# Aviso Alert Etiquette

One of the many valuable features of Aviso is the Alert. An Alert is essential in student success as it provides an opportunity for our college to connect a struggling student with valuable resources. If in doubt, please issue an alert so we can continue to strengthen connections with our students.

Sometimes it is difficult for faculty to know the progress on the alert, so here are some tips to make alerts most effective.

* **Provide Descriptive Alerts**
* Include details such as number of missing assignments vs submissions, or the current course grade.
* What resources may help the student? Do you suspect their difficulties are due to lack of understanding content and would benefit from content specific tutoring, or do they need assistance with submitting assignments in a timely manner?
* What contact have you already made with the student?
* Do you suspect a cause for their challenges (illness, computer challenges, death in family, etc…)?
* **Check Aviso Notes Before Issuing a New Alert for the Same Student in the Same Class for the Same Problem.**
* The notes feature provides an up-to-date status of your previous alerts.
* You will receive an email when the previous alert has been closed, however, you can check the notes feature at anytime to see the progress of the alert.
* When an alert is closed, please read the message in the email as it might indicate if the student has been referred for tutoring or advising.
* **Use the Notes Feature Often**
* Faculty members are encouraged to use the Notes feature in Aviso to share with the student’s support team.
* Opportunities to enter a note include:
* Communication with students about their goals and support network.
* Student concerns about obstacles to these goals (computer issues, illness, work schedules, etc)
* Advising notes