

## Student Alert Response Process

Student Alerts are a way for instructors to alert students and their advisors/navigators to academic issues that could become barriers to their success.

There are several categories or "Alert Codes" that can be used:

- Career Svs – Career exploration & planning, on campus
- Ed Planning/Strategizing, Transfer planning
- Help with Fin Aid navigation, emergency & program funding
- Inadequately prepared for class
- Low Class Attendance – limited course logons & absences
- Low Test or Project Scores
- Missing Tests and/or Assignments
- No Attendance in first 5 days of quarter
- Refer to Tutoring Services
- Student has exemplary performance, refer to Honors
- Student has satisfactory performance in coursework

The most common alerts submitted by instructors are the following:

- Inadequately prepared for class
- Low Class Attendance
- Low Test or Project scores
- Missing Tests and/or Assignments

The role of the advisor or navigator is to connect with the student and offer assistance. This targeted outreach promotes success and retention for our students and helps to direct them to the appropriate resources for assistance.

Below are template messages advisors/navigators can use when contacting their students about an alert.

Alert	Message
Inadequately prepared for class	<p>Hope all is well!</p> <p>As your advisor/navigator, I receive alerts from your instructors if they feel you may need assistance in their class. I received a notification from your &lt;Class&gt; instructor expressing concern that you have not been adequately prepared for class and I wanted to check in with you. As I'm sure you know, being prepared for class - completing readings or tasks, bringing the appropriate text and materials - are key elements to success in your classes.</p> <p>What can we do to help you have what you need to be prepared for class? I'd like to chat with you about what is going on and what resources are available to support your success!</p>

	<p>Warm regards,</p>
<p>Low Class Attendance</p>	<p>Hope all is well!</p> <p>As your advisor/navigator, I receive alerts from your instructors if they feel you may need assistance in their class. I'm reaching out because I received a notification that you have not been attending or logging on to your &lt;Class&gt; course. As I'm sure you know, attendance and participation are key elements to academic success.</p> <p>Is there something preventing you from being able to attend and/or participate in your class? I'd like to chat with you about what is going on and what resources are available to support your success!</p> <p>Warm regards,</p>
<p>Low Test/Project Scores</p>	<p>Hope all is well!</p> <p>As your advisor/navigator, I receive alerts from your instructors if they feel you may need assistance in their class. I'm reaching out because I received a notification that you may need assistance to improve low test or project scores in your &lt;Class&gt; course. I want to check in and talk to you about how we can support your academic success.</p> <p>Please reach out to me so we can discuss what you might need. I'd like to chat with you about what is going on and what resources are available to support your success!</p> <p>Warm regards,</p>
<p>Missing Assignments/Tests</p>	<p>Hope all is well!</p> <p>As your advisor/navigator, I receive alerts from your instructors if they feel you may need assistance in their class. I received a notification that you have missing assignments/tests in your &lt;Class&gt; course, and I wanted to check in with you. As I'm sure you know, completing your work and turning it in on time is a key element to success in your classes.</p> <p>Is there something preventing you from getting your classwork done? I'd like to chat with you about what is going on and what resources are available to support your success!</p> <p>Warm regards,</p>

When an alert is forwarded to an advisor or navigator, it looks like this:

A new Student Alert has been submitted. Click on the link below to review the alert.

**Alert ID:** 00000 [REDACTED] [Click Here](#)  
**Student Id:** 202 [REDACTED] **Student Name:** [REDACTED]

**Alert Code:** Missing Tests and/or Assignments  
**Term:** [REDACTED] **Course:** BUS 210 **Class Number:** 32439

**Initiator:** Dennis Richardson  
Include Initiator Comments to the Student (Yes or No): **N**  
**Comments to Student:**  
**Notes to Responder:**

To view the alert in CTCLink, the advisor/navigator will click on the "Click Here" hyperlink. On the CTCLink page, there may be additional information from the instructor that will assist the advisor/navigator in supporting the student.

### Review Student Alert

Alert ID 00000 [REDACTED] Walla Walla Community College  
ID 202 [REDACTED] [REDACTED]

#### Student Alert

*Status	Submitted	Term	WINTER 2026
Alert Code	Low Class Attendance-Limited course logons & absen	Class Nbr	32857 CJ 104
Comments	Only one discussion post and zero assignment submissions as of today, 1/28/2026.	<input type="checkbox"/> Include Comment in Student Notification	
Notes to Responder/Initiator			
Created By	101058024	Created on	01/28/26 8:05PM
Responder		Responded on	

To show that they are in the process of responding to the alert, the advisor/navigator will go to "Status" and select "Pending", putting in the "Notes to Responder/Initiator" that they are contacting the student. Once the status is updated and the notes are entered, the advisor/navigator will click "Save".

## Review Student Alert

Alert ID 0000 [redacted] Walla Walla Community College  
ID 202 [redacted] [redacted]

### Student Alert

*Status	Pending	Term	WINTER 2026
Alert Code	Low Class Attendance-Limited course logons & absen	Class Nbr	32857 CJ 104
Comments	Only one discussion post and zero assignment submissions as of today, 1/28/2026.	<input type="checkbox"/> Include Comment in Student Notification	
Notes to Responder/Initiator	Holly reached out via phone and email 1/30/2026		
Created By	101058024	Created on	01/28/26 8:05PM
Responder		Responded on	

Once the advisor/navigator has connected with the student and helped them to find a way to resolve the alert and move forward, they will return to the alert screen in CTCLink and change the "Status" to "Completed", putting any additional information in the notes, and saving.

## Review Student Alert

Alert ID 0000 [redacted] Walla Walla Community College  
ID 202 [redacted] [redacted]

### Student Alert

*Status	Completed	Term	WINTER 2026
Alert Code	Low Class Attendance-Limited course logons & absen	Class Nbr	32857 CJ 104
Comments	Only one discussion post and zero assignment submissions as of today, 1/28/2026.	<input type="checkbox"/> Include Comment in Student Notification	
Notes to Responder/Initiator	Holly reached out via phone and email 1/30/2026 Holly met with student, who has created a schedule with their instructor to catch up. 2/2/26		
Created By	101058024	Created on	01/28/26 8:05PM
Responder		Responded on	