



Faculty and Staff
User Guide to Patriot Strong

Table of Contents

Frequently Asked Questions

- What is Patriot Strong? 4
- How many alert types are there? 4
- How are alerts issued? 4
- Can I issue a Patriot Strong alert instead of filing a Title IX report? 4
- Can I issue a Patriot Strong alert instead of a CARE report? 5
- Can I issue a Patriot Strong alert instead of calling University Police? 5
- What’s the difference between a Patriot Strong alert, filing a Student Conduct report, filing a Title IX report, etc.? 5
- How soon can I expect someone to begin working on my Patriot Strong alert? 5
- Why should I issue Patriot Strong alerts and use the Navigate platform? 5

Accessing Navigate 6

- [Training video](#)

Alerts Types 7

- [Training video](#)

Following Up on an Alert 8

- [Training video](#)

Issuing an Alert 8

- [Training video](#)

Navigating the Student’s Profile 9

- [Training video](#)

Navigate Overview 10

- [Training video](#)

Outreach Considerations and Tips

- Coordinated Admissions Program (CAP) 10
- First Time Freshman/First Time in College 11
- International Students 11

- Military Affiliated Students 11
- Presidential Fellows 12
- Scholarship Recipients 12
- Student Athletes 13
- Transfer Students 13

Patriot Strong Teams 14

Triage Team 15

Frequently Asked Questions

What is Patriot Strong?

Patriot Strong is a coordinated care network that provides campus-wide undergraduate student support through observational early alerts and case referrals. The primary focus is on freshman students, however, an alert can be issued for any undergraduate student. This [training video](#) highlights the main goal of Patriot Strong and provides some additional information.



How many alert types are there?

There are currently 7 alert types: Academic, Advising, Career Development, Enrollment/Registration, Financial, Housing, and Student Engagement.

How are alerts issued?

Alerts are issued through Navigate, a web-based student success tool. You will log in to the platform with your UT Tyler credentials.

Can I issue a Patriot Strong alert instead of filing a Title IX report?

No- a Patriot Strong alert is not the appropriate reporting method for issues related to Title IX. A Title IX report can be filed by [visiting this webpage](#) or by searching "Title IX Report" from the UT Tyler website.

Can I issue a Patriot Strong alert instead of a CARE report?

No- a Patriot Strong alert should not be used in place of a CARE report. A CARE report can be filed by [visiting this webpage](#) or by searching “CARE Report” from the UT Tyler website.

Can I issue a Patriot Strong alert instead of calling University Police?

No- if you feel threatened or if a student is in extreme distress, please call 911 or University Police at 903-566-7300 immediately.

There are many ways to report student concerns. What’s the difference between a Patriot Strong alert, filing a Student Conduct report, filing a Title IX report, etc.?

This is a great question, and this [training video](#) helps to identify when each reporting method is most appropriate to use. As always, if you feel threatened by a student or if the student is in extreme distress, please call 911 or University Police at 903-566-7300 right away.



How soon can I expect someone to begin working on my Patriot Strong alert?

The goal of Patriot Strong is to provide timely intervention to the student to help resolve their concerns, so most alerts will be reviewed and passed to the appropriate staff member within 2-3 business days. It may take longer, however, for a resolution to be reached and for the alert to be marked as “Closed”.

Why should I issue Patriot Strong alerts and use the Navigate platform?

By sharing your student concerns in one centralized place, Patriot Strong teams can quickly assist students, make referrals, and provide students with resources to resolve the

concern. The Patriot Strong approach is designed to be a one-stop method to assisting students – each team has a specialized team member representing a variety of university departments. This model allows faculty and staff to provide the outreach to the student directly, as opposed to waiting for the student to reach out themselves. Additionally, team members are able to connect with their colleagues to assist the student in other areas of need at the same time.

Beyond providing a one-stop concierge service model through Navigate, entering alerts and using the platform allows for greater data to be collected. Many faculty and staff are conducting outreach to students on a regular basis that we are unable to track – by utilizing Navigate and entering this information into the platform, it allows for analytics to be conducted to make improvements to not only Patriot Strong, but to identify areas of training for faculty and staff to best serve our students.

