

Communication Tools for Course-Based Early Alert and Student Support Efforts

Students tell us that they want to hear about resources from their instructors and professors. That’s right! They see you as the most credible and informed people when it comes to understanding how to be successful in your course. While many faculty already know what the warning signs look like for students struggling in their courses, students are not always aware they are in difficulty, or if they do know they need help, they are not always sure about what to do next.

Faculty members are uniquely positioned to help students—here are four different tools you can use to support students in your courses.

	<i>Canvas Tool: “Message Students Who”</i>	<i>Individualized Email or Canvas Message</i>	<i>Faculty Feedback Tool in Banner (NEW!)</i>	<i>The CARE Folder</i>
<i>In what situations would I use this tool?</i>	Contact a group of students who have not hit an early benchmark for success in the course. You decide on the benchmark.	Initial outreach to a student in your course who you are concerned about to offer suggestions or resources.	Elevated concern for a student who has not responded to prior outreach.	Students who are experiencing unexpected life events, personal crises, mental health struggles, and transition issues.
<i>What does it do?</i>	Messages a group of students who fall into a gradebook criteria you determine (e.g. everyone who didn’t turn in Essay #2 or everyone with a grade below 70% on Midterm 1)	Allows you to customize an email or message to a specific student. It’s not a “new” tool, just something to consider using as a first step.	Engages university student support offices at OSU who will follow up with the student.	The CARE folder is a set of tools to help you recognize and respond to distress your students may be experiencing, as well as what resources to offer and how to revisit.
<i>How do I use it? (and a few resources)</i>	Tutorial: https://beav.es/ZBM Pre-written sample language: https://beav.es/ZB9	From Canvas, select the student from the roster, and choose the envelope icon. From email, well, you know. Pre-written sample language : https://beav.es/ZBj	Access through the “Faculty & Advisors” menu on the myOSU portal. Follow the user guide provided on the project website: https://beav.es/Zbz	Open the CARE Folder using this link: https://beav.es/ZBY (and logging into Box). This document is continually updated, so revisit each term to download a new copy.
<i>Tips or recommendations</i>	Identify the early indicators specific to your course and explain the actions or resources best suited to helping students course -correct. Remember Canvas messages don’t allow hyperlinks, so include the URL if you’re providing a website.	Keep it positive. Be specific with the actions you recommend students take. Consider adding links or attachments to resources. Check out the “Make a Referral” guide for example language: https://beav.es/ZBC	2019-2020 is a pilot year – help us learn! If you want to know more about this project contact, Jesse Nelson, Associate Vice Provost for Academic Achievement. Or for more information visit: https://beav.es/Z6g	Respond with empathy and understanding to students in distress and seek to develop rapport. Have feedback on the CARE folder? https://beav.es/ZbK

Want more information or help? Visit the [Academic Success Center website](#) for more information on designing and conducting outreach efforts to students.

Not sure where to send students for academic support and help? Regardless of the course or major, students can always come to the Academic Success Center to learn what support exists on campus and to get help finding resources — from content help and tutoring to study skills and time management techniques.