

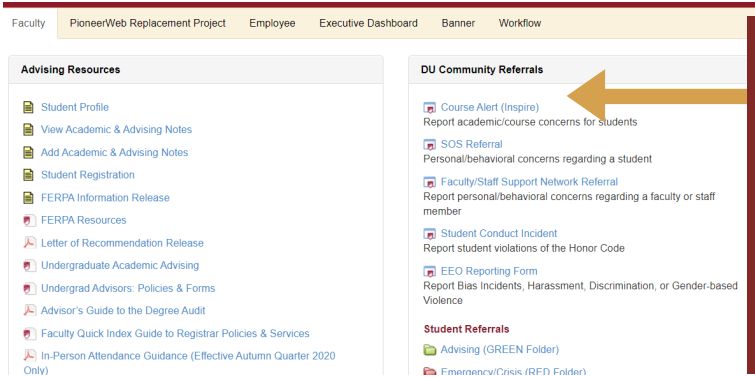
# Inspire: Course Commendations & Alerts Quick Guide



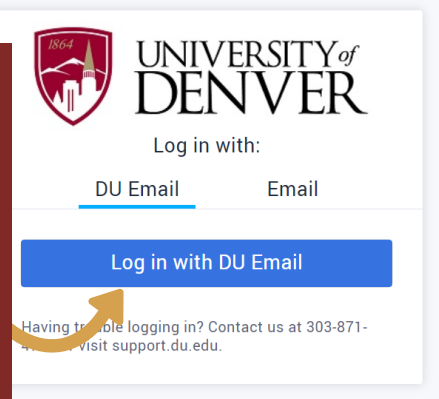
Inspire allows faculty members to leverage their unique knowledge and expertise to communicate students' needs and engagement to advisors. Below is a guide of how to submit a commendation or alert, the different types of alerts, additional information that can be added, and community expectations for Alert outreach and

## STEP 01 Login to Inspire

Faculty can login to Inspire by navigating to the Course Alerts link in the faculty tab of PioneerWeb or by navigating to <https://du.inspire.civitaslearning.com>

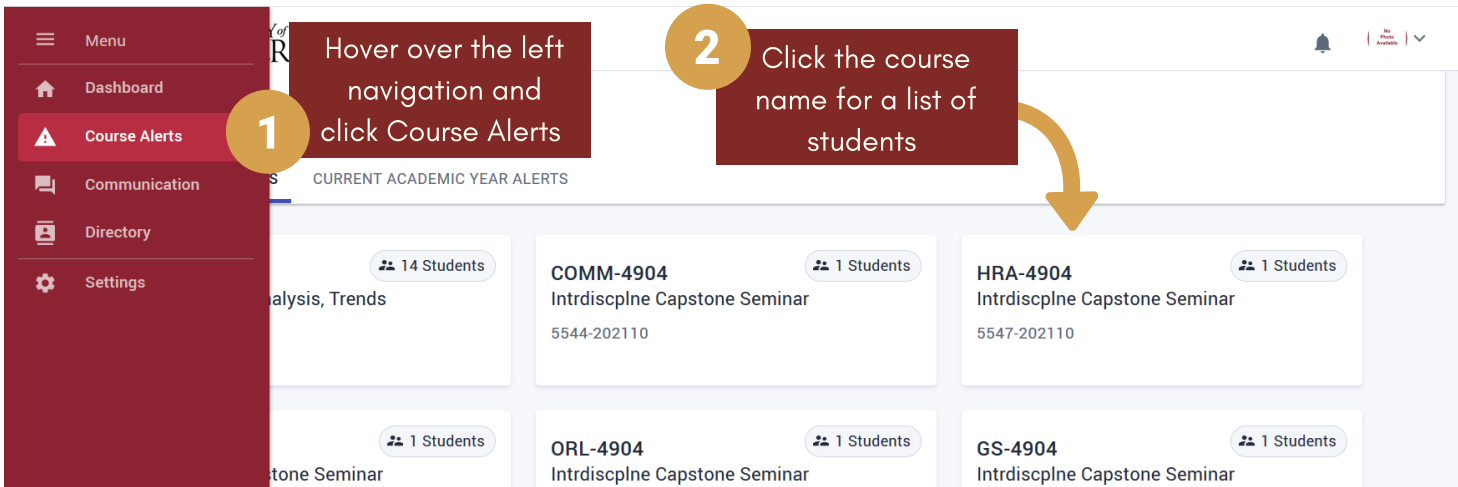


Click the Course Alerts link in the Faculty tab of PioneerWeb. Be sure to login using the "Log in with DU Email" option



