Welcome to LoboAchieve

LoboAchieve is designed to increase college retention through better communication among students, faculty, and staff. It is an early warning and student tracking system as well as communication and scheduling system. It gives you a convenient way to keep track of your students – raising flags when you observe a pattern of behavior that concerns you, ensuring that the people on campus who can intervene are aware.

Getting started is easy. Accessible through Learn, LoboAchieve will automatically display all students that have been assigned to you or are enrolled in your courses. From there, you can raise flags about students, review flags that have been raised about your students, and provide additional information.

Additional Help For additional resources and handouts, please visit: loboachieveinfo.unm.edu.

Navigating to LoboAchieve

Log into learn.unm.edu. You will find the LoboAchieve link on your home screen. This link will take you directly into the LoboAchieve module.

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Navigation

Tabs
The tabs are located at the top of the LoboAchieve window. Tabs will vary according to your assigned system roles. Select a tab that corresponds to the function you want to perform. For example, if you want to set office hours, you should click on the Appointments tab.

Home   Appointments   Students

Faculty may have access to the following tabs:

- **Home** – Allows you to Add Office Hours, Add Appointment, Add Group Session, Access the Scheduling Wizard, and View Services. You can also view upcoming appointments and view recent changes.
- **Appointments** – Allow you to Add Office Hours, Add Appointment, Add Group Session, Reserve Time as well as access the Scheduling Wizard. You can also view upcoming appointments as well as view the office hours you set.
- **Students** – Here you can access student information, flag students, refer students to support services, give out kudos, add notes, and email students. You can also view flags and any other tracking items added for students.
- **Success Network** – Provides information for various areas that provide services to students at the College.

Setup Your Profile
The Instructor’s profile is visible to students and other users who have permissions to make appointments with the instructor.

Some of your profile, such as your UNM email, is already in LoboAchieve. Other parts of your profile, such as your cell phone number, can be entered by you.
1. Click the Professor Lobo (YOUR NAME) link in the LoboAchieve navigation at the top of every page.

2. Enter a phone number and/or cell phone number, if you wish to share them.

3. You may enter an alternative address in the “Preferred Email” field. Select the address(es) where LoboAchieve should send email and calendar events.

4. Upload your photo to help a student put a face to your name.
   a. Select the Upload Photo link.
   b. Browse for a photo on your desktop. Recommended file formats are JPEG, GIF, and PNG.
   c. Click the Upload Now button.

5. Complete the General Overview and My Biography sections.

6. Click the Save button.

Instructors can customize their appointment preferences from the system defaults. To customize appointment preferences:
Basics
Please choose your default settings for your office hours blocks. You can change these whenever you add a block of office hours.

Minimum appointment length: 15 minutes
Scheduling deadline: none
- 5:00 PM the day before the office hours
- 0:00 AM the day of the office hours
- 1 hour(s) before the office hours

Allow drop-ins after deadline has passed

My Locations
Enter locations for your meetings with students. Meetings can be in an office, online, over the phone, or anywhere else you like.

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1. Click the **Professor Lobo (YOUR NAME)** link in the LoboAchieve navigation at the top of every page.
2. Select the **Appointment Preferences** tab.
3. Select the **minimum appointment length**. 15 minutes is the default setting.
4. Specify a scheduling deadline, which determines whether students must make appointments by a certain number of days or hours prior to your office hours.
5. If a scheduling deadline is specified, select whether students are allowed to drop-in during office hours if the deadline has passed.
6. **Add locations** for office hours. For each location, select the type of location – in person, phone, online, or elsewhere – and add details about the location (e.g., an office number or phone number).
   a. Click the **Add Location** button.
   b. Select the type of location from the drop-down list.
   c. Give the location a name, for example the address of your office.
   d. If you choose to, you can enter additional information in the **Instructions** field.
   e. Click the **Save** button.
   f. Click the **OK** button.
7. The **Calendar Manager** enables people other than you to add and edit your office hours and schedule and edit appointments in your calendar. The button for adding a **Calendar Manager** is at the bottom of the page.
a. You can add a Calendar Manager by either clicking the drop-down button and search for the person or you can enter the person’s name in the Add Calendar Manager field.
   b. Click the Add button.

