

# Tech Snacks: Meet the Vice Chancellor of Student Success

## CARE Reports & Academic Alerts

Early Alert | IRVM.MSUN.edu > [Academic Alerts](#)

CARES Team | MSUN.edu > Faculty & Staff > [Care Report](#)

### Potential Identifiable Presenting Issues:

- Persistent or inconsistent attendance
- Lack of response after several emails
- Change in demeanor or presentation
- Making comments that are concerning
- Friends or classmates voice concern

### Levels of Concern

- Mild risk: These behaviors, although not disruptive to others, may indicate that something is wrong and that help may be needed.
- Moderate risk: These behaviors may indicate significant emotional distress, but also a reluctance or inability to acknowledge a need for more personal help.
- High risk: These behaviors usually show a student is in obvious crisis and needs emergency care (Counseling Services, Vice Chancellor, or Emergency Services immediately).

### How can Faculty and Staff Respond to Students in Need?

- Ask open-ended and exploratory questions to understand the student's issue(s) and identify resources that could be helpful.
  - *"How have you been feeling this semester?" vs. "Are you feeling depressed?"*
- Don't be afraid to ask, but remember the student may feel uncomfortable answering.
  - *It's okay to ask students if they're struggling with issues. You may be the only person who is asking...*
- Be open and honest when discussing your concerns with the student. Don't be afraid to be intrusive if you're concerned.
  - *Students often don't realize when they're having issues. Being honest with students about your concerns can frustrate some students, but often they're very thankful for it.*

### Make a Referral

- Mental Health: Counseling Services | SUB
- Physical Health: Health Services | SUB
- Academic Support: SSS Tutoring | Cowan Hall
- Disability Support: Accessibility Services | Cowan Hall – Student Central

### Effective Ways for Faculty to Support Retention Efforts:

- Submitting Early Alerts
- Submitting CARES reports
- Submitting 6-week and 8-week grades
- Regularly remind students to check their grades and assignments

- Regular outreach to students missing assignments, irregular attendance, or doing poorly
- Remain available and approachable to students
- Encourage students to seek experiences outside the classroom
- Refer students to resources and follow-up

### **How are CARE Reports & Academic Alerts used?**

Care reports are used to support students struggling with one of the following issues that are impacting their academic progress:

- Physical/Medical
- Mental Health
- Financial Insecurity
- Housing Insecurity
- Food Insecurity
- Personal/Familial issues
- Significant Interpersonal/Social issues

### **How can I follow up on a CARE Report or Academic Alert?**

Many faculty ask how to follow-up on a CARE or Academic Alert in order to be sensitive to the student's experience while supporting their progress in courses. The most effective means of follow-up I've seen include the following:

- Short and simple emails or phone calls "just checking in" and asking directly if the student made contact with any referral provided.
- Ask direct questions, but avoid asking for too much detail. Some students are already anxious about their situation. Asking detailed questions may overwhelm them or make them uncomfortable.
- Ask to briefly chat after class. Face-to-face or 1:1 digital meetings can be helpful in supporting the student.

## **NorthNAV**

NorthNav is a retention tool utilized by the MSU system to evaluate student progress, support student academic achievement, and enhance institutional awareness of at-risk students.

This tool is currently being reviewed to determine how to best leverage its features at MSU-Northern.

## **Title IX**

Training emails have been delivered to Faculty and Staff. Training is due Sept. 30th. This gives employees one month from the initiation date to complete the 1.5 hour long training.

When someone disclosed to you:

- Explain your role as a reporter
- Provide resources:
  - Campus Counseling Services is a confidential resource
  - Police can help with restraining or no-contact orders.
  - Title IX Coordinator can discuss all of these resources. Students aren't required to tell the Coordinator anything.
  - CSA must inform the Title IX Coordinator:  
<https://www.msun.edu/hr/titleix/index.aspx>