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What is WAY to SUCCESS/ Retention Alert?

Pitt Community College is committed to providing assistance to students to help them achieve their educational goals. The primary goal of the WAY to SUCCESS Program is to assist faculty and staff in improving the motivation and performance of students who are underachieving. The use of the program can be extremely beneficial to both the students in their future educational endeavors, as well as increasing retention and graduation rates at the college.

WAY to SUCCESS is a campus-wide initiative that will help students be successful by building mentoring relationships and making access to college resources more readily available. This initiative engages faculty & staff at all levels to provide support and assistance to students to help them achieve their educational goals.

Retention Alert is an online tracking tool used by “WAY to SUCCESS” to manage contacts between students and Success Coaches and allow for better sharing of information that can benefit a student and increase retention.

How can I Help?

Volunteer to become a Success Coach!

Success Coaches engage with students face-to-face and/or by email or other methods of correspondence to help them identify obstacles they might be having that affect their success in school. Success Coaches are there to be a support system for students and to help them make plans for their future.

Responsibilities of a Success Coach

- Commit to participating for a minimum of 2 semesters
- Agree to complete the Success Coach training module
- Familiarize yourself with PCC campus resources (information provided to Success Coaches)
- Act as a mentor to a minimum of 5 students each semester
- Make contact with assigned students at least 3 times during the semester, one of which will be face-to-face, if possible Method of contact will be at the Success Coach’s discretion
- Access the Retention Alert software to add notes to your assigned cases each time contact or a referral is made
- Willingness to commit to the mentor/mentee relationship
Logging into Retention Alert software

You can access WAY to SUCCESS by logging into Web Advisor through myPittCC.

Login to myPittCC on the homepage

On your mypittcc login page, enter your first initial, middle initial and full last name and the last three digits of your Pitt CC ID number and your password.

Click on PCC Services under the “Launchpad”

Select the WAY to SUCCESS tab
Getting Started—Understanding the LINKS

**LINK 1 – RETENTION CASE REMINDER PREF**

By default, the system will automatically send you a reminder of cases you have open. If you choose not to receive a reminder, click on No and then Submit.

![Retention Case Reminder Pref](image)

**LINK 2 – MY TO DO LIST**

**My to Do List** will show you a reminder date, when the case was created, what assignment (category) the case belongs in, the priority level, workflow age and privacy setting. From **My to Do List**, choose a case to work on by clicking on a link under **Pending Worklist Items**. This will bring you to the Work the Case page.

![My To Do List](image)

**LINK 3 – WORK THE CASE**

From this screen, you can run the student's program evaluation, view their profile with contact information, pull their transcript, view their GPA by Term, and see their placement test scores and their course schedule.

From the **Work the Case** page, you can also choose to: Add a note to the case; set a reminder to work on the case; manage your reminder dates; add another type to the case; change the priority level of the case; reassign the case; close the case; go back to your to do list; or view all of the cases of that student.
If you would like to make contact with a student by E-mail, you can choose **Send E-Mail** in the **Choose an Action** drop down box.

In the **E-mail Action** drop-down box, choose **Send To**, next to the student’s name. You can also choose to **copy to** and **blind copy to** others on the email. Fill in your **Subject** and **E-mail Text**, then click **submit** to send the E-mail.

Back on the **Work the Case** page, if you are planning to make contact with the student by phone or face to face, open their **Student Profile** to gain access to their contact information. You may also want to look at their **Student Schedule** to see the optimal times for contact.
Once you have made contact or met with the student, you will want to Add a Note to the case as documentation of that contact. You can do this one of two ways. From the Work the Case page, you can Choose an Action to Add a Note and click submit.

Enter a Summary and Detailed Notes about the student. You should also indicate the Method of Contact(s) you used. Click on submit when finished.
**LINK 4 – CONTRIBUTE RETENTION INFO**

Enter the student’s **ID** or the **Name of Student** and click **submit**.

**Find Student**

ID or Name of Student: 0535302

First, find the student:

**SUBMIT**

On the **Contribute Retention Info** form, select the specific **“Type of Issue”** you would like to report on for this student.

**Contribute Retention Info**

* = Required

**Retention Case for Mr. Lewis A. White**

<table>
<thead>
<tr>
<th>Type of Issue*</th>
<th>Academic Issue</th>
</tr>
</thead>
<tbody>
<tr>
<td>Summary*</td>
<td><strong>Academic Issue</strong></td>
</tr>
<tr>
<td>Detailed Notes*</td>
<td>Financial Issues: Personal Issues, Student with 3 consecutive absences, Veteran Student</td>
</tr>
</tbody>
</table>

**Did you contact this student?**

<table>
<thead>
<tr>
<th>Contact Method</th>
<th>In person</th>
<th>E-mail</th>
<th>Phone</th>
<th>Standard mail</th>
<th>Voice mail</th>
<th>Text message</th>
<th>Social Media</th>
<th>No Contact</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
</tbody>
</table>

**Do you want to report additional issues regarding this student?** [ ]

**SUBMIT**
Enter a **Summary** and **Detailed Notes** about the student. You should also indicate the **Method of Contact(s)** you used. Click on **submit** when finished.

