TEWS (THE EARLY WARNING SYSTEM) FOR STUDENT SERVICES SPECIALISTS – REFERENCE GUIDE

INTRODUCTION

The Early Warning System (TEWS) is available for specific TEWS identified courses and is used to alert advisors, counselors and student services 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, counselors and student services specialists as necessary to alert them of potential warning signs. Advisors, counselors and specialists have the ability to update case tickets regarding actions taken and communicate with the instructor/student as needed.

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

ACCESSING TEWS AS A REFERRAL COUNSELOR/SPECIALIST

1. Go to: http://www.csun.edu
2. Select the MYNORTH RIDGE PORTAL link.
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 set-up, 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 **Referral Counselor**.

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

Figure 7 – Referral Counselor: Find an Existing Value

[Image of the Find an Existing Value page]

**Note:** This page features multiple search options. Always enter a Term to search. 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

[Image of the Search Results page]

**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/specialist within the recommended 72 hours. This is important so that the faculty member knows that the student is being assisted.

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

**Student Evaluation Tab**

![Student Evaluation Tab](image)

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.)
Adviseent Tab

3. Select the **Adviseent** tab.

**Figure 10 – Adviseent Tab**

4. This tab has different functions depending on your access and role.
   - As an Advisor you will be able to update fields on this page.
   - As a Referral Counselor, it is a display only page for you to view what an Advisor’s actions have been.

The options/fields under the **Adviseent** tab are used to:

   - Update status (open, closed, re-open).
   - Contact the student and/or instructor by selecting their email address at top right of window to email them directly.
   - Update the **Contact made by office visit** 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.
   - Referrals. This field is used to refer the student to a counselor. In the **Referral** field use the **look up** icon (magnifying glass) to select the appropriate counselor 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:** Advisors - 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 at bottom to save changes.
6. Upon save, an email notification message displays. Select the **OK** button.

**Referral Tab**

7. The **Referral** tab
   - For Specialists, there is a screen where you use the Referral section at the bottom to note Actions Taken and any Notes/Observations

![Figure 11 – Referral Tab](image)

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 (conshita.battle@csun.edu) or in person in Bayramian Hall, Room 210.

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