

RETENTION ALERT

What is Retention Alert?

Retention alert is a software system designed to assist with communication regarding student retention issues. It serves as a retention tool that enhances communication and encourages collaboration between faculty and student support staff. It is used to identify at risk students in need of academic skill building or other forms of support. If applied effectively it can improve retention and student success.

When Should a Retention Alert be Sent for a Student?

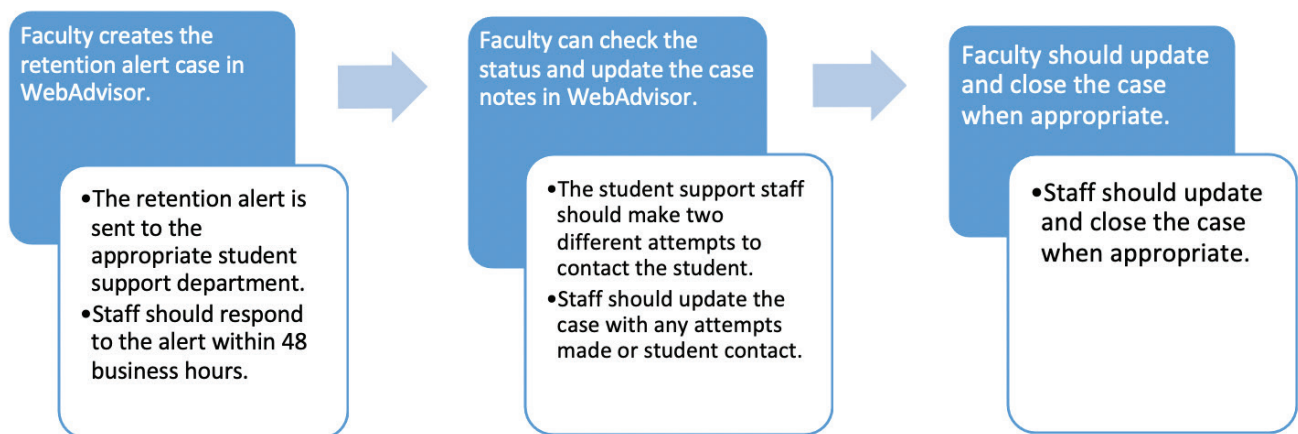
- Poor attendance/consistent tardiness.
- Missing assignments/exams.
- Lack of participation/engagement in class.
- Low quiz/exam scores.
- Personal issues.
- Possible need of accommodations.
- Missing course materials.
- Other reasons as determined by the instructor.

How do I Access Retention Alert?

Faculty can access the Retention Alert system by logging into their MyTriton portal and selecting WebAdvisor for Faculty > Faculty Information > Contribute Retention Info or Class Roster (if you do not have the student's name or ID). A short video on how to create a retention alert can be found on WebAdvisor > Faculty Resources > Retention Alert Video Tutorial for Faculty.

Student Support staff can access the Retention Alert system by logging in to their MyTriton portal and selecting WebAdvisor for Advisors > Advisor information > My To Do List. A short video on how to work a retention alert can be found on WebAdvisor > Employee Resources > Retention Alert Video Tutorial for Staff.

Retention Alert Process



Retention Alert Best Practices

Faculty

- The first alert should be sent while the student still has time to be successful in the course. This is generally prior to week nine of a 16-week semester.
- Retention alert cases should only be created in Web Advisor.
- Class subject, course number and section should be included in the retention alert summary line. (ex. PSY-100-001 – Attendance Concern).
- Update and close the case when appropriate.

Student Support Staff

- Student contact should be made within 48 business hours of the case creation.
- Two different types of contacts should be made, i.e., email and a phone call.
- Update and close the case when appropriate.

For more information on Retention Alert, check out the Retention Alert website at triton.edu/retentionalert or email Christina Hunt at christinahunt@triton.edu.

