity in Aviso on your dashboard in real time. We encourage faculty to follow students they are teaching. You can do so by adjusting the Settings feature in Aviso. Students never see their followers in Aviso.