

DES MOINES AREA COMMUNITY COLLEGE



# Student Support Requests

DMACC.EDU

**DMACC**  
DES MOINES AREA  
COMMUNITY COLLEGE  
**Life's Calling™**

### Early Alert Referral

This form is used to refer a student to DMACC Advising and/or Counseling services. Referrals include serious academic concerns, career uncertainty, and personal/social issues affecting the student's success. A student services staff member will provide direct outreach to the referred student. This procedure is for non-emergency referrals. The [Incident Report Form](#) should be used to report academic misconduct, like cheating or behavioral issues which violate the Student Code of Conduct.

#### Student Information

To successfully complete the form, you must first enter the student's DMACC ID# and then select the "Next" button.

DMACC ID#  Last Name:  First Name:  MI:

### DMACC Early Alert Referral

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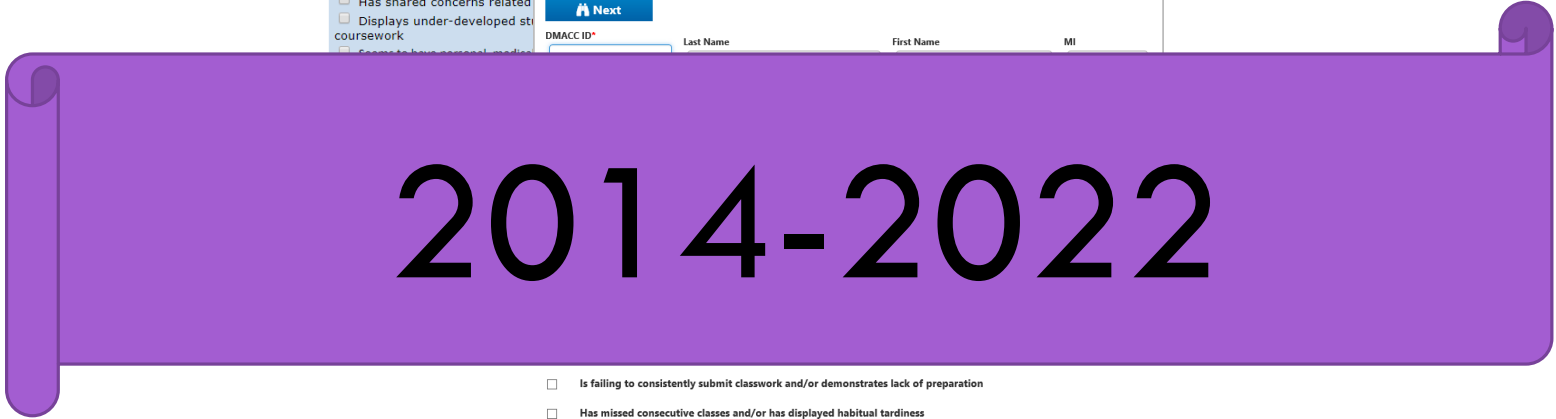
Term:  Course:   Check box if student is referred to a support center

Faculty/Staff Member Name:

IDENTIFIED CONCERNS:

- Has shared concerns related to academic performance
- Displays under-developed study skills
- Seems to have personal or medical issues

DMACC ID#  Last Name  First Name  MI



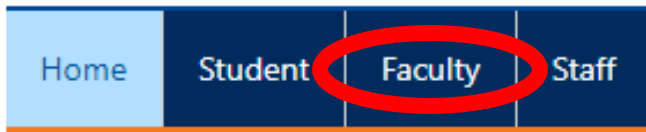
- Is failing to consistently submit classwork and/or demonstrates lack of preparation
- Has missed consecutive classes and/or has displayed habitual tardiness
- Would benefit from academic support such as the Academic Achievement Center, Tutoring, Adult Literacy, or English Language Learning (please specify below)
- Has another counseling need

When did you communicate with the student about your concern/s?