Accessing Navigate from the UT Tyler Webpage

You can access Navigate directly from the UT Tyler webpage and this [training video](#) shows you how to find Navigate. For quick future access, consider bookmarking the Navigate website!



Alerts Types

There are currently 7 alert types available. Each are listed below with examples of when it would be appropriate to use each alert type. This [training video](#) discusses each of the alert types and examples of when to use each type of alert. Please note, the examples provided are not all-inclusive.



1. Academic

- Student has not been attending class regularly
- Student is not participating in class
- Student's classroom performance has changed negatively
- Student has not submitted course assignments
- Student has not taken quizzes/exams
- Student is not completing Canvas requirements
- Student is struggling with class curriculum
- Student has experienced extenuating circumstances that may impact their ability to be successful
- Student could benefit from academic resources such as tutoring, Supplemental Instruction, etc.

2. Advising

- Student has expressed interest in changing major
- Student has talked about withdrawing from one or more classes
- Student is curious about their progress towards graduation

3. Career Development

- Student has asked about career options after graduation
- Student has expressed interest in changing major and would like more information about career paths in the new major
- Student would like information about on-campus jobs or internships

4. Enrollment/Registration

- Student has expressed concerns with course registration
- Student needs a permission code to enroll in a course
- Student has talked about withdrawing from one or more classes

5. Financial

- Student has expressed difficulty purchasing textbooks and related course materials
- Student has stated they are unable to use their meal plan due to financial aid concerns
- Student has expressed concerns about their balance, payment plan or other finance-related topics
- Student has experienced extenuating circumstances that may impact their ability to be successful

6. Housing

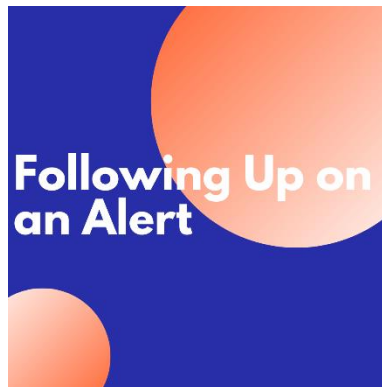
- Student is having roommate issues
- Student has concerns about their living arrangements

7. Student Engagement

- Student is not engaged with campus community
- Student wants to get involved on campus with volunteering, service or student organizations
- Student has expressed wanting to start a new organization on campus

Following Up on an Alert

After an alert has been issued, you can follow up on it and see what progress has been made. Check out this [training video](#) for a step-by-step overview of how to check on an alert's status in Navigate.



Issuing an Alert

During your interactions with students you may find that it is appropriate to issue a Patriot Strong alert. This [training video](#) shows you how to issue an alert in Navigate and provide the information needed to the Patriot Strong team for outreach.



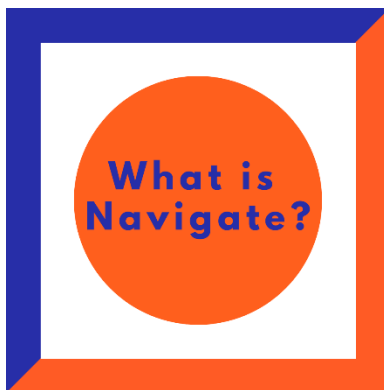
Navigating the Student's Profile

Navigate is a great resource that contains a lot of very helpful information about students – some of this information will be especially helpful in your interactions with students and can provide additional insight into the support they need to be successful. This [training video](#) is a great overview of how to navigate through the student's profile and shows some of the helpful information you can see.



Navigate Overview

If you've never used Navigate before, this [training video](#) is a great place to start! This training video will show you how to use the many features within Navigate.



Outreach Considerations and Tips

It comes as no surprise that our students are faced with many unique challenges during college. We understand that no single guide or program can comprehensively address each of these challenges and concerns, however, we have a great understanding of what many of these challenges are and have strategies to assist students in overcoming barriers. This section reviews some of the most common student populations who will face challenges that result in a Patriot Strong alert being issued on their behalf, based on 4 semesters worth of demographic information about students with past alerts.

