

# RETENTION ALERT

Provided by:

**The Office of Student Support Services**

**Phone: 405.682.7520**

**Division of Enrollment and Student Services**

**Pat Stowe, Director of Student Support Services**

**Mary Turner, Learning Support Specialist**

**Phone: 405.682.7544**



The purpose of the Retention Alert program is to allow faculty to identify various issues or behaviors with students and offer outreach to the student through the Office of Student Support Services.

The Retention Alert functionality resides within the Datatel MineOnline system and is fully integrated within the Datatel Student Information System.

MineOnline is a web-based software and does not require any additional software to be installed on your computer. You may access MineOnline from any location, on campus or off campus. <https://webadvisor3.occc.edu/>

Access within MineOnline is based on your role and the security setup for your role. If you experience any difficulties accessing MineOnline, please contact IT for assistance.

Each user will use their own logon and password.



Welcome Guest!

This site gives students, staff, and faculty access to their OCCC records and other important college information.

Current students may log in to the right, while new student should click on 'Account Information' for further instructions. Prospective students can also view class information without a login.

Select your point of entry to the right.

**\*\* Your Responsibility as a MineOnline Account Holder\*\*** As an authorized user of MineOnline, and by logging into said MineOnline, you are responsible for maintaining the security of your account by not sharing your ID and password with other individuals. This also includes maintaining the standards of privacy and non-disclosure of information and data with MineOnline as established by the College Information Technology Resources Acceptable Use Policy, #3058, and FERPA Record requirements.



You will be providing the following information when contributing a case on a student (note required fields with \*):

- 1) Student name or Student ID number \*
- 2) Type of Issue (select from list provided) \*
- 3) Summary of case \*
- 4) Detailed Notes \*
- 5) Opportunity to select any communication that you may have already had with the student
- 6) Opportunity to submit more than one case per student

To contribute a case for a student, log into MineOnline, select **Contribute Retention Info** from the list of options under the Faculty Information menu.

### Faculty Information

[My Advisees](#)

[Advisees](#)

[Class Roster](#)

[Grading](#)

[My Class Schedule](#)

[Student educational planning](#)

[Student profile](#)

[Retention Case Reminder Pref](#)

[My Contributions to Cases](#)

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[Contribute Retention Info](#)

[Retention Cases for Student](#)

[Search For Classes](#)



**Step 1. Find the student**

Enter a student name (Last name (comma ) First name or First Name (space) Last Name).

If you know the Student's Colleague ID, you can enter that number.

**NOTE:** If you enter the **ID number**, you should get only one search result.

If you enter the **name** of the student, there may be more than one student with that name and a list of students to select from will display.

Select **SUBMIT**

FACULTY

Find Student

First, find the student.

ID or Name of Student

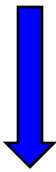
SUBMIT

## Step 2. **Select and verify the correct student**

If you entered a student's **name**, **Select** the student from the Student Search Results using the radio button.

If there is more than one student with the name you entered, the Academic Program will display to help identify the correct student.

The full name and ID number will display in the LIVE Datatel/MineOnline system.



### Student Search Results

	Name	ID	Academic Program
<input type="radio"/>	Smith,		Training Center Program (2003)
<input checked="" type="radio"/>	Smith,		Recreation and Community Services (2007), AS Science W/Chemistry Concentration (2007)
<input type="radio"/>	Smith,		AS Business (2008)

Step 3. **Complete** the required case information fields:

- 1) Type of Issue (select from list provided) \*
- 2) Summary of case \*
- 3) Detailed Notes \*
- 4) Opportunity to select any communication that you may have already had with the student
- 5) Opportunity to submit more than one case per student

Select **SUBMIT** – you will receive a confirmation message

## Contribute Retention Info

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Retention Case for Name and ID number

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Type of Issue\*

Summary\*

Detailed Notes\*

Did you contact the student regarding this issue?