Please share any additional information (your suggestions, attempted strategies, result of your initial efforts, etc.) that may assist the student services staff member who reaches out to this student.\*

# 2023

myDMACC



**Student Support Request**  
(Faculty Use)

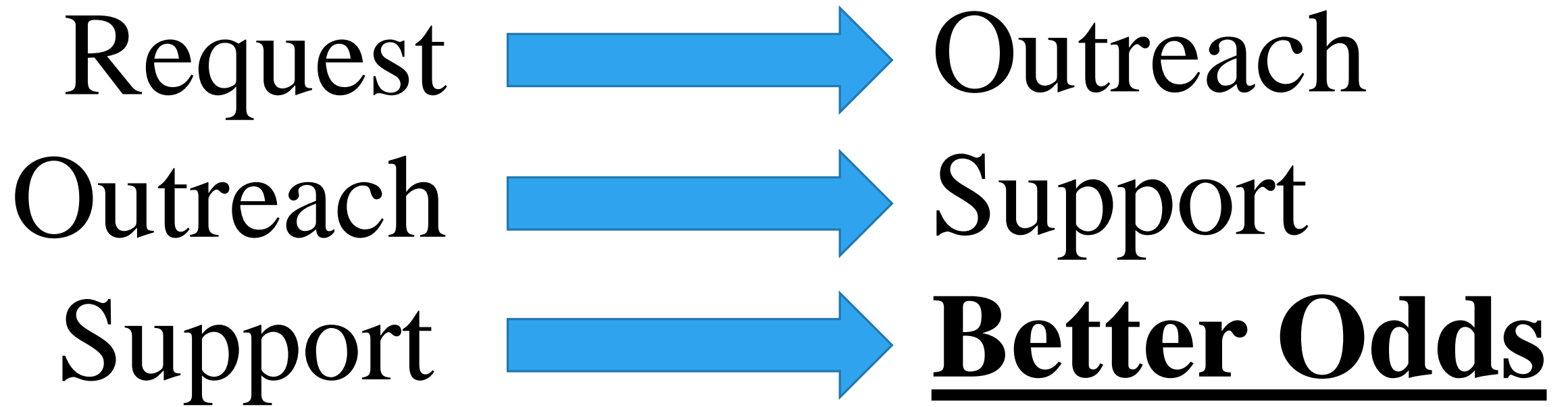
**Available beginning**  
**January 2023**



Select Alert Type

- 1. Send a Kudos note to students who are doing well in your class. The note will be sent to their DMACC email and will include your name, class name, and any notes entered.
- 2. Request Academic Support: a note will be sent to the student's DMACC email detailing online and on campus options for academic support.
- 3. Request Academic Advising Assistance: please explain the reason for the referral in the notes section. The student will receive staff outreach including an automated message to their DMACC email.
- 4. Request Non-Emergency Personal Counseling Support: please explain the reason for your referral in the notes section. Counseling services are available for enrolled students age 18 and older.

Cancel Next



Not intended to be the first/only layer of support.

Not an emergency response system.

Not monitored 24/7/365.

Not to be confused w/ Incident Reporting, i.e. behavioral/academic misconduct, plagiarism, etc.

# *Report*

- NA/QA/LDA/IR/Grade Submissions are examples of separate required reports submitted elsewhere to comply with college policy.
- 
- 

# *Support*

- The Student Support Request process is one way to support a student by helping them connect with a staff member like an academic advisor, pathway navigator, or counselor.

# FACULTY ALERTS FROM “STUDENT SUPPORT REQUEST”

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Cancel Next

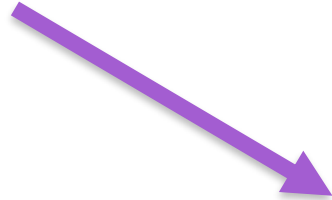
Alert/Case Name	Ownership Process	Automated Email	Additional Follow-Up
“Kudos”	Assigns to the Alert Management Team.	Yes	None
“Academic Support”	Assigns to the Alert Management Team.	Yes	Phone Call + Email
“Academic Advising”	Assigns to the student’s primary advisor.	Yes	Phone Call + Email
“Counseling”	Reviewed before assigning to a member of the counseling team.	No	Counselor Discretion



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Cancel Next



**From:** My Advising <myadvising@dmacc.edu>  
**Sent:** Friday, December 16, 2022 2:17 PM  
**To:** @dmacc.edu>  
**Subject:** Good Work in SDV 197!

