



WARHAWKS ACADEMIC SUCCESS CENTER HANDBOOK

Auburn University at Montgomery



COMPLIANCE TEAM HANDBOOK

*This handbook was developed to help each administrator understand and operate within the guidelines, policies, and procedures of this department and the Department of Athletics. Questions can be directed to the Director of the Warhawk Academic Success Center, Director of Athletics, and Assistant Director of Athletics for Compliance. This handbook will not duplicate information and forms readily available in other formats. Staff are expected to administer the program ethically, within the guidelines of the university, the NCAA, and efficiently, within the parameters of their individual budgets. Each employee is also expected to be knowledgeable of, and to operate within the policies and guidelines published in the NCAA Manual, Gulf South Conference, University publications, and the Student-Athlete Handbook. Procedures highlighted in **orange** represent a change since the June 2017 edition.*

WARHAWK ACADEMIC SUCCESS CENTER (WASC)

EARLY INTERVENTION AND NOTIFICATION FOR ACADEMICALLY AT-RISK STUDENTS

An academic initiative that is housed in the Warhawk Academic Success Center. Known to the campus-population as “Warhawk Warning”

–Throughout each semester (Continuous)

WHAT IT IS....

- A proactive way of letting your professors reach out to your Success Advisors to let them know of any problems involving academics, performance, or other concerns. It is imperative that we make contact to assist in advisement and action plans.
- A way for your professors to recognize your positive contributions and actions in regards to your performance and conduct in your classes (Even though your notification may state “Warning”, the content can also be positive and encouraging in manner.)
- A notification by the professor to link and start the communication process with the Success Advisors. The intention is to start planning to ensure a concern doesn't expand to an irreversible situation.

WHAT IT IS NOT....

- A way for your professors to get you in trouble
- A way for your professors to make your struggles or concerns public
- A useless notice deserving of non-correspondence or inaction

WHAT OUR RESPONSIBILITIES ARE.....

- As Success Advisors, we are responsible to make contact with any and all students identified through the Warhawk Warning Program. We do this by making phone calls and sending emails through the information that you have listed in the Registrar's Office. In more complex cases, contact attempts may also involve follow up communication with your Academic Advisor and/or professors.
- As Success Advisors, we are responsible to make every attempt to assist with the concerns addressed by your professor. We do this by working hand in hand with you to develop a plan agreed upon by all parties to rectify and ensure your continued success.
- As Success Advisors we are diligent in working with other on-campus resources and professors to ensure the action plan is put in motion to actively resolve any concerns to enable your continued success.

WHAT YOUR RESPONSIBILITIES ARE....

- As a student, your responsibility is to continuously check your campus email or have it forwarded to a device to which you have ready access such as a cell phone, tablet or laptop in order to ensure communication with the University is constant.
- As a student, it is your responsibility to make contact with your Success Advisor when you receive notification of a Warhawk Warning referral. Be proactive in this approach and understand that an attempt to contact you will be made in 24-48 hours upon receipt. If you are not contacted, your contact information may be inaccurate or your parents' information is still listed.
- As a student, it is extremely important to ensure your contact information is current and accurate. Notify the Registrar's Office immediately if any changes occur. The contact number is 334-244-3125.
- As a student, if your campus email is not reviewed or forwarded, you will miss attempts for contact. Attempts made by phone will be next. Ensure your voicemail is set up and able to receive messages. Consistently delete or save old messages so that we do not receive a "Mailbox is full" or "Not set up" message.

- As a student, notify your Success Advisor of any changes, status or updates to your situation. Once a Warhawk Warning is initiated, the only person that can close it is YOUR Success Advisor.

PRIORITIES

1. CONTACT

- First and foremost, we need to ensure contact. It is extremely crucial. We need to ensure that the student is aware that a Warhawk Warning notification has been initiated and what the concern is.
- Success Advisors consider student contact “successful” when the student replies via email or phone call. Coming to the WASC on the 2nd floor of the AUM library tower and speaking with a Success Advisor is also considered “successful” contact.

2. DISCUSSIONS

- Once successful contact is made, a discussion will take place. Depending on the issue, the discussion can be very brief or it can be lengthy. As explained earlier, a plan agreed upon by you will be the end state. If you have developed a plan on your own and taken action, we just need to know. You can simply call, email, or drop by to let us know. Your case will be closed, and we will not continue efforts to work your issue.

3. MEETINGS

- If the situation warrants, a meeting will be scheduled to personally address your situation and develop a plan of action. Once developed, your Success Advisor will work diligently to assist and resolve the issue. The meeting agenda and time frame are focused on your availability and schedule. Success Advisors will work to keep positive communication with you as the plan takes action and to keep you abreast. The same is asked of you.

