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Aviso: Making Waves in Student Retention

CAPE FEAR
COMMUNITY
COLLEGE





[Home](#) / [Services & Support](#) / Office of Student Success

OFFICE OF STUDENT SUCCESS

Welcome to the Office of Student Success!

The Office of Student Success focuses on assisting students throughout their studies at CFCC.

Our aim is to improve student persistence, achievement, and completion.

TO ACCOMPLISH THESE GOALS, THE SUCCESS TEAM WILL FOCUS ON:

- Proactive academic advising
- Required coaching for students on warning and probation
- Academic monitoring through Avisio Retention System
- Building Financial Literacy Skills

Title III Site: <https://cfcc.edu/title-3/>

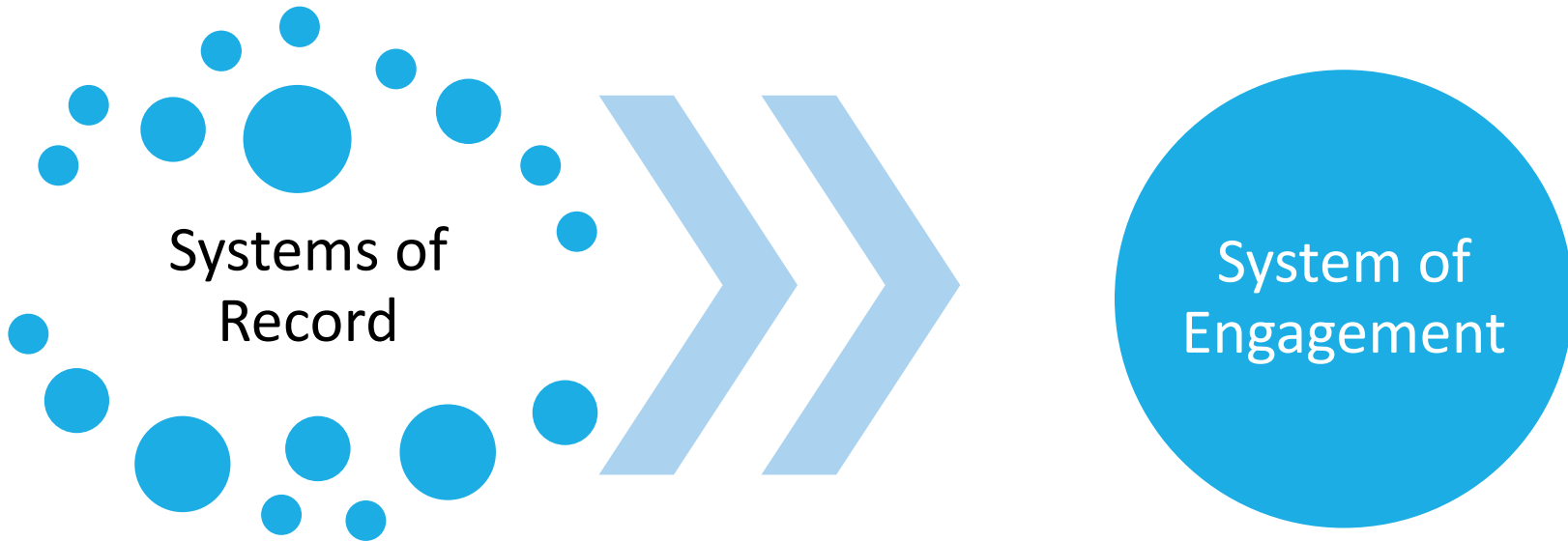
Welcome to Aviso!

- **Aviso** = student retention management system
- Allows a new team approach for serving students
- Alert = Referral for a staff member to connect with a student in need



With Aviso, Cape Fear proactively connects with more students to improve retention and persistence.

Colleague & Blackboard “Talk” to Aviso




Information is not easily accessible or visible, laborious, manual, reactive, etc.

Ease of use, automated and efficient, improved workflow, prioritize outreach, personalized communication with students

Holistic View of Student Support




Student View of Aviso: Charlie 'Dog'



Home Profile Messages **18** Resources

Your Success Team




Rodney Young

Counselor

(910) 362-7524

[Send Message](#)

[Schedule Meeting](#)



Mark Mason

Academic Advisor

(910) 362-7141

[Send Message](#)

[Schedule a Meeting](#)

Meetings

🌐 Time Zone: America/New_York

[📅 Schedule a Meeting](#)

You have no upcoming meetings.