**Contribute Retention Info**

<table>
<thead>
<tr>
<th>Retention Case for Mr. Lewis A. White</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th><strong>Type of Issue</strong></th>
<th><strong>Summary</strong></th>
<th><strong>Detailed Notes</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Academic Issue</td>
<td>Lewis White placed into developmental English</td>
<td>I contacted him to make sure that he was aware of the services we offer to students in developmental education.</td>
</tr>
</tbody>
</table>

**Did you contact this student?**

<table>
<thead>
<tr>
<th>Method</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>In person</td>
<td></td>
<td></td>
</tr>
<tr>
<td>E-mail</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Phone</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Standard mail</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Voice mail</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Text message</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Social Media</td>
<td></td>
<td></td>
</tr>
<tr>
<td>No Contact</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Do you want to report additional issues regarding this student?  

[Submit]
Contributing Retention Information for FACULTY

Log into WebAdvisor. This is also assessable in your myPittCC portal.

Select the **Faculty** tab

From the Faculty Information menu, select the **Class Roster** link.

On the **Class Roster** form, select the appropriate section for the student
Select the student link.

On the Student Profile form click on the “Add Retention Alert Info” hyperlink in the lower left corner.

On the Contribute Retention Info form, select the specific “Type of Issue” you would like to report on for this student:
Enter a **summary statement** and **detailed notes** about the student. You should also indicate the **Method of Contact(s)** you used. Click on **submit** when finished.

* = Required

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**Retention Case for Ms. Sandy Bocch**

**Type of Issue:** Academic Issue

**Summary:** BUS-115 Sandy is missing several homework assignments

**Detailed Notes:** Sandy has not turned in 3 of her class assignments. I spoke to her and told her that she had until the end of this month to complete the work. Otherwise, her grade will start to drop.

**Did you contact this student?**
- [ ] In person
- [ ] E-mail
- [ ] Phone
- [ ] Standard mail
- [ ] Voice mail
- [ ] Text message
- [ ] Social Media
- [ ] No Contact

---

**Do you want to report additional issues regarding this student?**

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Once you submit, you will see a **confirmation note** about the issue you just submitted for the student and who the case will be assigned to.

**Viewing contributions that you have made previously**

Select **My Contributions to Cases**

---

**Faculty Information**

- My Advisers
- Advisers
- Class Roster
- Grading
- Search for Sections
- My Class Schedule
- Student educational planning
- Student profile
- My To Do List
- Retention Case Reminder Pref
- My Contributions to Cases
- Count of Open Retention Cases
- Closed Retention Cases
- Contribute Retention Info
- Retention Cases for Student
- Attendance Tracking
The system will display the cases of students for whom you have contributed an alert. The **Item Date** indicates when information was first contributed. There is a **Case Status** column that will indicate whether the case is **New** (entered but not yet acted upon), **Active** (has more than one alert submitted or is currently being worked on) or **Closed** (the case has been closed).

<table>
<thead>
<tr>
<th>Name</th>
<th>Case Number</th>
<th>Item Date</th>
<th>Summary</th>
<th>Case Status</th>
<th>Case Owner</th>
<th>Add/Request Info?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Beach, Sandy</td>
<td>14</td>
<td>02/06/13</td>
<td>Sandy has turned in all of her missing assignments</td>
<td>Closed by Ms. Alison L. Davis</td>
<td>ACHIEVEMENT COACH, TUTORING STAFF</td>
<td></td>
</tr>
<tr>
<td>Beach, Sandy</td>
<td>14</td>
<td>02/06/13</td>
<td>Case was reassigned</td>
<td>Closed by Ms. Alison L. Davis</td>
<td>ACHIEVEMENT COACH, TUTORING STAFF</td>
<td></td>
</tr>
<tr>
<td>Beach, Sandy</td>
<td>14</td>
<td>02/06/13</td>
<td>E-mailed, checking in with you</td>
<td>Closed by Ms. Alison L. Davis</td>
<td>ACHIEVEMENT COACH, TUTORING STAFF</td>
<td></td>
</tr>
<tr>
<td>Beach, Sandy</td>
<td>14</td>
<td>02/06/13</td>
<td>Follow up with Sandy</td>
<td>Closed by Ms. Alison L. Davis</td>
<td>ACHIEVEMENT COACH, TUTORING STAFF</td>
<td></td>
</tr>
<tr>
<td>Beach, Sandy</td>
<td>14</td>
<td>02/06/13</td>
<td>Left a voicemail message for Sandy</td>
<td>Closed by Ms. Alison L. Davis</td>
<td>ACHIEVEMENT COACH, TUTORING STAFF</td>
<td></td>
</tr>
<tr>
<td>Beach, Sandy</td>
<td>14</td>
<td>02/06/13</td>
<td>BUS-115 Sandy is missing several homework assignments</td>
<td>Closed by Ms. Alison L. Davis</td>
<td>ACHIEVEMENT COACH, TUTORING STAFF</td>
<td></td>
</tr>
<tr>
<td>Beach, Sandy</td>
<td>15</td>
<td>02/06/13</td>
<td>BUS-115 Sandy has missed 3 consecutive classes</td>
<td>New</td>
<td>STUDENT ASSISTANCE PROGRAM</td>
<td>Add/Request Info</td>
</tr>
<tr>
<td>Dufek, Nicholas</td>
<td>16</td>
<td>02/06/13</td>
<td>BUS-115 Missing several homework assignments</td>
<td>New</td>
<td>TUTORING STAFF</td>
<td>Add/Request Info</td>
</tr>
<tr>
<td>Mientin, Janet</td>
<td>13</td>
<td>02/06/13</td>
<td>Late</td>
<td>New</td>
<td>TUTORING STAFF</td>
<td>Add/Request Info</td>
</tr>
</tbody>
</table>