8. Select Save to save changes made to the instructor’s appointment preferences. Select Never Mind to cancel the changes.
9. Click the OK button.

**Set Email Preferences**
1. Click the Email Notifications link from the navigation menu at the top of the page.
2. From the Email Notifications page you can set your preferences for if/when you want to be notified of appointments by selecting an option under Planning Reminders.
3. To receive iCal attachments, make sure the check boxes to send an email with a calendar attachment for every change to your appointments and change to your office hours/group sessions are selected. As you can see, however, in order for those selections to take effect, you must share your calendar with sfo365uc@unm.edu. Make sure you select “Share all” to correctly share the calendar.
4. To save your appointment notifications, click the Save button.
5. From this page you can also set your preferences for when you will receive notifications regarding tracking items for your students. The Tracking Item Notifications are at the bottom of the page. Scroll to the bottom of the page to set these.
6. To receive a weekly report summarizing that week’s tracking activity for all your students, click the Weekly on check box.
7. In addition to those weekly summary reports, you can also be notified by email whenever a tracking item is raised for one of your students by clicking the Send me an immediate email whenever an item is raised check box.
8. To save your tracking item notification preferences, click the Save button.
9. Click the OK button.
Here, set the frequency and type of appointment reminders you would like to receive.

Here, set your preferences of how often you wish to be notified by email of tracking items for your students.
Instructor Dashboard

The instructor dashboard is displayed on the LoboAchieve Home page. The instructor dashboard displays summary information that instructors may find valuable, including:

- Upcoming appointments
- Recent changes

It also displays Office Hours-related system announcements, and links to Add Office Hours and Add Appointments.

The Upcoming Appointments channel displays appointments that have been scheduled with the calendar owner. Appointments can be filtered by date range. Specifically, the calendar owner can view appointments for any of the following date ranges:

- Today
- 3 days
- 7 days
- 15 days
- 30 days

To filter by date, select the appropriate date range from the View menu in the header of the Upcoming Appointments channel.

For each appointment, the following information is displayed:

- **Student name:** Click on this link to view the student’s profile
- **Date and time of the appointment:** Click on the time to view the appointment in the calendar
- **Reason for the appointment**

Recent Changes

The Recent Changes channel displays details about recent actions related to appointments in Office Hours. The following types of data are displayed in this channel:

- Scheduled appointments
- Cancelled appointments

For each item listed in the Recent Changes channel, click on the student’s name to view the student profile. Recently scheduled or cancelled appointment also display the date and time of the appointment. Click the time link to view the appointment date in the calendar.

The Recent Changes list can be filtered by date range, specifically the following dates:

- Today
To filter by date, select the appropriate date range from the View menu in the header of the Recent Changes channel.
Record Attendance for a Class Session

1. On your Home page, click **Record Attendance**. You will see the **Record Attendance** button only if you are an instructor or TA.

2. The **Record Attendance** tool opens. Click the **Course** drop-down button to select the course you want.

3. Click the **Date** button to select the date you want.

4. Click the **Go** button.

5. After the correct course and date are selected, search for the students that should be marked as **Absent**, **Excused**, or **Tardy** using the **Search** field or by scrolling down through the roster.

6. If all of your students attended class on the selected date, simply click the **Submit** button to mark all of your students **Present**. If any students were **Absent**, **Excused**, or **Tardy**, click the appropriate radio button.

7. A list of the students you mark as either **Absent**, **Excused**, or **Tardy** appears in the column on the right. Once the appropriate attendance status is selected for all the students, click the **Submit** button.

