

Welcome to the Academic Alert Process Faculty Guide!

This guide includes an overview of the Academic Alert Process, instructions for submitting an Academic Alert and answers to frequently asked questions.

The goals of the Academic Alert program are to increase retention, persistence, and success. It was designed to identify students who may be at risk of academic difficulty or failure as early as possible.

Faculty are able to see firsthand when students are experiencing barriers to success or showing signs that they may need additional support. Observing these behaviors and intervening in a timely and meaningful way is critical to helping students overcome problems and issues. That is why you are so crucial to the success of this program; you provide the connection between the students and the resources available to help them succeed.

Faculty and staff play an important role in encouraging students to use campus resources such as Academic Success Coaches, Counseling Services, The Learning Commons, Student Support Services, etc.

Faculty are encouraged to make an Academic Alert referral as soon as signs of barriers to success appear.

Please know this is different from the Enrollment Verification process at the start of the semester. Academic Alerts can be submitted at any point in the semester, but there may be limited options for students later in the semester. If students are unable to improve their performance in your specific class, doing an Academic Alert towards the end of the semester can still invite and encourage the student to utilize resources to improve in the following semester and navigate their options such as withdrawing, continuing in the course and understanding any potential Financial Aid implications.

The Process:

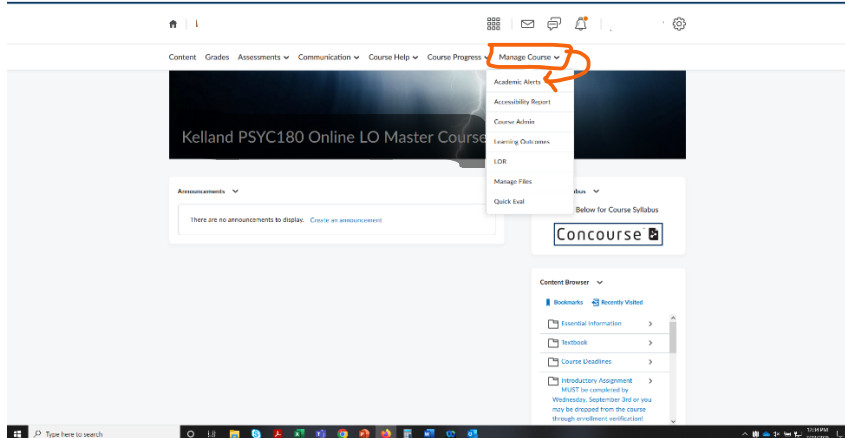
1. Faculty submits an Academic Alert Referral at any time.
2. The referral is received by the Academic Success Coach leadership team as well as the Learning Commons if a need for Tutoring is indicated.
3. The Academic Success Coach leadership receives the alert and routes it to the student's assigned coach or assigns a coach if the student does not already have one.
4. Success Coach reaches out to student to offer support, guidance, skill-building, and/or connection to appropriate resources.
5. An email will be sent from the Academic Success Coach letting the faculty member know if:
 - able to connect with the student
 - able to communicate with the student
 - the student scheduled a meeting but did not attend
 - the student did not respond in any way to the outreach.

Updates on the student's progress in the course is appreciated.

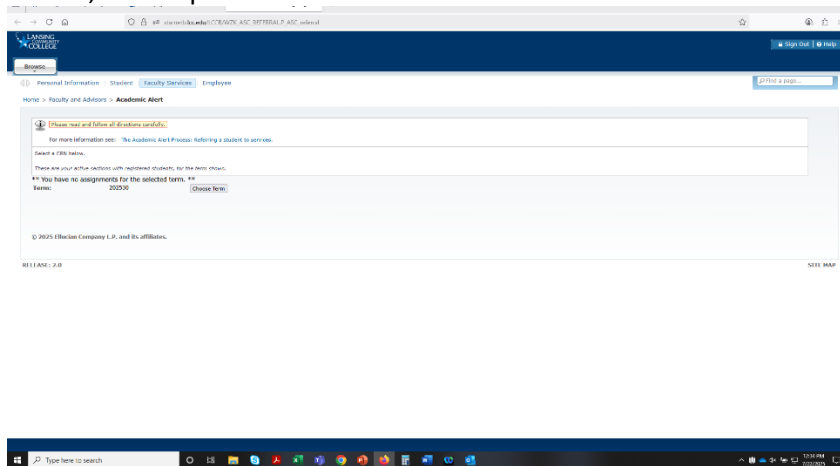
How to Submit an Academic Alert:

Two ways to access the Academic Alert form:

D2L:



When selected, it will open the Academic Alert form in Banner Self-Service.



