Section I: Introducing DropGuard!

Welcome to DropGuard

DropGuard is New River's early alert and attendance tracking system, where data on student attendance and warnings/milestones regarding student performance in courses is stored. We use this information to identify and reach out to students who may be at risk, in order to help them overcome roadblocks to their success. We also use this data to ensure that students are attending and making satisfactory academic progress in their courses in order to receive financial aid disbursement.

As an instructor, you will use DropGuard to mark attendance for your courses, identify whether students are making satisfactory or unsatisfactory academic progress, and issue other warnings as needed.

DropGuard Roles

Putting DropGuard to good use requires the work of many different groups of people, whose roles are explained below. Individual faculty and staff members may be in multiple roles. For example, members of the Student Success Center are also in the Tutoring group.

- **Instructors** enter in most course warnings and milestones based on student attendance and performance in classes.
- **Advisors** are students' academic advisors, who can view warnings and milestones to help their advisees make the best possible academic decisions
- The **Student Success Center (SSC)** monitors DropGuard data and reach out to students who are receiving many warnings points in order try to help them overcome any issues that may be roadblocks to their success.
- The **Attendance** group, which mostly consists of Registrar's Office staff, verifies that student attendance is being entered into DropGuard
- The **Financial Aid** group verifies attendance and satisfactory academic progress in order to verify that students are meeting financial aid requirements.

Accessing DropGuard

To access DropGuard, log into the New River Portal (portal.newriver.edu and click the **DropGuard** link. This will take you to the DropGuard login page, where you will use your New River username and password (the same you used to log into the portal) to log into DropGuard.

Section II: Exploring the Instructor Screens

Instructor FrontPage

When logging in as an instructor, you will see this page, which DropGuard calls the My EvalCenter:

This page lists your past and present courses, and includes the term, CRN, subject code, course number, instructional method, number of students, course start and end date, and a link to access the course data. Current courses will have a **Warning Signs** link that will allow you to view attendance and issues warnings in that course. Past courses will have a **Check Attendance** link that will allow you to view attendance for the course.

Courses are usually added around a week before the start of a term, so if you check this page before that point and your courses are not listed yet, check back again later.

Fun-Fact: The Check Attendance link and ability for instructors to view enrollment for past courses was a featured added to DropGuard at our request.

Warning Signs: Entering a Current Course

When clicking the **Warning Signs** link, you will see the course summary:

This page shows the name of each student in the course, their ID number, New River email address, number of total absences in the course, and a summary of absences on each course meeting date that has taken place (or every Friday for online courses), followed by the student's name again at the far-right of each row.

Quickly Adding / Removing Absence Warnings

From this page, you can quickly enter an absence related warning (absence, tardy, and excused absence) by selecting the warning at the drop box above the table, then clicking on the table cell that corresponds to the student and date they were absent. The green checkmark will change to an A, E, or T that corresponds with the warning given. If you want to remove an absence, just select the type of absence you want to remove from the dropdown, then click the letter that you want to remove and it will change back into a green checkmark, indicating that the warning has been removed.

To issue other types of warnings, you must click the **add warning** link.

Add/View Other Warnings

When clicking the add warning page, you will go to this screen:

On this page, you can view all warnings the student has received in this course as well as add additional warnings, comments, and notes. To add a warning or milestone for the student, select the name of the warning/milestone from the dropdown box. For some warnings such as attendance, a field will appear to allow you to specify the absence date. You also have the option to elaborate on the warning in the note box below. These notes are included in the warning email that the student receives.

Editing and Deleting Warnings

To edit a warning, click the pencil and paper icon on the row of the warning you want to edit. After you make the edits, click the "Update" button on the lower-right. To delete a warning, click the X icon on the row of the warning you want to delete. You can then optionally add a reason for deleting the warning, and then hit the "Save" button to confirm.

Adding a Note or Comment without Adding a Warning

You can also add a note or comment without adding a warning. If you are contacting a student about an issue without issuing a warning, select Contact Note from the dropdown. If you are listing a concern without contacting the student about it, select Comment. The course instructor, advisors, the Student Success Center, the Registrar's Office, and DropGuard administrators can see comments.

