Frequently Asked Questions for Issuers

When should I submit an alert?

Alerts should be submitted after the initial contact between you and the student has proven ineffective. As soon as you identify an issue, you are encouraged to submit the alert so that an advisor can follow-up with the student. The sooner an academic alert is submitted, the sooner we can provide support to the student. While ACT is available all semester for you to submit academic alerts for your students, this identification and referral process is critical during the first six weeks of the term.

On whom should I submit an academic alert?

We encourage you to submit an academic alert for any student who needs support.

What are some situations in which I can issue an academic alert?

Here are some situations in which you could issue an academic alert:

- When a student has not been attending class regularly or has missed several class meetings.
- When a student consistently arrives late to class or leaves early.
- When a student has not turned in assignments or has submitted assignments late.
- When a student performs poorly on assignments, quizzes, or exams.
- When a student does not prepare for class.
- When a student does not participate in class discussions or activities.
- When a student earns a grade below a “C” on a significant assignment or at the midterm grading window.

What happens when I submit an academic alert?

When you submit an academic alert, an email notification is sent to the student and the student’s academic advisor is notified. The academic advisor follows-up with the student and works with them to determine the best strategy to improve their academic situation. For this reason, it is very important to provide as much information as you can about the situation in the submission form. However, should the advisor need additional information to assist the student, the advisor may reach out to you for more details to make the appropriate referrals. The advisor manages the alert in ACT and has the ability to include other individuals (Resident Directors, secondary advisors, etc.) who may be able to provide assistance to the student.