Frequently Asked Questions

- Should L1 or L2 access be granted to TEAMS users at the college?

  No, L1 or L2 access does not be granted to TEAMS users at the college as TEAMS College Personnel access grant will suffice for logging on to TEAMS. Only Security Contacts and Student Navigators should have TEAMS College Admin access for overseeing the alert routing, intervention management, and overall process execution.

- Can an alert be submitted for *No Shows*, late registering students, or for students who withdrew all courses in the first week?

  Faculty or staff can create alerts for *No Shows*, late registering students, or for students who withdrew all courses in the first week as long as the college has a strategized process in place to address these alerts. Phase I was planned for manual alerts to be submitted faculty but if other individuals want to submit alerts then it should be done after ensuring that there are designated individuals to "work" these alerts.

- Can an alert be submitted in absence of an issue but just to create a paper trail?

  Alerts should not be submitted just to create a paper trail as the data derived off TEAMS reports would be misleading. For example, each semester a college submits hundred alerts for Academic Concerns to target students for a particular initiative. At year-end when the college administration reviews the TEAMS report they may not realize that hundreds of alerts are not related to "real" issues and may decide to hire a large number of tutors to academically prepare the students, which would be a waste of college resources as the decision was based on misinterpreted data.

- How can comments be created and saved simultaneously as the alert is being resolved?

  Users can create comments as the alert is being resolved by going to *Alerts*, clicking on the *Mail* icon for the particular record, clicking on *New Comment* icon, inputting the details, and clicking on the *Create Comment* button.

- Why are comments in the Interventions sub-module not saved even though I clicked on *Save Changes* button?

  Only closing comments can be created in Interventions sub-module by clicking on *Save & Close Alert* button. The *Save Changes* button does not record any comments created with respect to alert resolution but only saves the intervention administered, mode of contact, and if the student was contacted or not.

- Should alerts be submitted before mid-term only?

  Alerts may be submitted and resolved any time throughout the course of the term, although significant number of issues may be more evident at the beginning of the term.

- What if a faculty member wants to resolve the student issue themselves instead of “handing off” to someone else by submitting an alert?

  Faculty is fervently encouraged to help a student in every possible way instead of “handing off” the student to other individuals/areas of the college, especially when these individuals have not formed any relationship with the student. Alerts should be created when the instructor has exhausted all available resources to help the student with successful continuation and believe that additional avenues may be beneficial in retaining the student. For example, the college faculty and staff may want to personalize the alert process by communicating with the student that personnel ABC or XYZ team of individuals will contact with respect to the considered issue as those individuals have more experience in resolving the matter etc. The goal of TEAMS is to aid in creating pathways for students by addressing hindrances that a student may encounter along the way with respect to academic progression.

- What if a faculty member submits an alert but then resolves the issue with the student? What happens to the submitted alert or how does the alert get closed?

  Faculty is strongly urged to input pertinent details if anything changes in reference to the submitted alert. S/he can generate a new comment with additional information and if the issue is resolved then s/he should immediately contact the Student Navigator or personnel working the alert so that the submitted alert can be closed.

- How can it be ensured that the alert is directed to a particular tutor only if there are specific tutors assigned for specialized subjects or majors?

  A course specific alert can be created so the academic tutors explicitly appointed for that subject can address the alert. The TEAMS application does not have any way of isolating alerts by a student major code, although the major code is displayed for each student. The support staff can click on alert details, look at a student’s major in the academic history (Alerts → Alert Details), and can accept the alert if they are responsible for a particular major. Instructors at the college can also be trained to submit an alert with comments requiring student’s major details so it is easier for the staff to assign/own an alert based on the information.