Warning Mass-Entry

The warning mass entry page allows you to add warnings to multiple students at once rather than one at a time. To go to the page, click the "Warning Signs" link for the course from the My EvalCenter page (the one that you start at), then click the long course information link above the table of students in the course.

This screen contains basic student information, the number of absences they have in the course, and the last warning or comment they've been given in the course with a link to more information. Use the dropdown box to add a warning to each student needed, then click the "Save Changes" button. If you need to add more than one warning to a student, just add the first warning, save, and then repeat for each warning.

Some Caveats

Warnings entered on this screen will automatically apply to the latest class meeting, meaning that if you need to add warnings for an earlier meeting you will need to use one of the other methods. Additionally, you cannot enter comments when you give a warning on this page. However, after you enter and save the warning you can edit in a comment by clicking the warning in the "Last Comment" column and following the directions in the **Editing and Deleting Warnings** section.

Cancelling a Course

From this page you can also cancel a course meeting. Cancelled meetings will display on the course meetings screen along with student absences, excused absences, and tardies, and you will not be able to enter a warning for a meeting that has been cancelled. To cancel a meeting, click the "Cancel a class" link at the top-right, then enter the date of the meeting you want to cancel along with the reason and whether you want any absences for that date to be deleted. Finally, click the "Add" button. You can also remove a cancellation by clicking the "X" button in the list of meeting cancellations at the bottom.

Section III: Tools for Advisors

Switching Between Instructor and Department Head View

If you are an advisor, you'll see a separate "Department Head" view when you log in, which has links to information about your advisees, while your course list will be under a separate "Instructor View". To switch between them, click the "Switch to Instructor View" or "Switch back to Dept. Head view" link in the top menu. Department Head in DropGuard is a permission level, and not necessarily connected to New River department heads.

Checking Warnings and Milestones for Advisees

To see warnings and milestones for your advisees, go to the Department Head view, then click **Events and Notices**. You can also go to the Reports menu at the top of the page and select Summary of Events and Notices.

You'll see options to filter by warning and term, and by default all warnings for the most recent term are shown. Below those options, you'll see a table that lists your advisees who have warnings that match the criteria selected. If no students are displayed, this is because none of your advisees have warnings or milestones for that term.

Click the student ID number in the table to see a list of warnings and milestones for that student along with any notes added for them. This is the same screen you see when you click a student ID number in your DropGuard class roster as an instructor, except you see all warnings, milestones, and notes here rather than just the ones you enter for your class. Click the Return button underneath the student's advisor name to return to the list of students with warnings and milestones.

Email Your Advisees

You can email your advisees from DropGuard by clicking the **Email Advisees** link at the top menu in Department Head view.

Send Email to Advisees

On the Email Advisees screen, you'll see a space to write and format your message, a list of your advisees, and mail merge tips for entering information such as student first name. Once you've typed your email, click the "Update Message" button to send it out.

Section IV: Warnings and Milestones

Types of Warnings and Milestones

The next page lists warnings and milestones are as of July 31, 2019. However, you can always view the most up-to-date warning list at this address: https://web.newriver.edu/projects/early-alerts/Warnings_and_Milestones.pdf

DropGuard Warnings and Milestones

Warnings and Milestones

The table below is comprised of **Warnings** (negative events) and **Milestones** (positive events) that are tallied to create a student's overall **severity point score** (a high severity point score indicates a student at greater risk for academic failure). Names for Warnings and Milestones are typically short explanatory descriptions (limited to 30 characters). The severity is a negative number for Milestones and a positive number for Warnings, which may at first seem counterintuitive, but Milestones earn negative points to reduce the overall severity point score while Warnings earn positive points that increase the overall score. Listed below are a few examples of different severity levels and the typical warning that would be at this level:

Typically, a severity of 7 is something devastating to the student, like they've been Never Attended class.
A severity of 5 might be when they dropped a class or a -5 when Gen Ed requirements are met.
A severity of 2 might be not having a textbook or access code while a -2 might be for alleviating an instructor concern.
And a severity of 1 might be when the student is absent from one class.