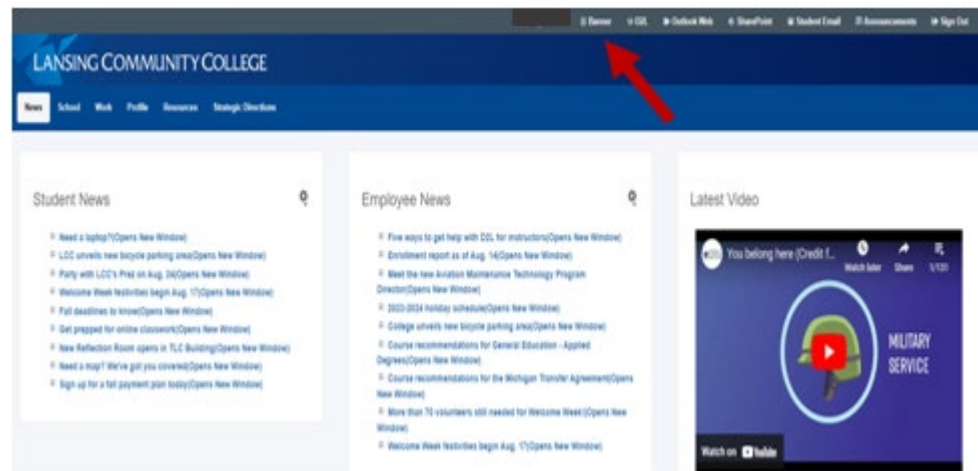
Or

Through myLCC:

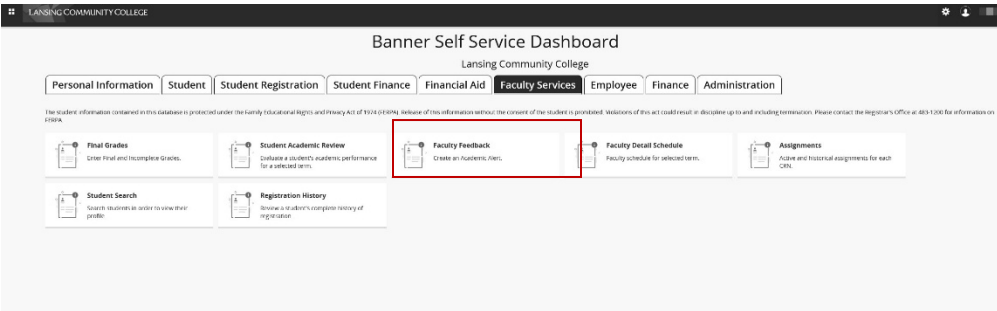
Descriptions

To access and submit your Academic Alert(s), log in to [myLCC](#) and click on Banner in the upper right side of the screen

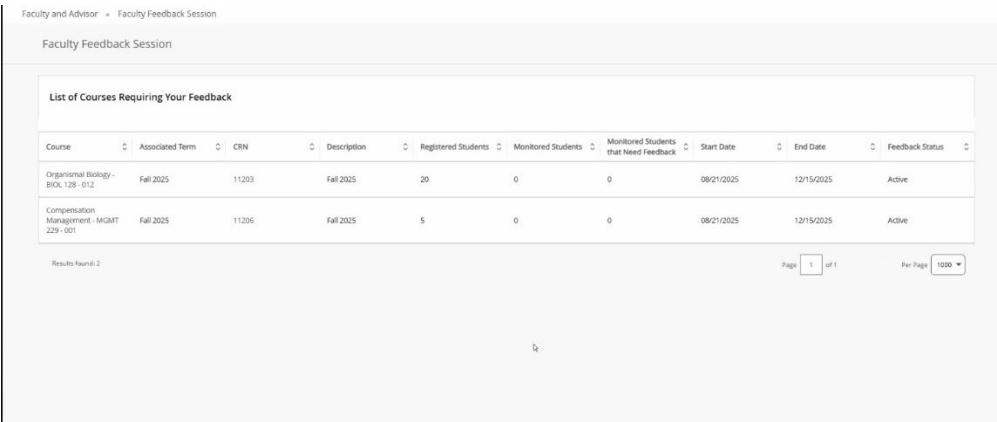
Screen Shots of Academic Alert Referral System