Dear Alexi,

Lee Ann Davis from your SDV 197 course shared with us that things are going well in class. They included this comment:

This is a test email only. Thank you!

Keep up the good work!

Sincerely,

DMACC Student Success Team

[myadvising@dmacc.edu](mailto:myadvising@dmacc.edu)



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Cancel Next

**From:** My Advising <myadvising@dmacc.edu>  
**Sent:** Friday, December 16, 2022 2:18 PM  
**To:** @dmacc.edu>  
**Subject:** Please Consider These Academic Support Options



Dear Alexi,

Lee Ann Davis from your SDV 197 course submitted a request for academic support on your behalf. There are a lot of great resources to support you academically.

There are three ways to access academic support: on campus Academic Achievement Centers, DMACC Online Tutoring (DOT), and DMACC Tutoring through Email (DTE).

Please visit this website where you can review each option:  
[https://www.dmacc.edu/students/Pages/academic\\_achievement\\_center.aspx](https://www.dmacc.edu/students/Pages/academic_achievement_center.aspx)

If there is anything else we can assist with, please let us know by replying to this message.

Sincerely,

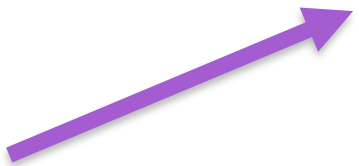
DMACC Student Success Team

[myadvising@dmacc.edu](mailto:myadvising@dmacc.edu)

Select Alert Type

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Cancel Next



**From:** Trader, Corey A <[catrader@dmacc.edu](mailto:catrader@dmacc.edu)>  
**Sent:** Wednesday, December 14, 2022 10:57 AM  
**To:** [@dmacc.edu](mailto:@dmacc.edu)>  
**Subject:** Invitation for Academic Advising Support

Dear Jelena,

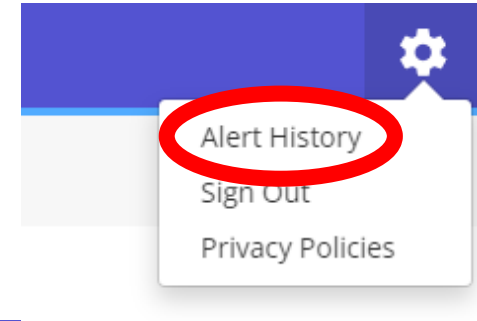
Kristin Brookover from your SDV 108 course requested academic advising support on your behalf. Do you have any questions at this time? Would you like to schedule a time to meet? I'm here to support you and your goals at DMACC. If I don't hear from you, I will follow up soon.

Sincerely,

Corey Trader

[catrader@dmacc.edu](mailto:catrader@dmacc.edu)

# How do I know who is reaching out to the student?




ellucian



Alert History



HSC 114

Date Created	Student	Preferred Name	Class Level	Alert	Term	Owner	Status
8/31/2022			Freshman	4. Request Non-Emergency Personal Counseling Support: please explain the reason for your referral in the notes section. Counseling services are available for enrolled students age 18 and older.	Fall 2022	Joshua Lundahl	Active

ID

Owner Email

Notes

[jjlundahl@dmacc.edu](mailto:jjlundahl@dmacc.edu)

Test test test Test test testTest test testTest test testTes more

# QUESTIONS/COMMENTS

- Bobby Nalean can be reached at [rjnalean@dmacc.edu](mailto:rjnalean@dmacc.edu), via Teams, or 515-697-7723
- If you have a question about a Student Support Request you've submitted, you can always reach out to the person working on that request. Their name and email is available in your alert history.
- To reach the Alert Management Team, please email [myadvising@dmacc.edu](mailto:myadvising@dmacc.edu).