Coordinated Admissions Program (CAP)

- CAP students take a series of courses during their freshman year to prepare them to begin their studies at UT Austin as a sophomore. Some CAP students may struggle with the curriculum or face other challenges during their freshman year that result in a Patriot Strong alert being issued on their behalf. To best support these students, encourage to take advantage of free academic resources on campus, like tutoring or supplemental instruction. Developing success strategies will also help them academically throughout the course of their studies, not just as freshman.
- CAP students can take advantage of their PEP Coach (Patriots Engaging Patriots) to help adjust to college life or meet other students. A PEP Coach is a great resource and starting point, and encouraging the CAP student to work with their PEP Coach is one of the many options to assisting these students.

First Time Freshman/First Time in College

- For many freshmen/first time in college students, there are great differences between high school and college. Beyond the difference in academic expectations, there are also many other factors that can impact their success during the first year. Freshmen experience greater freedoms, like choosing whether or not to attend class, are responsible for setting their own time management and study schedules, and can sometimes be balancing these responsibilities amongst student organization involvement or on-campus jobs. Besides these university-related challenges, some students also work off-campus jobs, serve as a provider for younger siblings, as well as older or sick parents and family members.
- Supporting these students requires a well-rounded understanding of each student's circumstances as well as a working knowledge of the resources on campus that will be most beneficial to the student. It is also helpful to know of some community resources that might be particularly useful to the student, which will vary from student to student.
- Work with these students to identify what may be contributing to their challenges and help the student develop a plan to overcome these obstacles. Make referrals to the campus resources or professional staff who may be of assistance.
- All freshmen are assigned to a PEP Coach who can help them navigate their first year and to adjust to life as a college student. A PEP Coach is a peer, which is also sometimes a very effective way to assist a student, since they feel a greater connection to a peer and someone who is a student just like them.

International Students

- International students experience a variety of unique challenges that can create obstacles to success when completing their studies. Some of these challenges might include social isolation, homesickness, worries about legislative or policy changes that impact their ability to study in the US, conflicts at home, language barriers, or fitting in, just to name a few.
- The Office of International Programs is a great resource for these students, as they help to oversee their experience. Additionally, if an international student is struggling academically, they can take advantage of the many free academic resources on campus, as well as the non-academic resources, too.

Military Affiliated Students

- Students who are affiliated with the military can experience unique challenges that can arise during their time as a college student. There is often a misconception that military affiliated students will never experience financial challenges while studying

because of the many various bills in place to help support military students and their pursuit of higher education. This is not always the case, as funding and payments can be delayed for a variety of reasons, and these students may also be running low or be out of these types of benefits altogether. Just as a non-military affiliated student might be concerned about how to pay for their education, a military affiliated student may experience these challenges too.

- Beyond financial hardships, there may be other circumstances that inhibit the student's ability to be successful on campus. No matter the concern, the Military and Veterans Resource Center is one of the greatest resources on campus for these students. This office's role is to support all military affiliated students and connect them with the resources and services that will be of the most assistance.

Presidential Fellows

- Another common misconception is that our Presidential Fellows will not experience any hardships or challenges because they are attending on a full-ride scholarship. This is simply not the case, as they are still navigating the college landscape just as other students who are not on scholarship.
- Presidential Fellows may be in demanding majors, involved in a variety of student organizations or programs, and be volunteering on a regular basis, in order to set themselves apart from their peers when it comes time to graduate and begin the job search. Many Presidential Fellows are very motivated and driven, and can over-program themselves. By working with these students to develop a time management plan, as well as take advantage of campus resources (academic and non-academic), they can find a balance between all of the ways they are involved on campus.
- Many Presidential Fellows experience challenges related to the pressure of maintaining a certain academic standing, in order to keep their scholarship from year to year. Beyond the free academic resources like tutoring or supplemental instruction, these students might also benefit from working with the counseling center, or by working more closely with their University Council mentor to achieve balance and success. Their mentor works with them throughout their studies at UT Tyler and is always available to provide support.