Warning	Severity Points	Who Gets Informed?	Who Assigns?	Who Can See?
Absent	2	Student and Instructor	Instructor	Advisor, SSC, Attendance
Failing Grade on Exam	1	Student and Instructor	Instructor	Advisor, SSC, Tutoring
Midterm Grade is Below Passing	1	Student and Financial Aid	Instructor	Advisor, Financial Aid
Tardy	1	Student	Instructor	Advisor, SSC, Tutoring
Not Participating in Class	1	Student, Advisor and Financial Aid	Instructor	Advisor, Financial Aid, SSC, Tutoring
Unsatisfactory Progress	1	Student, Advisor, Tutoring, and Financial Aid	Instructor	Advisor, Financial Aid, SSC, Tutoring
Missed Assignment	2	Student	Instructor	Advisor, SSC, and Tutoring
Instructor Concern	2	Student and Advisor	Instructor	Advisor, SSC, and Tutoring
No Textbook/Access Code	2	Student and Advisor	Instructor	Advisor, SSC, and Tutoring
Missed Exam	3	Student and Advisor	Instructor	Advisor, SSC, and Tutoring
Excused Absence	0	Student	Instructor	Advisor, Financial Aid, SSC, Tutoring
Dropped Course	5	Student, Advisor and Financial Aid	Instructor and Financial Aid	Advisor, Financial Aid, SSC, Tutoring
Never Attended	7	Student, Advisor and Financial Aid	Instructor	Advisor, Financial Aid, SSC, Tutoring

Milestone	Severity Points	Who Gets Informed?	Who Assigns?	Who Can See?
Completed Gen. Eds.	-5	Student and Advisor	Advisor	Advisor and SSC
Positive Attendance	-2	Student, Tutoring, Advisor	Instructor	Advisors, Attendance, and SSC
Alleviated Instructor Concern	-2	Student and Advisor	Instructor	Advisor and SSC
Attended Tutoring	-1	Student, Instructor, and Advisor	Tutoring and SSC	Instructor, Advisor, Tutoring and SSC
Positive Participation	-1	Student, Advisor, and Financial Aid	Instructor	Advisor, Financial Aid, SSC, and Tutoring
Satisfactory Academic Progress	-1	Student, Advisor, and Financial Aid	Instructor	Advisor, Financial Aid, SSC, and Tutoring

Required Reporting

The vast majority of warnings and milestones should be entered as they happen. For example, an absence warning should be given when the student is absent from class. However, there are several type of warnings and milestones that should be entered on a regular basis. These are listed below:

Course Participation
When? Every week.

Instructors should report on whether their students are participating in their class on a weekly basis by entering in either a **Not Participating in Class** warning or a **Positive Participation** milestone for each student in their course. To be considered participating in a course, a student must be completing activities, assignments, exams, or other tasks that are given in the course. This data will be collected and sent to Deans and the Director of Financial Aid.

Satisfactory Academic Progress
When? Every three weeks starting in the third week of classes.

Instructors should report on whether their students are making Satisfactory Academic Progress every three weeks starting in the third week by entering in either a **Satisfactory Academic Progress** milestone or an **Unsatisfactory Progress** warning for each student in their course. Satisfactory academic progress is defined as whether the student is currently passing the course based on their grades at that point. This data will be collected and sent to Deans and the Director of Financial Aid.

DropGuard Support

You now know all about DropGuard and how we use it, but if you run into an issue, please feel free to reach out to the following DropGuard administrators for support. You may also contact the New River Helpdesk at itsupport@newriver.edu or (304) 929-6725, and they will create a ticket for the person best able to resolve your issue.

Jason Garris, Technology Specialist
Primary DropGuard Technical Support
Email: jgarris@newriver.edu
Phone: (304) 929-5021

David Ayersman, Vice President Information Technology Services
Email: dayersman@newriver.edu
Phone: (304) 256-0281