TEWS (THE EARLY WARNING SYSTEM) FOR FACULTY – REFERENCE GUIDE

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. It is an important communication tool to utilize and promote student success. Case tickets are created at the beginning of the semester for each student in a TEWS identified course. As an instructor for the course, you have the ability to communicate and refer students to advisors and/or counselor specialists as necessary to alert them of potential warning signs needing to be addressed.

This guide provides instructions on how to use the TEWS system as faculty for a TEWS identified course.

ACCESSING TEWS AS FACULTY

All TEWS identified courses are setup with a link to a TEWS roster available from the Faculty Center via your class roster.

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. On the Faculty tab, from the Student Administration pagelet, select Faculty Center.

Figure 2 – Faculty Center Link
6. The Faculty Center: My Schedule page displays. Verify that the correct term is displayed.

7. Select the Class Roster icon for the class you want to work with.

Figure 3 – Faculty Center: My Schedule Page

Verify term. Use “change term” button to change term if needed.

8. Select the Go To TEWS System link.

Figure 4 – Go To TEWS System Link
A case ticket is created automatically for every student in the course at semester start. The roster (Figure 5) is updated continually during the add/drop period and case tickets are created for any student adding the class.

This page is used by instructors to:

- Refer a student to an advisor. Through this tool the instructor has the ability to communicate to the student’s advisor areas of concern or “Warning Signs”.
- Update case tickets at any point during the semester.
- Refer a student to a specialist/counselor.
The Early Warning Evaluations page (Figure 5) is split into two main sections and contains the following components:

Section 1:

- A Select All Students link - used to select all students at once.
- A Clear All Students link – used to clear or uncheck all selected students.
- Warning Signs (checkboxes) – these checkboxes are used to “flag” a student for potential follow-up and can be used to flag one student or multiple students at once who have the same warning sign.
- The update selected students button – used to update and save changes.

Section 2:

- Checkboxes – used to select/deselect each student individually.
- Student ID column – contains the student’s ID number
- Name column – contains the student’s legal name.
- Refer to Advisor column – At the beginning of the semester, this column displays the date when the case was first opened/created by the automatic creation process. Select this link to update the case and notify the advisor. As a case is updated, the date/time stamp will update.
- Refer to Specialist column – At the beginning of the semester, this column displays Create links only. Select the Create link to refer the student to a specialist counselor to address a specific need.

Note:

1. Columns can be sorted. Select column headings to sort ascending or descending.
2. A new column appears (Figure 6), Advisors Notes (View Only), when the advisor has made updates to the case ticket. Selecting the link in this column, allows you as faculty, to view the updates/notes made by the advisor.

Figure 6 – Advisor Notes (View Only) Column
HOW TO REFER TO AN ADVISOR

Multiple students can be updated at once, or each student can be updated individually. There are eight (8) early warning signs available. When the process is complete, all students should have a warning sign assigned to them, even if it is “No Action Necessary”. A referral case ticket has a recommended 72 hour response time from the advisor or counselor specialist.

**Updating Multiple Students at Once**

1. From the Class Roster Early Warning Evaluations page, select the students you want to update (Figure 7).
2. Select the warning sign(s) that are common to all of the selected students.
3. Select the **update selected students** button.

**Figure 7 – Updating Multiple Students at Once**

<table>
<thead>
<tr>
<th>Student ID</th>
<th>Name</th>
<th>Refer to Advisor</th>
<th>Advisors Notes (View Only)</th>
<th>Refer to Specialist</th>
<th>Warning Signs</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Create</td>
</tr>
<tr>
<td>2</td>
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<td></td>
<td>Create</td>
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<td>7</td>
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<td></td>
<td>Create</td>
</tr>
</tbody>
</table>

4. An email notification message displays. Email notifications are automatically sent to the appropriate parties. Select the **OK** button at the email notification message.
5. Make additional updates or select the yellow **Return** button to return to the class roster.

**Note:** Multiple warning signs can be selected with the exception of **No Action Necessary** which cannot be used with any other warning sign. Warning signs appear in the Warning Signs column (far right) once added.
Updating Students Individually

1. From the Class Roster Early Warning Evaluations page, locate the student that you want to update. Next, select the link located in the Refer to Advisor column.

Figure 8 – Refer to Advisor Column (link)

2. The Update Early Warning Case page displays.

Figure 9 – Update Early Warning Case Page

3. Select the appropriate warning sign or signs.

4. Enter notes in the Notes / Additional Observations field. Typically, notes should begin with the current date followed by the note text (example: 08/01/12 – Student is currently failing the class).

5. Select the yellow Save button.

6. An email notification message displays. Email notifications are automatically sent to the appropriate parties. Select the OK button at the email notification message.

7. Select the Return to TEWS System or Return to Class Roster link if no other updates are needed.
HOW TO REFER TO A SPECIALIST

Occasionally, a student may need to be referred to a specialist given their particular need. An example of a specialist would be NCOD or the Center on Disabilities.

To refer a student to a specialist:

1. From the **Class Roster Early Warning Evaluations** page, select the **Create** link in the **Refer to Specialist** column for the student you want to refer.

   Figure 10 – Refer to Specialist (Create link)

2. The **Update Early Warning Case** page displays.

   Figure 11 – Update Early Warning Case Page
3. Enter notes in the **Notes / Additional Observations** section. Typically, notes should begin with the current date followed by the note text (example: 08/01/12 – Student has indicated that she is hearing impaired and may need additional services).

4. In the **Specialist Referral** section, select a referral area from the dropdown menu. Once selected, a counselor's name automatically populates the **Counselor** field.
   a. Use the **Plus (+)** button to add additional specialists.
   b. Use the **Minus (-)** button to delete specialists.

5. Select the yellow **Save** button.

6. Upon save, an email notification message displays. Email notifications are automatically sent to the appropriate parties. Select the **OK** button.

7. Select the **Return to TEWS System** or **Return to Class Roster** link if no other updates are needed.

**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).