Scholarship Recipients

- Students who receive a scholarship to attend UT Tyler can experience the same challenges as many of our other student populations, as they are navigating a complex university landscape. Some scholarship recipients are under increased academic pressures to maintain a certain standing in order to keep their scholarship

from year to year, and may also be in very demanding majors and programs of study.

- Outside of the academic challenges, they may be presented with many other challenges just as our students who do not receive a scholarship to attend. Making friends, fitting in, living with a roommate, and finding opportunities to get involved on-campus can affect all students, and our scholarship recipients are no exception.
- By determining the underlying issues that contribute to the student's challenges, appropriate referrals can be made.

Student Athletes

- Many student athletes will face challenges during their studies due to the time commitments to their respective sport(s). The academic challenges presented in the classroom are just one of the ways that student athletes may struggle; these students may also experience challenges in getting involved in student organizations or other activities outside of the opportunities presented by their sport(s).
- Just as students who attend UT Tyler and are not a student athlete, these students might also be dealing with challenges at home, may be experiencing roommate issues, or a wide variety of other challenges that will impact them during their time on-campus.
- Many student athletes will experience challenges with time management, as they are very busy with their athletic schedules, on top of their academic requirements.
- Student athletes are often required to complete a certain number of study hours on a regular basis, so referring the student to talk with their coach about any concerns they are having, if academic, might be particularly helpful. Their coach can also provide additional support to the student in a more specialized way.

Transfer Students

- Transfer students can experience the same challenges as our First Time in College students, as adjusting to life as a UT Tyler student can be a great difference from their last institution. Our transfer students may be working full-time, may have a family, or are dealing with challenges with roommates, and getting involved on-campus.
- By discovering what the core challenges are and how they are impacting the student, we are able to best refer them to the many resources on campus designed to help them succeed.

Patriot Strong Teams

There are a total of 6 Patriot Strong teams currently and each team serves a specific group of students, by major/college.

1. College of Arts and Science – STEM majors team
2. College of Arts and Science – Humanities majors team
3. College of Nursing and Health Sciences – Nursing majors team
4. College of Nursing and Health Sciences – Health Sciences majors team
5. College of Education and Psychology and College of Engineering team
6. Soules College of Business team

Within each team there are a minimum of 6 faculty or staff members assigned to a specific role. Some teams may have up to 9 faculty or staff members.

1. Student Success Liaison
 - a. Helps to keep each team organized and focused on student success outcomes. The Student Success Liaison is notified any time an alert is issued for a student within their team and can assign/re-assign an alert to a specific team member for outreach.
2. Academic Advisor
 - a. This representative manages and provides outreach to students with Academic or Advising alerts
3. Enrollment Management representative
 - a. This representative manages and provides outreach to students with Enrollment/Registration or Financial alerts
4. Student Engagement representative
 - a. This representative manages and provides outreach to students with Student Engagement alerts
5. Career Success Coach
 - a. This representative manages and provides outreach to students with Career Development alerts
6. Residence Life representative
 - a. This representative manages and provides outreach to students with Housing alerts

Patriot Strong teams meet bi-monthly to review open cases, to collaborate with one another on student success initiatives, and to implement creative retention strategies to support their individual teams and the university as a whole.

Triage Team

The Patriot Strong Triage Team has a very important role. This team is responsible for reviewing all alerts that are submitted and assigning the alert to a specific team, Student Success Liaison, team member, or performing other administrative tasks related to the alert.

When a faculty or staff member enter an alert for a student, the Triage Team member responsible for the alert type(s) are notified by email and take quick action to assign the alert accordingly.

There are currently 7 Triage Team members. Because a large volume of Academic and Advising alerts are typically issued, there are 2 individuals responsible for managing these alerts as they are received:

- 2 Academic and Advising alert triage members
- 1 Career Development alert triage member
- 1 Enrollment/Registration and Financial alert triage member
- 1 Financial alert triage member
- 1 Housing alert triage member
- 1 Student Engagement alert triage member