Steps to Help You Become Successful

Welcome to Aviso Engage!

Aviso Engage facilitates communication with your success team. Below are your current tasks for completion.

Send your Counselor a message.

[✉ Message Rodney Young](#)

Send your Academic Advisor a message.

[✉ Message Mark Mason](#)

Resources Shared With You

[ESL Free COVID-19 Access to ELSA \(English Learner Support\)](#)

[Food and Shelter Resources- Food Bank of Cape Fear](#)

[Cape Fear Literacy Council](#) September 20, 2019 9:43 AM

[CFCC Child Development Center](#) August 28, 2019 10:28 AM

[CFCC Child Development Center](#) August 28, 2019 10:28 AM

[CFCC Career Development](#) August 27, 2019 9:08 AM

[Cape Fear Literacy Council](#) August 26, 2019 2:38 PM


[CFCC Disability Services](#) August 13, 2019 2:51 PM

[Learning Lab](#) July 10, 2019 10:12 AM


[CFCC Child Development Center](#) July 9, 2019 10:28 AM

[ACCUPLACER Practice Test](#) July 2, 2019 8:08 AM

Messages



Mary Elizabeth McIntosh July 15, 2020 12:00 PM
Testing Note



Mary Elizabeth McIntosh July 2, 2020 12:40 PM
We are still waiting for your paperwork.

What is a Manual vs. Automated Alert?

Manual Alert

- Sent by a staff member when they encounter a struggling student
- Must be manually entered
- Will create a instant email to the designated contact
- Viewable on the Aviso Dashboard and Digest email depending on the privacy setting of the alert type
- Student never receives this alert

Automated Alert

- Automatically sent throughout the semester
- Dependent upon faculty to enter grades in Blackboard
- Dependent upon faculty to enter attendance in WebAttendance
- Viewable on the Aviso Dashboard and Digest Email
- Student receives this alert

Two Different Types of Alerts

Grade Alerts

Aviso Automated Alerts

Fall 2020

Instructors,



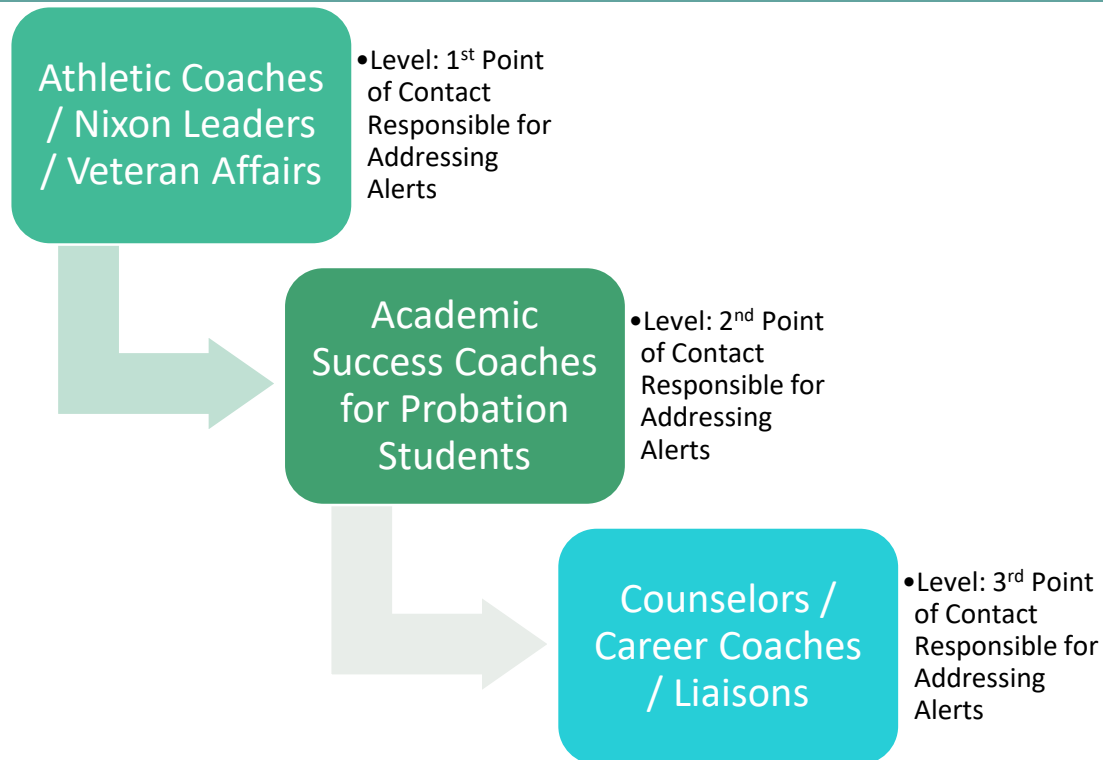
Aviso grade alerts will go out to students three times a semester. For Fall, the grade deadlines are as follows:

