INTRODUCTION

The Early Warning System (TEWS) is available for specific TEWS identified courses and is used to alert advisors and/or counselor specialists of potential problems that a student may be experiencing. Case tickets are created at the beginning of the semester for each student in a TEWS identified course. The instructor has the ability to communicate and refer students to advisors and/or counselor specialists as necessary to alert them of potential warning signs. Advisors and specialists have the ability to update case tickets regarding actions taken and communicate with the instructor/student as needed.

This guide provides instructions on how to use the TEWS system as an advisor.

ACCESSING TEWS AS AN ADVISOR

1. Go to: http://www.csun.edu
2. Select the + sign for the myNorthridge Portal.
3. Log in to the myNorthridge Portal with your username and password.
4. Select the Login button.

Figure 1 – myNorthridge Portal Login

5. From the MyNorthridge pagelet, select SOLAR SA.

Figure 2 – Faculty Center Link
6. Select **SOLAR SA Application**. Depending on your personal setup, you may see it in one or more places. Either link will work.

Figure 3 – SOLAR SA Application option

7. Select **CSUN SA**.

Figure 4 – CSUN SA

8. From the **Early Warning System (TEWS)** folder, select **Use**.

Figure 5 – Early Warning System (TEWS) Folder, Use option

9. Select **Advisor**.

Figure 6 – Advisor
10. The **Find an Existing Value** page displays.

Figure 7 – Advisor: Find an Existing Value

![Advisor](image)

**Note:** This page features multiple search options. To narrow search results, use specific information such as EmplID (aka Student ID) or name (last name, first). Or use a wildcard such as %OPEN to search for all cases that include the word “open” in its status. For example, %OPEN will include cases with the status of OPEN or RE-OPEN. %CLOSED will include all closed cases.

11. Enter the search criteria that you want to use and then select the yellow **Search** button to display results.

Figure 8 – Search Results

![Search Results](image)

**Note:** Column headings can be sorted. Select column heading to sort ascending/descending.
12. Select the student record you want to work with. You may select any link within the row to select the student.

**Updating a Case**

A case ticket referred to an advisor and/or counselor specialist, should be worked by the advisor/counselor within the recommended **72 hours**. This is important so that the faculty member knows that the student is being assisted.

1. The **Advisor** page displays and includes three tabs:
   a. **Student Evaluation** tab
   b. **Advisor** tab
   c. **Referral** tab

**Student Evaluation Tab**

Figure 9 – Student Evaluation Tab

2. From the **Student Evaluation** tab, review the **Warning Signs** and **Notes/Additional Observations** information fields where the faculty member has indicated concerns.

Information fields to note:

- Student information (name, email address)
- Class information (name, instructor name, instructor email address)
- Status
- Warning Signs
- Notes/Additional Observations
- Navigation buttons on the bottom (Return to Search, Previous in List, etc.)
3. Select the **Advisor** tab to “work” the case.

**Figure 10 – Advisor Tab**

![Advisor Tab](image)

4. The options/fields under the **Advisor** tab are used to:

- Update status (open, closed, re-open).
- Contact the student and/or instructor/advisor (select email address to email them directly).
- Update the **Contact made by telephone** section. Action taken in this area will send an email alert to the instructor that an update to the ticket has been made. The instructor can then log in and view the update.
- Refer to a specialist. This field is used to refer the student to a specialist counselor. In the **Referral** field use the **look up** icon (magnifying glass) to select the appropriate specialist area.
  - Use the **Plus (+)** button to add additional specialists.
  - Use the **Minus (-)** button to delete specialists.
- Enter notes in the **Description** field. Typically, notes should begin with the current date followed by the note text (example: 08/01/12 – Talked with student).

  **NOTE:** Use the **Description** field to communicate to the faculty member that you contacted the student or are in the process of contacting the student (example: 08/01/12 – Left phone message to have student call back).

5. Select the yellow **Save** button to save changes.
6. Upon save, an email notification message displays. Select the **OK** button.

**Referral Tab**

7. The **Referral** tab is a view-only screen where an advisor can view any updates made by the specialist.

![Referral Tab](image)

Figure 11 – Referral Tab

8. Use the **Return to Search** button to return to the search screen, or log out of the system if no other updates need to be made.

**NEED HELP?**

Contact Conchita Battle – TEWS Administrator, with questions, problems or issues, by phone (818-677-2108), email at (conchita.battle@csun.edu) or in person in Bayramian Hall, Room 210.

Contact the IT Help Center for general log in questions, by phone (818-677-1400), online at (http://techsupport.csun.edu) or in person in (Oviatt Library, Room 33).