HOW DOES IT WORK

- Everyone has access to warhawk warning e-mail.
- Everyone has a color, established by the Warhawk Warning coordinator, with which they ascribe to the student to whom they are addressing.
- Staff member will all have access to the warhawk warning e-mail (earlywarning@aum.edu)
- Staff members will be alerted of warhawk warning which is generated by the professor.

- Staff members are alerted of generation of warhawk warning by an alert at the bottom right corner of the screen.
- Staff member will proceed to read the warhawk warning e-mail in its entirety to ensure thorough understanding of its contents.
- Staff member will then copy and paste students' S# into the task bar of AdvisorTrac in the "Consultant Profile" which can be accessed by clicking AdvisorTrac in your MyAum portal. All staff members who process warhawk warnings will have access to the Consultant Profile.
- Staff member will proceed to see the student's name along with the S number on the screen in AdvisorTrac
- Staff member will click on the student name and select the warhawk warning that corresponds with the date and time attached.
- Staff member will then see the screen that shows the details of the warhawk warnings.
- Staff member will look at the recommendations provided by professor and include these interventions when interacting with the student. Please note that ALL students must receive an e-mail and phone-call as the first step of contact. All e-mail and phone calls attempts must be enacted within 48 hours. Please include the date on which you contacted the student in the "Student Contacted" space.

PROCEDURES FOR WARHAWK WARNING

- All students will have 72 hours to get in touch with a WASC representative. "Successful contact" is considered talking with student on the phone, response to e-mail, or meeting with student in WASC offices or through communication with other involved persons (advisor, professor, parent).
- As you are attempting or interacting with the student, you must select the action items that occurred.
 - For example, if you attempted to call the student and they did not answer, you must select the action item that states "Attempted to call, but no answer". If you speak with a student and suggest that they go to the Counseling Center, you must select that option as well. When selecting an office to which you want to refer a student, that office will get an automated e-mail alerting them of your referral. If you are still working with this student, you must click "Submit" at the bottom of the screen to save the action items that you selected as well as the dates that you input in the spaces.
- After 5 working days, the warhawk warning will be "Processed" if the student does not contact the WASC office. In addition, after successful student contact, the staff member can "process" the referral by clicking on "Processed" located between "Student Contacted" and "Follow Up Date". Please include the date on which the student made contact in the "Follow-Up" box. After doing that, then you can select the Processed option. On this screen, you must include detailed notes of the interaction or lack thereof with the student in the processed notes box. After the notes have been written, you must put the date in which you are closing out "processing" the referral along with your name. Staff member will

address warhawk warning as planned, and will place a check mark when completed. **48 hour contact time frame!**

- After that, 72 hour time frame for student contact with WASC representative (5 working days in total)
- Close out referral with “processed notes”
- Chain of command for warhawk warnings- Van, Rudy, Tammy. If too many WW’s, reach out to Julie Valdez, next Sissy Speirs, then Marnicka, and then to Kim, Brad, and Amy.
- When professors initially create the referral, they are able to choose from a list of recommendations. We in the WASC can select from the recommendations and the office only options, all of which will be depicted in an e-mail that is automatically generated for professors upon completion of a referral

MID-TERM GRADE REPORTING

Full Term Mid-Term Grades- 8th week of Academic Calendar

1st Half Mid-Term Grades- 6th week of Academic Calendar

2nd Half Mid-Term Grades- 14th week of Academic Calendar

- Immediately after grades are posted at the Mid-term period, I notify all students via e-mail of their current academic standing at mid-term by doing a mail-merge from a report that is generated through Banner.
- After that, I work closely with the ITS department on campus to transfer these grades into a secure Sharepoint site from which faculty and staff will refer in order to make phone calls.
- As phone calls are made, the interaction outcomes are documented in order for the university to identify any trends that are occurring.
- All students who are failing at mid-term are expected to be contacted in order to advise them appropriately and discuss options to rectify their situation or protect their GPA.

PROCEDURES FOR LOGGING IN TO SHAREPOINT AND EXECUTING CALLING INITIATIVE.