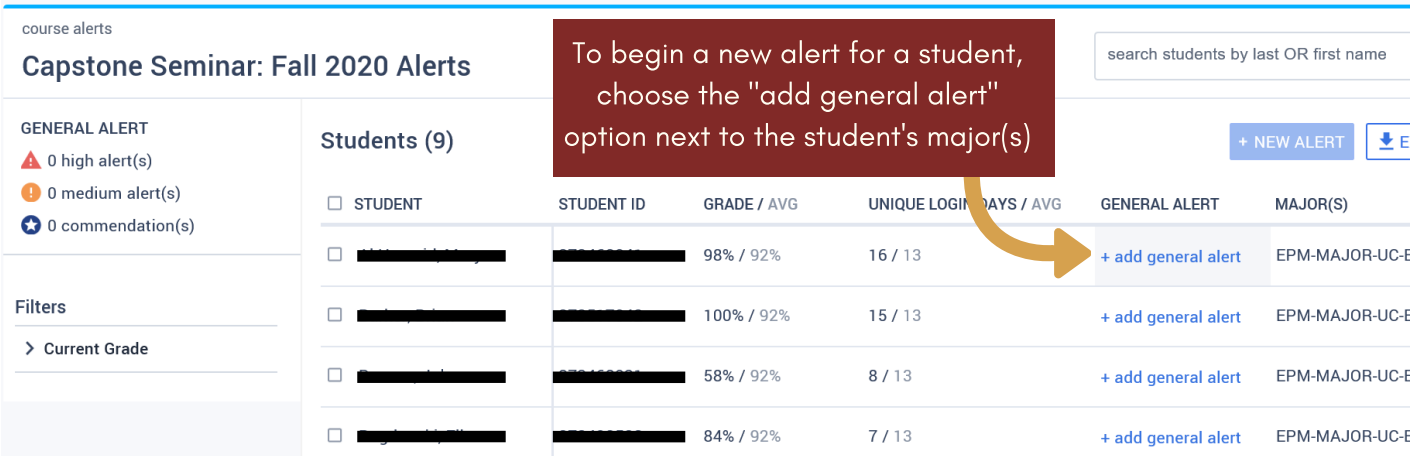
## STEP 02 Navigate to Course Alerts Tab

Select Tasks> Course Alerts from the navigation bar. Select the title of the course you would like to provide Course Alerts for or search for a specific student in the search bar.



## STEP 03 Click "add general alert" for a given student

After selecting the course, a roster of students will appear. To add a commendation or alert, click "add general alert" option next to the student's major(s).



## STEP 04 Select the Alert Level

New General Alert

General Alert: Summer 2020  
Integrative Project Design

UNDERGRADUATE  
University Of Denver  
Winter 2010 - Summer 2020

Alert Level

Alert Level

- ★ Commendation
- ! Medium Alert
- ▲ High Alert

1. Select a **commendation** to recognize exceptional performance
2. Choose **medium alert** to flag a concern that might result in serious consequences if left unresolved
3. Choose **high alert** if the student is in immediate danger of failure or other serious consequences

## STEP 05 Personalize the Alert

After selecting the Alert type, choose options from each of the three columns to personalize the alert.

**Note:** Options selected under the "Concerns" and "Student Should" columns **will** be sent to students.

**1**  
Select any area(s) of excellence or concern(s) you have about the student or write your own. **Note:** these **will** be shared with the student.

### Area(s) of excellence:

- ☐ Creativity
- ☐ Class engagement
- ☐ Grades
- ☐ Improving your performance
- ☐ Leadership
- ☐ Quality of work
- ☐ Providing support for classmates
- ☐ Using feedback to improve work
- ☐ Other

### Student should:

- ☐ Keep up the good work!
- ☐ Continue to focus on improvement
- ☐ Get involved in the campus community
- ☐ Participate in research
- ☐ Take on leadership roles
- ☐ Consider pursuing a graduate degree.
- ☐ Meet with me.
- ☐ Visit the Center for Career and Professional Development (<https://career.du.edu/>)
- ☐ Consider applying for an internship to support your academic development.
- ☐ Consider applying for a grant or scholarship to support your academic development.
- ☐ Apply to work as an academic tutor.
- ☐ Other

### Advisor should:

- ☐ No action needed
- ☐ Meet with the student
- ☐ Support student's academic planning
- ☐ Support student's career planning
- ☐ Connect student with opportunities
- ☐ Other

**3**  
Select how you would like advisors to follow up with the student. **Note:** These options will **not** be shared with the student.

