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AVISO
RETENTION

Aviso: Making Waves in Student Retention

CAPE FEAR
COMMUNITY
COLLEGE

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

Systems of Record

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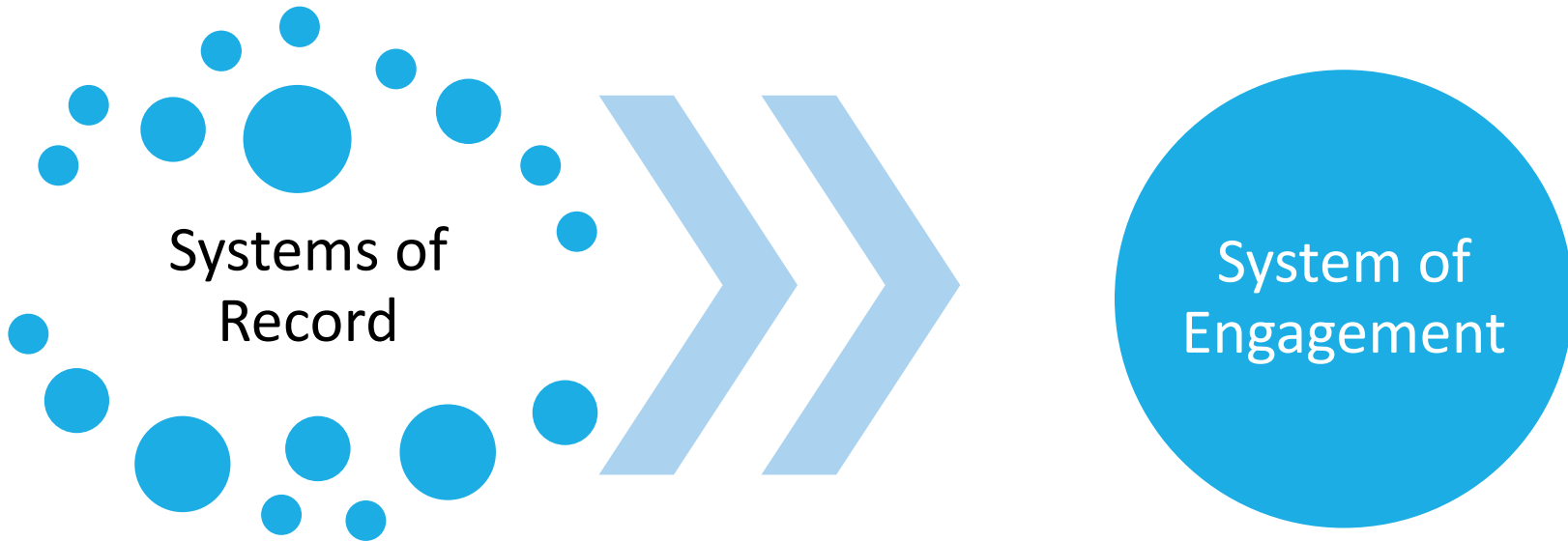
Information is not easily accessible or visible, laborious, manual, reactive, etc.

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'