Under the Faculty Services tab, click **Faculty Feedback**



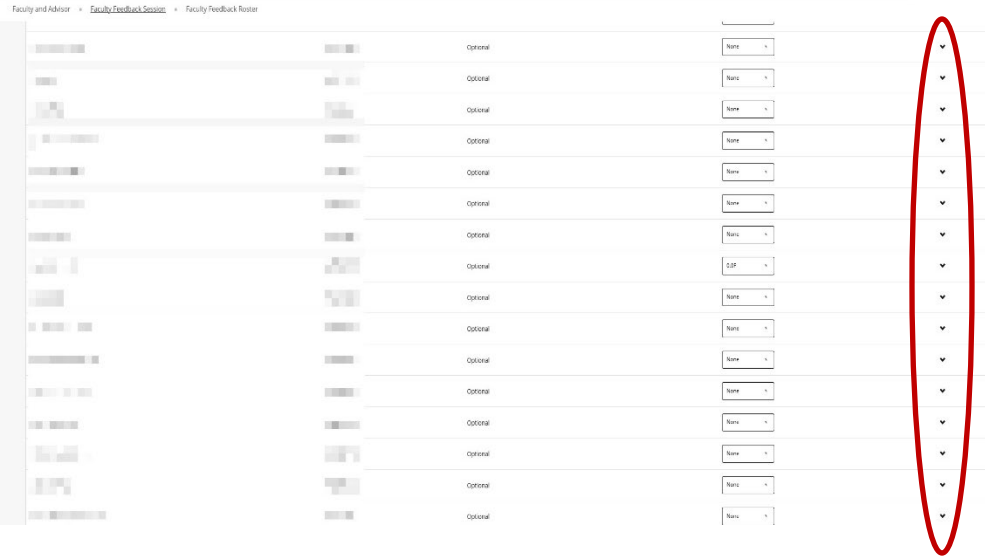
This page lists the course(s) assigned to the instructor, select anywhere on the line except for Course or CRN to advance:
Clicking on the Course or CRN will give you a synopsis of the Course



Descriptions

Select the dropdown caret of the student you would like to report on.

Screen Shots of Academic Alert Referral System



Select checkboxes, enter comments, and provide student's current grade.

Descriptions

Screen Shots of Academic Alert Referral System

Course		CN#	Students Reported
101		10001	0
Faculty Feedback Period from 08/21/2025 to 12/15/2025			
Student's Name	ID	Faculty Feedback Status	Estimated Grade
<div></div>	<div></div>	<div>DEFER</div>	<div>New 1</div>

Select any issues that apply:




















































- ☐ Course Supplies Needed
- ☐ Language Barrier
- ☐ Missing Assignments Closed
- ☐ Missing Assignment(s) Open
- ☐ Participation
- ☐ Quiz/score below 2.0
- ☐ Student is failing consider iv
- ☐ Technology Skills
- ☐ Technology Issue(s) payment
- ☐ discussed with instructor
- ☐ 2nd Submission
- ☐ 3rd Submission
- ☐ 4th Submission

Offer one or more recommendations:

- ☐ Accommodations
- ☐ Assist to complete assignments
- ☐ Community Resources
- ☐ Counseling Services
- ☐ Course Material Assistance
- ☐ Request And Classroom Visit
- ☐ Request Tutor Classroom Visit
- ☐ Resources Learning Help Desk
- ☐ Study Skills
- ☐ Technology Assistance
- ☐ Time Management Organization
- ☐ Writing
- ☐ Writing Assistance

Enter Comments:

Scroll to the bottom to
Submit and Save changes.

Faculty and Adviser		Faculty Feedback Session		Faculty Feedback Review	
		Optional	Name	Y	
		Optional	Name	Y	
		Optional	Name	Y	
		Optional	Name	Y	
		Optional	Name	Y	
		Optional	Name	Y	
		Optional	Name	Y	
		Optional	Name	Y	
		Optional	GG	Y	
		Optional	Name	Y	
		Optional	Name	Y	
		Optional	Name	Y	
		Optional	Name	Y	
		Optional	Name	Y	
		Optional	Name	Y	
		Optional	Name	Y	
		Optional	Name	Y	

Cancel

Save

Once submitted a Save notice will appear in the upper right corner.

[illegible]

Descriptions

This is a screenshot of how to select CRN's once in the system, it will list all for each instructor.

Screen Shots of Academic Alert Referral System

Faculty and Advisor > Faculty Feedback Session > Faculty Feedback Roster

Faculty Feedback Roster

CRN

10067

Classroom: 101

CRN: 10067

Students Registered: 0

Faculty Feedback Period from 08/21/2025 to 12/15/2025

Student Name	ID	Faculty Feedback Status	Estimated Grade
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Academic Alert Resubmitting:

After an instructor submits an initial alert, all previous submissions will be visible when they return to submit additional alerts during the academic calendar.