Below are the procedures that all participating callers follow:

- *Click on the link provided in the email. If you receive a message stating that you do not have access, contact Rebecca Crumpton in ITS at 244-3350 or rcrumpto@aum.edu.*
- On the main page you will see a list of Students by College to the bottom left
- You will be making calls to the students from the “F” list,

Students by College

College of Arts and Sciences

---F List

---F List 44 & Under

College of Business

---F List

College of Education

---F List

College of Nursing & Health Sciences

---F List

College of Public Policy & Justice

---F List

Student Success and Retention

- After clicking on your appropriate college you will see a list of students by major along with a number indicating how many are currently reported as having an “F” for this period.
- Click on the (+) Major and it will open a list by student S#

e **Major : Biology** (13)

Major : Chemistry (3)

Major : Communication (4)

Major : Computer Science (6)

Major : Environmental Science (3)

Major : Fine Arts (1)

Major : Interdisciplinary Studies (5)

Major : Liberal Arts MLA (1)

Major : Mathematics (4)

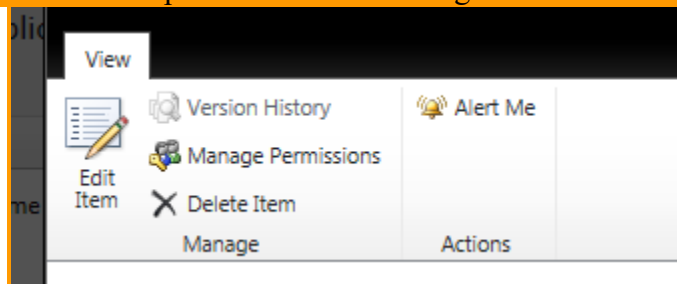
Major : Physical Science (1)

Major : Psychology (9)

Add new item

- Click on the S# to see full student details, here you will find the student’s phone #. If there is no phone # you can access Banner under “SPAIDEN” to see if one

- has been entered. If you have questions on how to access Banner and “SPAIDEN” please contact Melinda Kramer, Van Orum, or Rudy Tobias.
- To start the process of documenting actions taken click on the Edit item icon.



- Drop down boxes have been created to assist with formatting the processes and procedures that were taken when contacting student. If additional information is needed then please provide detailed comments in the box provided.

 A screenshot of a form for documenting student contact. The form has several sections:

- Comments:** A large text area for entering comments.
- GradeCount:** A small text input field.
- Contact:** A section with five checkboxes:
 - ☐ Called Student, Made Contact
 - ☐ Student Returned Call
 - ☐ Student Responded to Email
 - ☐ Left a Voicemail
 - ☐ Not a Working Number
- Call Outcome:** A section with eight checkboxes:
 - ☐ Suggest student contact professor
 - ☐ Suggest student go to Learning Center or Instructional Support Lab
 - ☐ Connected to Financial Aid
 - ☐ Connected to Registrar's Office
 - ☐ Connected to Scholarship Manager
 - ☐ Connected to Academic Advisor
 - ☐ Connected to Student Success Advisor
 - ☐ Professor has not submitted all grades/Mid-Term Grade is not accurate

 At the bottom of the form, there is a status bar that says "Created at 6/29/2017 5:02 PM by Rebecca Crumpton" and "Last modified at 6/29/2017 5:02 PM by Rebecca Crumpton". To the right of the status bar are two buttons: "Save" and "Cancel".

- At a minimum you must annotate your “Contact” efforts and “Call Outcome” results by clicking on the appropriate drop down box. Additional comments can be made in the comments box.
- Keep in mind that additional actions may occur during this process, i.e. you call and no answer but the student calls you right back. In this case you would have checked “Left voicemail” in addition you would also mark “Student called, made contact”, do not uncheck your initial action.
- Once your actions and remarks have been completed hit the save tab and proceed to the next student.

“4 WEEKS TO SUCCESS” PROGRAM FOR STUDENT ATHLETES

2nd to 6th week of the Academic Calendar

- -Topics reflect the subjects that align with the UNIV course however they are expounded upon and catered to the needs of the students.
- -The topics and themes are further explained and facilitated through interactive discussions, group activities, lectures, visitors from other on-campus offices, and psycho-education.
- -These topics include but are not limited to:
 - Week 1: “Establishing Communication and What is Success to You?”
 - Week 2: “Time Management”
 - Week 3: “Test Prep and Managing Stress”
 - Week 4: “Check-In, Post Test Communication and Maintaining or Achieving Motivation”
- -Students are required to sign in upon arrival. After each session, the sign-sheet is provided to the Assistant Athletics Director for Compliance who regularly provides progress reports to the Student Success Advisor in the Warhawk Academic Success Center.

ROUTINE STUDY HALL HOURS FOR STUDENT ATHLETES

Throughout the Semester (Continuous)

- -Athletes will come to the WASC at regularly scheduled intervals designated by their coaches.
- -Upon arrival, students will sign in to the kiosk at the front desk of the WASC in order to log their time.
- Being in the WASC promotes an ideal location for students to have immediate access to the Learning Center, Academic Advisors, and Student Success Advisors in order to aid them in asking any questions they may have.

