

RETENTION ALERT FAQ'S

What is Retention Alert?

Retention Alert (RA) is a tool that allows instructors to inform Student Success Navigators about a student who is struggling academically. In turn, Student Success Navigators have information they need to determine how best to follow up with a student and provide support.

How do I submit a Retention Alert case for a student?

1. Go to your class roster in e-services (<https://www.jccmi.edu/eservices>) and click on the student's name.
2. Click on '**Contribute Retention Info**'.
3. Select '**Type of Issue**' from the drop down list.
4. Enter a "Summary" of the issue by using Keywords, such as "Failing Exams".
5. Enter your "Detailed Notes".
6. Check off the contact you have had with the student about this issue. Check all that apply. (**NOTE:** It's optimal to have the instructor share concerns with the student prior to a referral).
7. Click '**Submit**'. This will create a case for this student.

This [Retention Alert video](#) helps to further explain how to submit a Retention Alert case using e-services.

When are Retention Alerts due?

Retention Alerts can be submitted anytime, and we encourage instructors to submit a Retention Alert as soon as a student shows signs of needing help.

Who can I contact with additional questions about Retention Alert?

If you have additional questions about Retention Alert, contact **Terry Anderson** at AndersoTerrencP@jccmi.edu, **Monica Bouman** at BoumanMonicaL@jccmi.edu, or **Sue Risner** at RisnerSusanL@jccmi.edu. You can also review the Retention Alert manual [here](#).