- Thursday, September 17th
- Thursday, October 15th
- Thursday, November 12th

Please make sure all grades are updated in Blackboard prior to these dates so students will receive their **accurate** grade. The External Grade column must be turned on for grades to connect with Aviso.

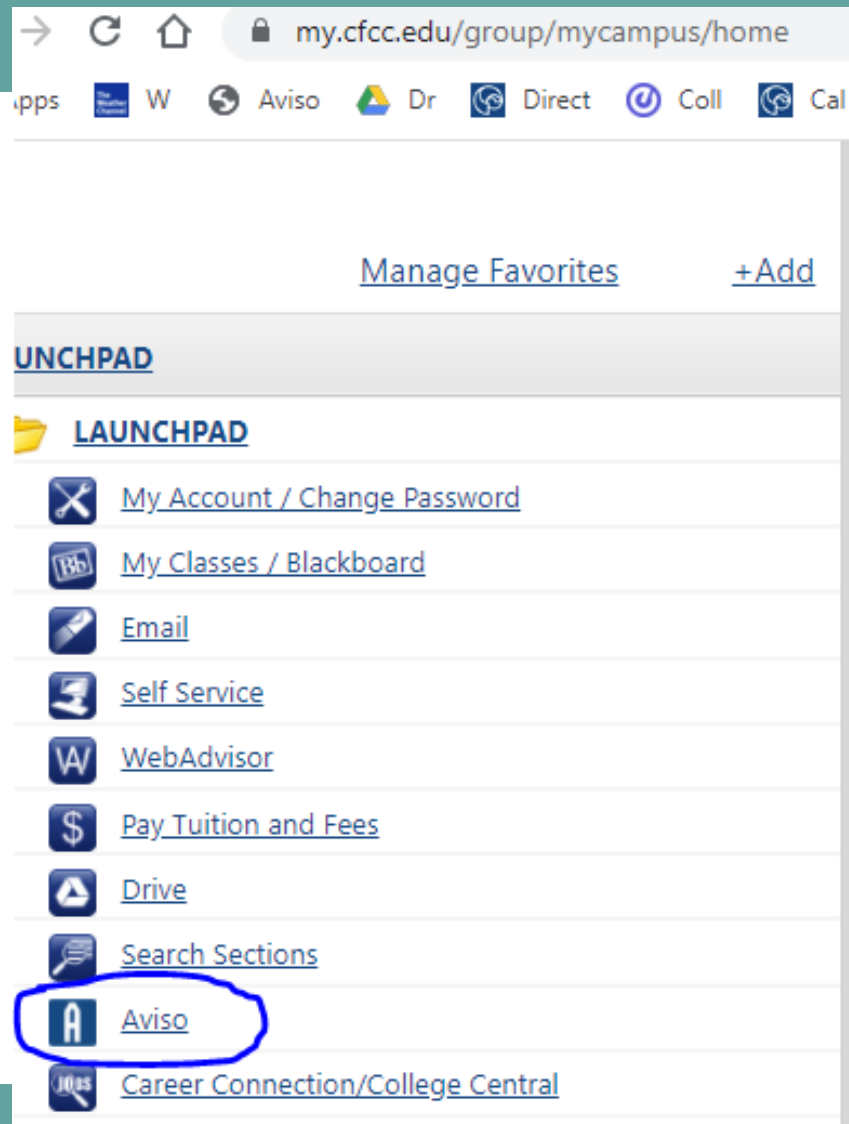
Questions or comments? Please email the Success Team at successteam@cfcc.edu. Thanks!