**2**  
Select personalized recommendations for the student. **Note:** these options **will** be shared with the student.

**4**  
Add any additional information in the notes that may help advisors to personalize their outreach efforts.

Jul 29, 2020

Notes posted here can only be viewed by advising staff. Please use this space to add information that will help staff in assisting the student.

## STEP 06 Check Status of Commendations & Alerts

Check the status of submitted Commendations and Alerts by navigating to "Current Academic Year Alerts." Click the Commendation or Alert to see advisor notes and/or if the Alert has been resolved.

Course Alerts

WINTER 2021 COURSES CURRENT ACADEMIC YEAR ALERTS

Filters

Terms

- ☒ All
- ☒ Fall 2020
- ☒ Winter 2021
- ☒ Spring 2021
- ☒ Summer 2021

Type

- ☒ All
- ☒ General

Alert Level

- ☒ All
- ☒ Commendation

Alerts (1)

STUDENT	ASSIGNED ADVISORS	COURSE	SEMESTER	TYPE	LEVEL	RESOLVED
UNDERGRADUATE University of Denver Winter 2010 - Summer 2020	Concerns: You're missing assignments. You may be in danger of failing this course You've been missing too many classes. Comment: --	BACP-3450	SUMMER 2020	General	▲ high alert	<input checked="" type="checkbox"/>

Click the Alert to see any advisor follow-up notes.

A blue check will indicate if an Alert has been resolved



## Who is outreaching to students?

Advisors and Counselors from the following units are providing front-line outreach to undergraduate students based on the concerns, suggested student actions, and suggested advisor actions indicated by the faculty member. An outreach hierarchy has been devised to ensure that students with multiple advisor types do not receive multiple outreach efforts for the same Alert.

- **Student Athlete Support Services**: The Student-Athlete Support Services program focuses on supporting the individual academic needs of our student-athletes on the DU campus.
- **Learning Effectiveness Program**: The Learning Effectiveness Program (LEP) at the University of Denver provides individualized support for neuro diverse learners with Specific Learning Disabilities, Attention Deficit/Hyperactivity Disorder (ADHD), students on the Autism Spectrum, and/or students who have a history of learning differences.
- **Academic Advisors**: Undergraduate Academic Advising supports all undergraduates in understanding their Common Curriculum requirements and academic policies at DU. Academic Advisors additionally support specific populations of students, including students on academic probation, undeclared students, and students who may benefit from academic coaching.
- **Academic Program Advisors**: Academic Program Advisors are staff advisors housed within the academic units (Daniels College of Business, the Lamont School of Music, and the Korbel School of International Studies) and support students in understanding both their Common Curriculum and Major requirements, as well as providing holistic student support and resources to students in their division.



## Outreach Expectations

### Faculty expectations

- Upon submission of an Alert, faculty are expected to continue communication and support efforts for students in their course(s).
- Faculty looking to report students experiencing **non-academic** difficulties are expected to submit an SOS Referral for the student(s) of concern.
- Faculty are expected to understand that submission of an Alert does **not** guarantee improved performance by the student in their course.

### Advisor Expectations

- Outreach for **High Alerts** and **Medium Alerts** is expected within 24-48 *business* hours after submission of Alert.
- Advisors are expected to use professional judgment to discern outreach method (i.e. email, phone call, etc.) and number of necessary outreach efforts.
- Upon outreach to students, advisors are expected to document outreach efforts in Alert comments and/or Resolution comments.

### Student Expectations

- Students are expected to take responsibility for their academic experience. Upon receiving advisor outreach and/or resources, students are expected to take an active role in utilizing these support offices and/or resources.



## Outreach Resolution Guidelines

- **Alert resolution** signifies that an advisor has outreached and **made a connection** with the student to provide the student with information, resources, and support for the concerns indicated in the Alert. Resolution does **not** necessarily mean that the student will automatically improve their performance in the course for which an Alert was submitted. The goal of the Alert system is to ensure that students are receiving support for the concerns addressed by the faculty member. Once that support has been offered by student success staff, there is a student responsibility to follow through on taking advantage of the outlined resources and support systems on campus.
- If there is no student response after one or more outreach attempts, an Alert will **not** be marked as resolved, but advisor comments will indicate the suspension of outreach efforts.
- Alerts that have been marked as **resolved** will appear in the "Current Academic Year Alerts" tab in the Course Alerts tile of Inspire, along with any resolution comments. Resolution of an Alert will also trigger an email to the faculty member to both notify them of the resolution and detail the outreach outcome(s).