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

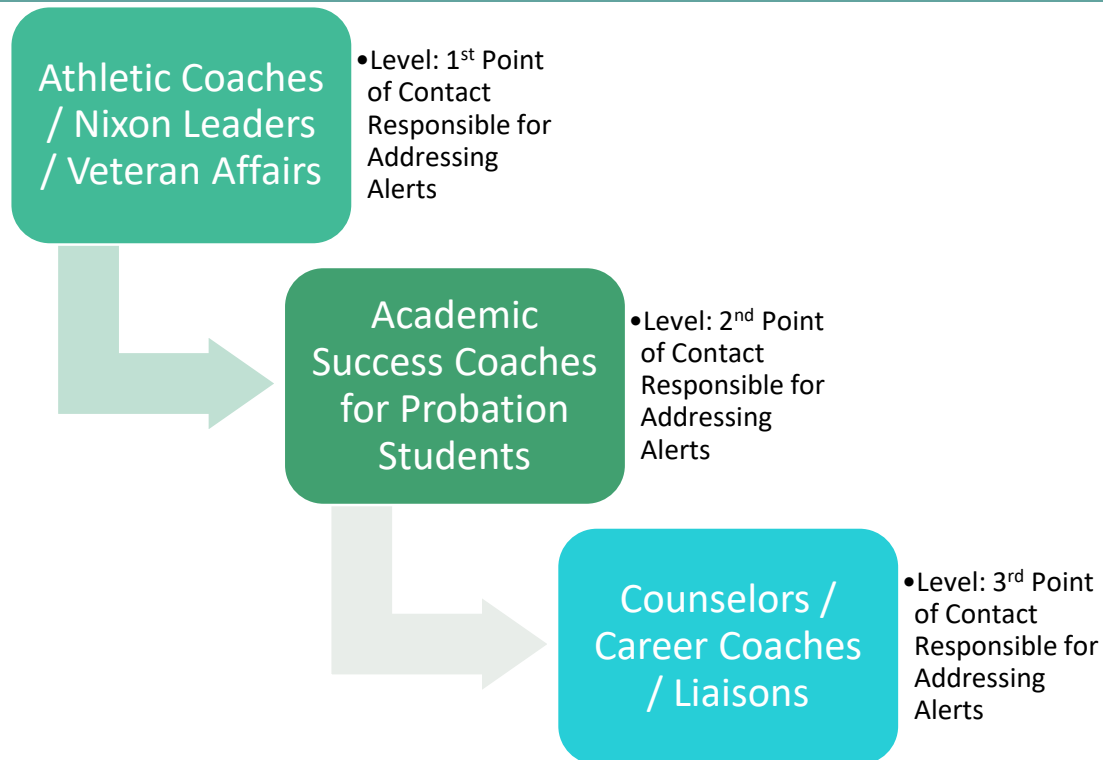**Aviso Automated Alerts**

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!

CAPE FEAR COMMUNITY COLLEGE

Who responds to Automated Alerts?

Athletic Coaches / Nixon Leaders / Veteran Affairs
- Level: 1st Point of Contact Responsible for Addressing Alerts

Academic Success Coaches for Probation Students
- Level: 2nd Point of Contact Responsible for Addressing Alerts

Counselors / Career Coaches / Liaisons
- Level: 3rd Point of Contact Responsible for Addressing 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
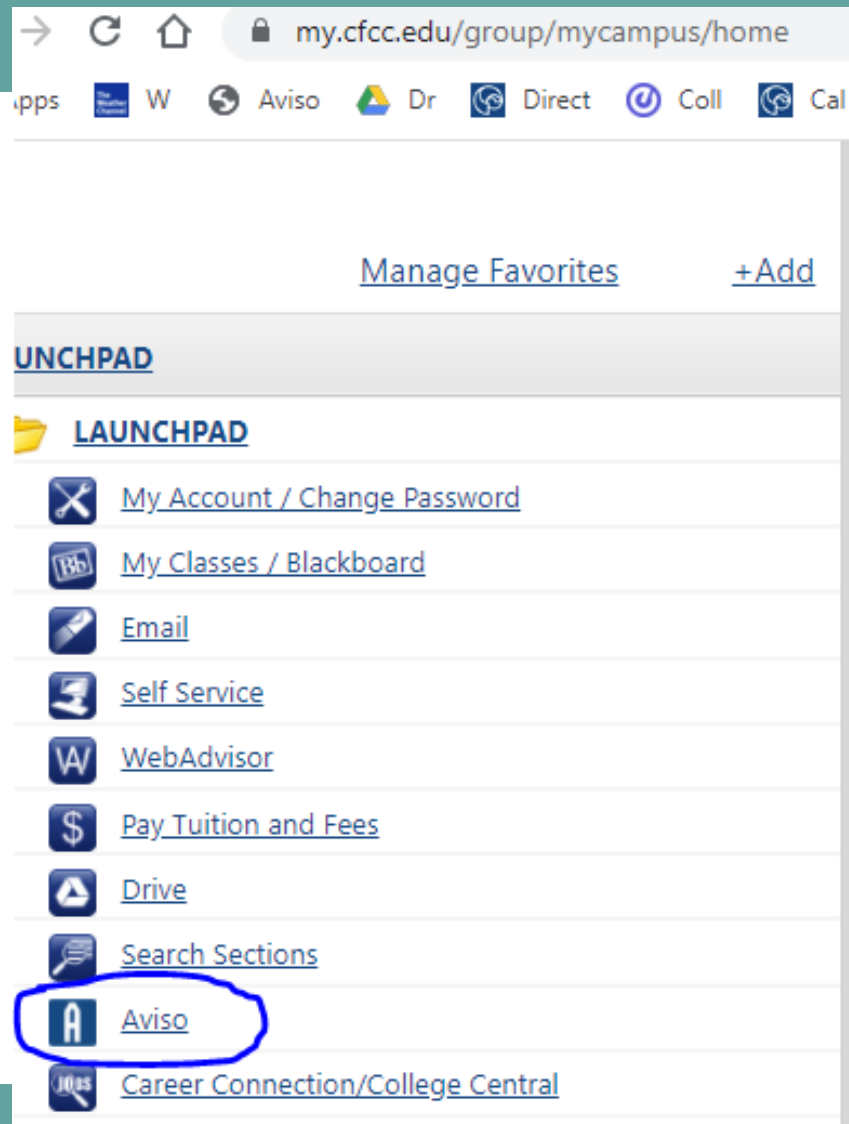
First Starting Out: Settings