In person	<input type="checkbox"/>
E-mail	<input type="checkbox"/>
Phone	<input type="checkbox"/>
Fax	<input type="checkbox"/>
IM (Instant Message)	<input type="checkbox"/>
Standard mail	<input type="checkbox"/>
Voice mail	<input type="checkbox"/>
Text message	<input type="checkbox"/>

Do you want to report additional issues regarding this student?

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**SUBMIT**

Additional Information on **Type of Issue**:

1. **Academic Concerns** – Student doesn't have current ability to complete the course (knowledge, skills, ability)
2. **Attendance Concerns** – students haven't been attending; inconsistent attendance; attendance insufficient to pass the course  
For Attendance Concerns, additional notifications are sent to:
  - a. Concurrent – Christy Rogers
  - b. International – Sunny Garner
  - c. OKC Go Program – Jon Horinek
  - d. Veterans – Janis Armstrong
3. **C.A.R.E.** – Harm to Self or Others
4. **Behavioral Concerns** – personal or classroom
5. **College and Life Issues** – financial, personal, stress, etc.
6. **Other** – provide additional information in the space provided
7. **Student Appeals** – used by the **Registrar Only**

Additional Information on: *Did you contact this student?*

If you contacted the student in any of the ways noted, please check any/all that apply:

- E-mail
- Fax
- IM (Instant Messaging)
- In-person
- Phone
- Standard Mail
- Text Message
- Voice Mail

Feel free to use the “**Detailed Notes**” section to explain that you attempted to contact the student in any of these ways.

Did you contact this student?	Check Any that Apply
In person	<input type="checkbox"/>
E-mail	<input type="checkbox"/>
Phone	<input type="checkbox"/>
Fax	<input type="checkbox"/>
IM (Instant Message)	<input type="checkbox"/>
Standard mail	<input type="checkbox"/>
Voice mail	<input type="checkbox"/>
Text message	<input type="checkbox"/>



## CONTRIBUTOR COMMUNICATIONS

An email is generated to the person who contributed the case on behalf of a student. The email comes from Mary Turner and is sent out daily. If you submitted several cases, you will only receive one email per day.

Below is the text from the automated email:

**Thank you for submitting a case(s). An email is being sent to the student(s), and Mary Turner will attempt to call the student(s) within 48 hours. You will be contacted if more information is needed about the situation(s). If you would like to discuss the case(s) further, Mary would welcome your phone call or email.**

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## STUDENT COMMUNICATIONS

Students do receive a notification that a case has been submitted about them. This will allow the student to not be so surprised when they are contacted by the Office of Student Support Services. The emails are generic in nature, but do provide a general idea of the type of case submitted on their behalf.

Below is the text from the automated email:

**As the Learning Specialist at OCCC, I am contacting you because one of your professors has expressed a concern about you. I will attempt to call you in the next 48 hours at the phone number(s) listed in your student record to talk about what is going on and how I might be able to assist you. If you prefer, you may contact me at mturner@occc.edu or 682-7544. I look forward to working with you.**

**Mary Turner, Learning Support Specialist Office of Student Support Services Divisions of Enrollment and Student Services Oklahoma City Community College 405-682-7544**

You may check on cases you have contributed using the **My Contributions to Cases** link under the Faculty Information menu.

FACULTY
Welcome E

## My Contributions to Cases

Name	Case Number	Item Date	Summary	Case Status	Case Owner	Add/Request Info?
	28	07/02/09	<a href="#">Testing of new early alert program</a>	New	STUDENT SUPPORT SPECIALIST	<a href="#">Add/Request Info</a>

Closed cases  ▼

Cases I own  ▼

Over 1 year ago  ▼

FACULTY

## View Case Item

Student

Case 28, Retention Alert Category

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Summary Testing of new early alert program

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**Detailed Notes**

07/02/09 10:57AM, by Ms. Ella J. Warren  
 Demo for users  
 Case type of Academic Concerns.  
 Reminder date automatically defaulted to tomorrow.

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**Contact Methods Used**

No Method of Contact indicated

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