Click on the link in the **Summary** column and you will be able to view any contributions that you have made to that particular case:

To add new information or to request information regarding this student, select the **Add/ Request Info** link in the far right hand column:
You can add the information by entering **summary** and **detailed notes**. You can also indicate a method of contact.

**Retention Case Followup**

* = Required

Followup to Retention Case for Ms. Sandy Beach

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**Original Notes**

02/06/13 04:29PM, by Ms. Alison L. Davis
Summary: BUS-115 Sandy has missed 3 consecutive classes
She has not been to class in the last two weeks. I have not heard from her. I am concerned about what might be going on for her.
Case type of Student with 3 consecutive absences
Reminder date automatically defaulted to tomorrow

---

**Summary**

Sandy stopped by to see me today

**Detailed Notes**

She said that she has been sick with the flu. I talked with her about making up her missed work.

---

Did you contact this student? (Check Any that Apply)

- [ ] In person
- [ ] E-mail
- [ ] Phone
- [ ] Standard mail

---

Once you **submit**, you will be brought back to the list of your contributions and there will be a confirmation comment indicating the update that you just made to the case.

<table>
<thead>
<tr>
<th>Beach, Sandy</th>
<th>15</th>
<th>02/06/13</th>
<th>Sandy stopped by to see me today</th>
<th>Active</th>
<th>STUDENT ASSISTANCE PROGRAM</th>
<th>Add/Request Info</th>
</tr>
</thead>
<tbody>
<tr>
<td>Beach, Sandy</td>
<td>15</td>
<td>02/06/13</td>
<td>BUS-115 Sandy has missed 3 consecutive classes</td>
<td>Active</td>
<td>STUDENT ASSISTANCE PROGRAM</td>
<td>Add/Request Info</td>
</tr>
</tbody>
</table>
Frequently Asked Questions

Q. What is “Way to Success”/ Retention Alert?

A. **Way to Success** is a campus-wide initiative that will help students be successful by building mentoring relationships and making access to College resources more readily available. **Retention Alert** is an online tracking tool used by “Way to Success” to manage contacts between students and Success Coaches and allow for better sharing of information that can benefit a student and increase retention.

Q. What is a Success Coach?

A. Success Coaches engage with students face-to-face and/or by email or other methods of correspondence to help them identify obstacles they might be having that affect their success in school. Success Coaches are there to be a support system for students and to help direct them to appropriate college resources.

Q. How is a student assigned to a Success Coach?

A. The Retention Alert system automatically assigns students to Success Coaches based on a set of criteria. The Way to Success initiative takes a proactive approach in offering intervention for students who may be at risk. In most cases, Success Coaches are paired with students who are in their division or area.

Q. How many students will a Success Coach be assigned?

A. Success Coaches are assigned 4-6 students each semester.

Q. How do I know which students have been assigned to me and the reason for their assignment?

A. Success Coaches will be able to see the students assigned to them, along with the reason for the assignment, through the Retention Alert software, available via myPittCC/WebAdvisor.

Q. What if the student needs to be seen by another office on campus?

A. Success Coaches have the ability to refer students through Retention Alert to other offices or individuals on campus who may be able to offer additional assistance. Once a student has been referred, the Success Coach no longer “owns” that case.
For more information, contact:

JOANNE CERES

252.493.7208

jceres@email.pittcc.edu