Who responds to Automated Alerts?



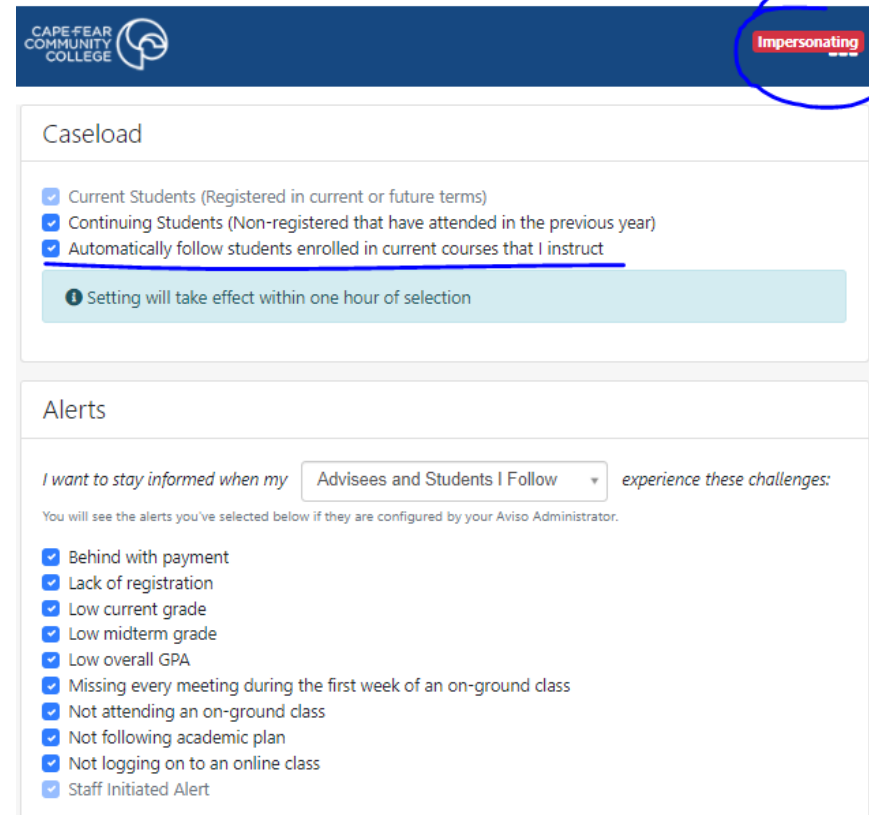
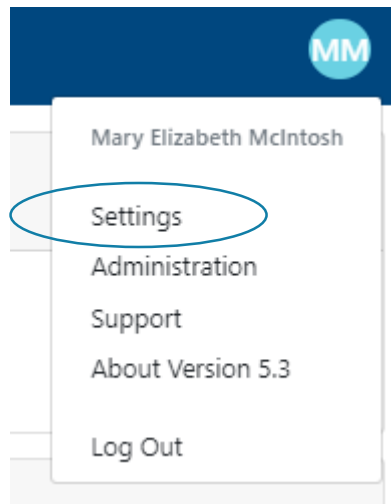
- When a student is followed by someone in first level, their Athletic Coach, Nixon Leaders Coordinator, and/or the Veteran Affairs Director will be designated to make contact and rectify the alert.
- For students on Academic Probation, the Academic Success Coach will be responsible for rectifying the alert.
- For students who do not fall into the first two categories, their assigned Counselor/Career Coach/Liaison will be responsible for addressing the alert.

Accessing Aviso via the Portal



First Starting Out: Settings

- Adjust your settings to check all boxes. Otherwise, you may miss out on activity in Aviso
- Click Advisees and Students I Follow



Daily Digest Email



Tue 8/11/2020 6:51 AM

Sea Devil Success Team <SeaDevilSuccess@cfcc.avisoappm>

Your Daily Digest from Aviso - 08/11/2020

To Mary Elizabeth McIntosh



[REDACTED] has been identified for an Alert for Referral to Advising by Kelli Kosuda Tingen.

