Send and Receive Student Success Alerts (Support Staff)

Send alerts from the Student Success Alerts Slack app to support staff in Student Success Hub.

This article contains these sections:

- Connect Slack to Salesforce
- Create a Student Success Alert
- Receive Alerts in Student Success Hub

Pricing and edition information:

> Pricing: Paid

Before you start using Student Success Alerts (SSA), add the app to your Slack Workspace and connect the app to Salesforce. Then start creating alerts directly in Slack and support staff receive them in Student Success Hub (SSH).

Connect Slack to Salesforce

1. In Slack, under Apps, search for `Student Success Alerts` and click **Student Success Alerts**. The Student Success Alerts Home tab opens.
2. On the app home page, click **Connect**.
3. To allow the app to access your Slack workspace, click **Allow**.
4. If you aren't already logged in to Salesforce, you're prompted to enter your Salesforce credentials and log in.
5. To allow Slack to access Salesforce, agree to the terms and click **Allow**.
6. Return to your Slack App and click the **Student Success Alerts** app. If you don't see the welcome message from Student Success Alerts on the Messages tab, refresh Slack.

Create a Student Success Alert

1. From the SSA app in Slack, either:
   - Click **Create Alert**.
   - Enter `/student-alert` in the message pane.

   > 📝 **Note**
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   > You can create an alert with the command entry from any channel in Slack. You don't have to be in the SSA app to use it.

   The Create Alert window opens.
2. In the **Course** field, select the course the student is enrolled in. The dropdown list only includes the current courses the student is enrolled in that the alert creator teaches. If you aren't a faculty member or there aren't courses available, this field isn't visible.
3. In the **Student** field, search for the student by name or email address, and select the student.
4. Select **Yes** if the student is aware of your concern.
5. Select the reason you're concerned.
6. Enter details or comments about your concern.
7. If you'd like to be notified with updates to the alert status, select **Yes**. You receive these notifications in the SSA app.
8. Click **Create Alert**.

Receive Alerts in Student Success Hub

When a member of support staff creates a Student Success Alert in Slack, the alert routes to a student support member in Student Success Hub. This support member is the student's assigned advisor or another member of the student's support team. If the student doesn't have an assigned support member or a team assigned, the alert is assigned to the person who created the alert. The alert appears on the student's record, under the Alerts tab, and in the list of Alerts.

The student's support team member then reads details about the concern, takes mitigation steps as necessary to address the concern, and updates the alert status as they continue to work with the student.

If the person who created the alert requested to be notified of status updates, updates to the alert appear in the Messages tab of the SSA app.