- Adjust your settings to check <u>all</u> boxes. Otherwise, you may miss out on activity in Aviso

- Click Advisees and Students I Follow
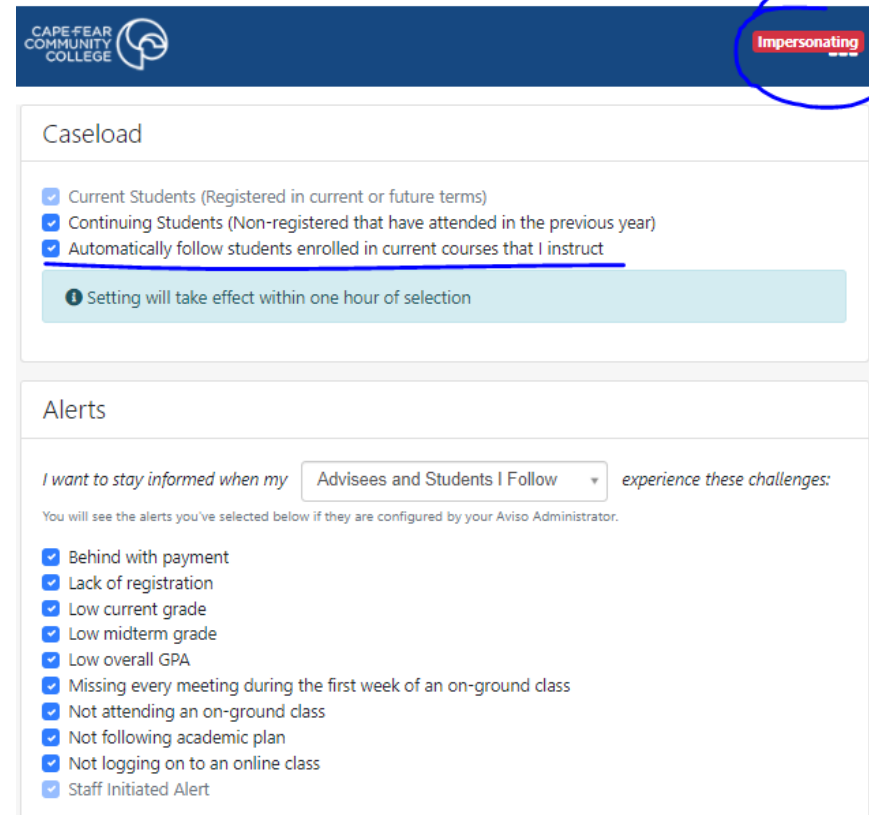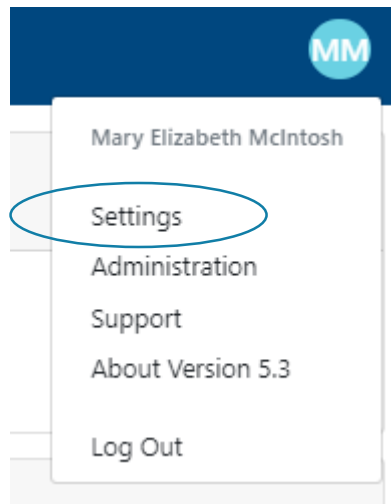
Daily Digest Email

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

▣✕ ▬▬▬▬▬ has been identified for an Alert for Referral to Advising by Kelli Kosuda Tingen. ▬▬ 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.