[REDACTED] would like to change her major to Esthetics Technology, and register for the Fall semester. I encouraged her to have a back up plan in case the courses are unavailable for the Fall. I told her an advisor would reach out.



[REDACTED] has been identified for an Alert for Referral to Success Coach by Patrick Pittman. Student is on Academic Probation and would like to register for Fall classes.



[REDACTED] has been identified for an Alert for Referral to Advising by Kelli Kosuda Tingen.

[REDACTED] needs assistance changing her major to Medical Assisting. I told her someone would reach out to help her to this. She does NOT have an assigned advisor from the advising center. Thanks!

RECENT NEWS

Wish [REDACTED] a happy birthday.

The advisor for [REDACTED] is now Kelley Cansler.

The advisor for [REDACTED] is now Amanda Danielson.

The advisor for [REDACTED] is now Bill King.

The advisor for [REDACTED] is now Daniel Ling.

The advisor for [REDACTED] is now Daniel Ling.

Viewing Classes on the Dashboard

The screenshot shows the Cape Fear Community College dashboard. At the top left is the college's logo and name. At the top right, a red button indicates 'Impersonating'. Below the header, the word 'Dashboard' is displayed on the left, and two buttons, 'Send Alert' and 'Edit Dashboard', are on the right. The 'Edit Dashboard' button is circled in blue. The main content area is titled 'Courses' and shows a list of classes for 'Fall Semester 2020'. Two courses are listed: 'REL-110-I01-World Religions' and 'REL-111-I01-Eastern Religions', both with dates '8/21/2020-12/17/2020' and a status of 'Not Started'.

