Academic Communication Tool (ACT) Alert Management System
Frequently Asked Questions for Advisors

How quickly do I need to process alerts?
You should receive a daily email digest with alert information for your advisees. A general expectation is that you will read and take initial action (i.e. contacting the student, following up with the issuer if you need additional information) within 24-48 business hours.

What do I put in the ACT Advisor Notes section?
You can put the summary of actions taken and information related to the resolution of the response.

Who sees the information I put into the ACT Advisor Notes section?
Only the primary advisor and college handler can view the information in the ACT Advisor Notes section, so you should not use that section to communicate with the student or faculty issuer. To communicate with the student or faculty issuer, you will want to use the Discussion feature.

Please note, if you have added a participant to the alert, that individual can view the ACT Advisor Notes section and alert information. You will need to allow the participant to add notes.

Do I have to copy my notes from ACT into the Advising Hub Notes?
No, you do not need to copy the Advisor Notes from ACT into the Advising Hub Notes. Those notes will be populated into the Advising Hub Notes as part of the original note for the alert.

When should an alert be considered closed? Once it is read and a response sent? After the student responds?
This is up to each individual advisor. Some advisors immediately close the alert once it is read and acted upon; other advisors close the alert after the student responds.

I can’t find any alerts from last semester. What happened to them?
All alerts are automatically archived at the conclusion of the term. To search for archived alerts, use the drop-down menu to select “Archived” and select “Refresh Results” for all archived alerts. For a more specific search for an advisee, enter a student’s name in the search box and select “Refresh Results”.

I’ve viewed the alert and taken action, but my digest still lists the alert as “inactive”. What do I do?
If you’ve viewed the alert and taken action, make sure to record your actions in the ACT Advisor Notes section. At that point, if you wish to mark the alert closed at that point, you may. If you prefer to wait to close the alert until the student responds, you can do that. Just remember that the alert will remain on your daily digest as “inactive” until you mark it closed or it is archived.

Should I add a participant?
It depends. In some cases, it may be necessary to include others into the alert. You may want to add the student’s Resident Director, Financial Aid Counselor, or Secondary Advisor (all found on the home screen
in myUK: Degree Planning and Registration). This feature is especially useful if you’ve reached out to the student on multiple attempts but have not received a response. Involving the Resident Director or a Secondary Advisor, if there is one assigned, may help you learn more information about the student’s situation and help resolve the alert.

**How do I add a participant?**

To add a participant, select the icon:

![Participants Icon]

Follow the prompts to search for the individual you wish to add to the alert.

When adding a participants, you will have the option to determine whether this individual can add notes to this alert or only view the existing alerts.

**Would the Faculty Discussion be in response to something in the Additional Comments section?**

It depends. The Additional Comments section is for the submitter to include any additional information that might not otherwise be noted in the alert submission. The Faculty discussion area can/should be used as a tool to keep the faculty updated on actions taken by the advisor on the alert. The discussion can be initiated by the advisor regardless of whether the faculty supplied additional comments.

**Do student and faculty discussions go into the Advising Hub Notes or will this be the only record of the discussion?**

These discussions will not show up in the Advising Hub.

**If I start a discussion with the faculty or the student, what do they see?**

When a discussion is started between the advisor and student OR advisor and faculty, the student/faculty receive an email letting them know that a discussion has been started, and presented with a link to the alert. When the student or faculty get the note that a discussion has been started by the advisor, the notification will come from the advisor’s email. The student/faculty can respond in their respective area of ACT.

**Who can view the discussions?**

Only the participants in the discussion can view the conversation. This means that for the “Student” discussion tab, only the student, primary advisor, and college handler can view the conversation. For the “Faculty” discussion tab, only the faculty issuer, primary advisor, and college handler can view the conversation.
Please note, if you have added a participant, the individual cannot view the discussions.