▣✕ ▬▬▬▬▬▬ 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.

▣✕ ▬▬▬▬▬ has been identified for an Alert for Referral to Advising by Kelli Kosuda Tingen. ▬▬▬ 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 ▬▬▬▬▬▬▬ a happy birthday.

The advisor for ▬▬▬▬▬▬ is now Kelley Cansler.

The advisor for ▬▬▬▬▬ is now Amanda Danielson.

The advisor for ▬▬▬▬▬▬ is now Bill King.

The advisor for ▬▬▬▬▬ is now Daniel Ling.

The advisor for ▬▬▬▬ is now Daniel Ling.

Viewing Classes on the Dashboard

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
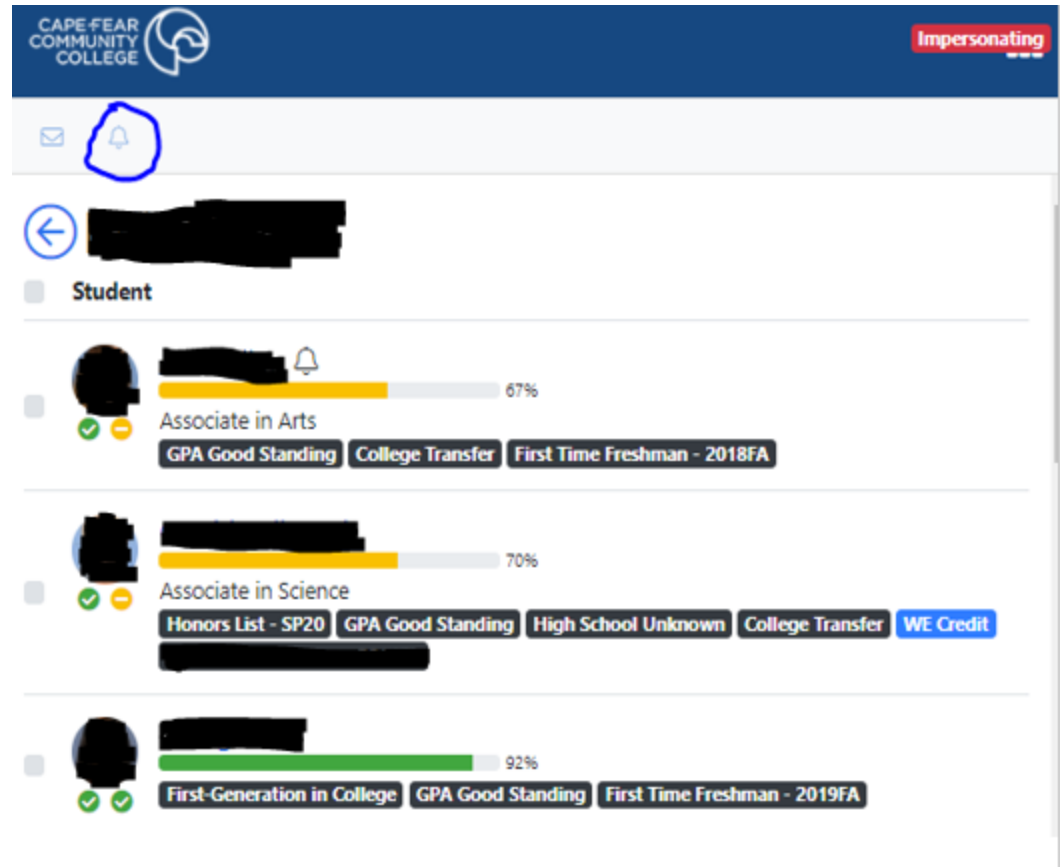
How do I submit an Alert?

- 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

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

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?

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