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Impersonating

Dashboard

Send Alert

Edit Dashboard

Courses

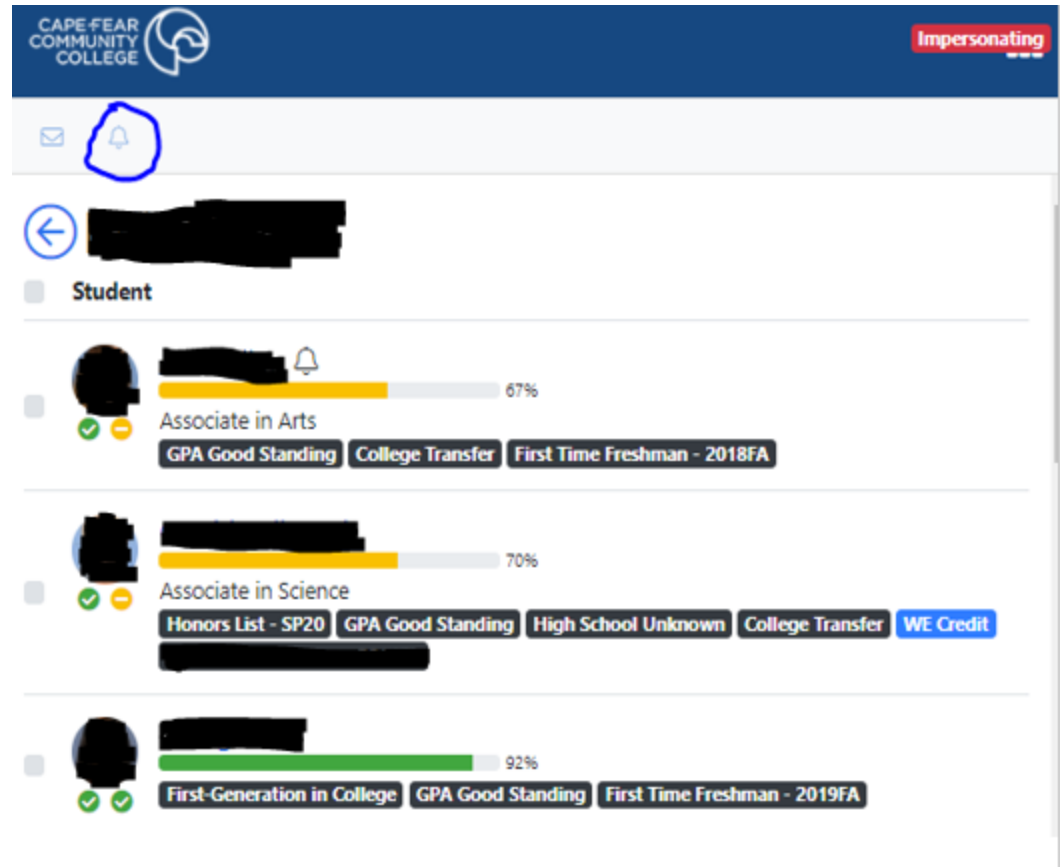
Fall Semester 2020

REL-110-I01-World Religions
8/21/2020-12/17/2020
Not Started

REL-111-I01-Eastern Religions
8/21/2020-12/17/2020
Not Started

Using Roster View to Submit an Alert

- In Roster, select the student by clicking on the box beside their name
- After clicking on the Bell icon in Roster view, the alert box will appear



How do I submit an Alert?



- Alerts routed to specific person or group of people
- Will trigger an immediate email
- Not viewable by student
- Viewable to followers unless it is a private alert

Send Alert

When appropriate, please notify the student that you are sending a referral on their behalf.

Early Alert For

Charlie Gibbons

Charlie Gibbons will not be notified of this alert.

Alert Reason *

Specify a reason for this Early Alert

Academic Concern

Behavioral Concern

Nixon Leaders Center

Other (Please Specify)

Plagiarism

Referral for ESL or International Students

Referral to Admissions

Send

Cancel

Are all alerts visible?

All alerts (and notes) are visible with the exception of 3 Faculty/Staff Initiated Alerts:

- Behavioral Alerts
- Counseling Alerts
- Disability Services Alerts



- If you submit an alert above, you may not be given details on how it was handled
- Faculty and staff can see all other alerts with the exception of staff whose access is Staff-Limited in Aviso

What happens after an alert is submitted?


Depending on your role, you may be asked to:

- Make contact with the student (email, phone, appointment)
- Address the issue and/or resolve the problem
- Add notes on what transpires
- Close the alert on the system including what actions were taken
- Closing the alert will generate a Note and email to person who submitted it



Viewing a Student Profile

[Message](#) [Note](#) [Unfollow](#) [Alert](#) [Share Resource](#)



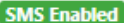


Charlie Test Gibbons

Business Administration - Office Systems (Diploma)
0455838
(910) 612-4166 ✓


[Profile](#) [Activity](#) [Alerts](#) [Notes](#) [Tasks](#) [Meetings](#) [Courses](#) [Transcript](#) [Test Scores](#) [Finances](#) [Applications](#) [Docs](#) [Programs](#)

Details


Email	Gender
ctgibbons838@mail.cfcc.edu jgibbons@cfcc.edu	Female
Birthdate	Address
January 15, 2003 (17)	home: 411 N Front St, Wilmington, NC, 28401
Program	Degree
Business Administration - Office Systems (Diploma) (Fall Semester 2018)	None
Secondary Program / Major	Secondary Degree
Pre-Associate Degree Nursing (Fall Semester 2018)	Associate in General Education
Intent	Race
Transfer	White
Ethnicity	Holds
Non Hispanic	Admissions Office Hold, NSO Transfer, SEA-Path UNCW, Underage Approval
Cell 	
(910) 619-9420	
 Verified	 SMS Enabled

People


Academic Advisor


 Mark Mason
(910) 362-7141


Counselor

 Rodney Young
(910) 362-7524

Followers (6)

 Marie Worley
(910) 362-7109

 Brittany Buffkin
(910) 362-7204

 Jessica Rost
(910) 362-7139

Messages

- Emails generated from the system will continue to be tracked by the system
- For example, if John Advisor sends Sally Student a message in Aviso, when the student responds in Gmail, Aviso will record that in Aviso Messages
- Messages are only viewable by the sender/receiver unless the box to create a note is checked



Best Practice: When a student emails you, send a message in Aviso to reply and save it as a 'Note.' This creates a shared record.

Let's practice!





Questions?

Mary Elizabeth McIntosh, memcintosh@cfcc.edu

Brittany Buffkin, bbuffkin@cfcc.edu