When submitting another alert for a student who already has a prior submission, the instructor must select 2nd Submission, 3rd Submission, or 4th Submission, and include any new issues, recommendations, or notes.

If one of these submission options is not selected, the new alert will not be forwarded.

Academic Alert Submission Deadlines:

Please submit an Academic Alert at ANY TIME for students exhibiting the above academic and/or non-academic concerns.

Faculty should be encouraged to address any concerns directly with the student in addition to referring them to additional resources through an Academic Alert.

Frequently Asked Questions

What is an Academic Alert?

The Academic Alert process is a college-wide collaborative effort designed to support student success by identifying students who may be not doing well academically or who indicate other needs for additional support.

Through the utilization of the Academic Alert, an attempt can be made for faculty and staff to work together in helping LCC students achieve success. Through the initiation of an Academic Alert referral, individuals from various departments will attempt to connect with students and partner with faculty to provide additional support.

How does the Academic Alert help students?

Academic Alerts help students by providing connections to useful resources that will support them in their current situation. Campus professionals will make efforts to personally reach out to students and provide relevant, targeted support.

How does the Academic Alert help faculty?

An Academic Alert is a tool designed to provide faculty with an easy way to partner with other campus professionals to reach out to students who are struggling to achieve success in the classroom. The Academic Alert should be used in conjunction with faculty member outreach to aid in connecting the

student to additional campus resources.

When should I submit an Academic Alert?

Faculty should only submit Academic Alerts for students exhibiting concerns that are negatively impacting their ability to succeed in the class.

What are the types of Academic Alerts?

There are two categories of Academic Alerts that cover a variety of issues a student may be facing. The more information we are able to gather, the better we will be able to assist students.

Academic Alert Categories & Definitions:

Issues

- **Course Materials** – (textbook, course specific supplies) – students in need of assistance obtaining physical textbook(s) or course specific tools/supplies
- **Language Barrier** – students whose first language is other than English, which is presenting itself as a barrier to success
- **Missing Assignments-closed** – students who have yet to turn in multiple assignments and are no longer able to submit
- **Missing Assignments-open** – students who have yet to turn in multiple assignments and are still accepted
- **Participation** – students who are not attending class, engaged in activities, logging-in, etc.
- **Quiz/Exam below 2.0** – students who are below the threshold of passing due to low quiz and/or exam grades
- **Student is failing consider withdraw** – students who are potentially going to fail the course without assistance
- **Technology Skills** – students who may lack basic computer skills or need help navigating D2L or other LCC systems
- **Technology Tools/Equipment** (laptop, internet, calculator) – students in need of a physical resource in order to complete course work

Recommendations

- **Accommodations** – assist students who may have used an IEP or 504 in high school or who may benefit from some accommodations for a disability
- **Assist to Complete Assignments** – assisting students with completing required Community Resources (housing, food, transportation) – work with students who have shared or who you believe may need assistance with basic needs
- **Counseling Services** – assist students who may need mental health support
- **Course Materials Assistance** – assist student with obtaining physical textbook(s) and/or course materials in order to complete class work
- **Resources-eLearning/Help Desk** – assist students who may lack basic computer skills or need help navigating D2L or other LCC systems
- **Study Skills** – work with students who need assistance with study skills in order to be successful

- **Technology Assistance** – assist student in obtaining physical resource(s) in order to complete class work
- **Time Mgmt/Organization** – work with students who need assistance with these skills in order to be successful
- **Tutoring** – work with students who need additional help with the course content by working with a tutor
- **Writing Assistance** – work with students who need additional help with their writing skills

What if I have immediate concerns about a student's mental health or safety?

Do not submit an Academic Alert as the system is not intended for mental health or emergency situations. Please contact the LCC Police at 517-483-1800 for immediate concerns or follow the [Care Team process](#).

Who do I contact about my referral?

Armando Arevalo
Academic Success Coach Manager
arevala2@star.lcc.edu

Erin Matesich
Academic Success Coach Manager
matsice@star.lcc.edu

TeAnna Taphouse
Academic Resources & Services Coordinator
lcc-learning-commons@star.lcc.edu

Kristi Thurlby
Director of Learning Commons
thurlbyk@star.lcc.edu

Who oversees this process?

Sally Welch
Provost & Senior Vice-President of Academic Affairs
lcc-academic-affairs@star.lcc.edu