View Attendance Data

1. On your Home page, click the drop down arrow for **Students**.

2. Click the **Attendance** option from the drop-down menu.
3. The **Term** field will default to the current term. If necessary, you can select a different term.
4. Select the course for which you want to view attendance data.
5. Use the filters in the right sidebar to view specific **Attendance Statuses** (*Present*, *Absence*, *Excused Absence*, and *Tardy*). Click the check boxes for the statuses you want to view.
6. You can also filter by specific **Class Session Dates**.
7. Once your filters are set up, click the **Go** button.
8. The dates of the Attendance Statuses you selected are displayed under the students’ names.
9. Once you have filtered the list of students down to those you want to flag or email, select the students using the **Select All** link if you want to select all the students in the list or select the check boxes for individual students if you want to select only a few students.
10. Next you can select the **Raise Flag**, **Refer**, **Add Kudo**, **Send Message**, or **Add Note** button to perform that action for the selected students.
LoboAcheive Early Alert

LoboAcheive Early alert is an early warning and student tracking system that makes it possible for your institution to easily identify students before they withdraw. What otherwise labor-intensive, manual process, the system collates and assesses student performance information automatically submitted by instructors, advisors, and campus staff—giving you a holistic view of which students are struggling.

Know Which Students Need Help

Academic performance is the best indicator that a student is possibly in trouble. Identifying at-risk students in time to be effective requires that you use the information the first day there is a sign of a problem. By working with your course Blackboard Learn, LoboAcheive Early Alert automatically raises a flag for a student based on grades, assignment tardiness, and online activity.

At the same time, not every instructor uses Blackboard Learn and not every problem is academic. So, LoboAcheive Early Alert enables individual instructors, advisors, and residence hall directors to notify you of concerns that they observe, such as missing class, change in appearance, or disruptive behavior.

Immediately Communicate Concerns Throughout Campus

Communicating information about a student requires a system that is both immediate and secure. LoboAcheive Early Alert sends real-time email notifications to the individual that you have specified based on the type of flag raised and the recipient’s role in relation to the student. In addition, LoboAcheive Early Alert addresses FERPA without inappropriately limiting communication.

Key Benefits

• Easily communicate concerns about a student to people who are trained to provide help. Reporting concerns only takes minutes!

• Save time by accessing LoboAcheive through Blackboard Learn and eliminate redundant data entry by having your grade book entries raise automatic flags on underperforming students.

• Close the loop with advisors, letting you know what a reported concern has been followed-up.

• Manage communications to all students, both those doing well and those at risk, based on parameters that you set yourself.
• Keep track of student attendance and let LoboAcheive automatically report when a student has an attendance issue.

• Send automatic, positive messages to students who are doing well.

**Key Features**

• **Manual & Automatic Flag Raising.** Allow instructors, advisors, and other members of a student’s support network to manually raise flags based on observed behaviors. Flags can also be raised automatically based on a student activity.

• **E-Learning Analytics.** Tap the wealth of data living in Blackboard Learn to gain insight into which courses and assignments are the biggest obstacles to student success, so that the flags you design are based on your historical roadblocks.

• **Attendance Tracking.** Record which students attended class or arrived late, signs that a student is potentially at risk.

• **Shared Notes.** Write notes about a student that can be kept private or shared with other members of a student’s success network to document interactions with the student.

• **Central Student Folder.** View and manage student records and interactions.

• **Dynamic Reporting.** Access trend reports and analytics, allowing campus administration to track at-risk students, utilization of institution services and the impact these services have on grades and performance.
Appointments

Students can make appointments with instructors and other calendar owners during scheduled office hour blocks. Instructors can schedule appointments with students during their set of office hour blocks or at any other time.

Set up Office Hours

1. To begin setting up your office hours, click the Appointments button.
2. Click the Add Office Hours button.
3. You should give the block of office hours you are creating a name. Click in the Title field and enter a title for the block of office hours.
4. Indicate what day(s) of the week this block occurs.
5. Enter the time your office hours start.
6. Enter the time your office hours end.
7. If you set your Appointment Preferences, the location for where your office hours are held automatically populates along with any instructions you entered for your location. In addition,
what you selected for the minimum appointment length under Appointment Preferences will also automatically populate (see the quick reference on Setting Your Appointment Preferences).

8. Click the maximum length for your appointments.
9. Select the appointment type for your appointments.
10. To enter any special instructions that will be sent to anyone who makes an appointment, click in the These will be sent to anyone who makes an appointment field and enter your instructions.
11. In order to specify when this particular office hours block begins and ends, click the Start/End Date tab.
12. Click the Ends drop-down button.
13. Click the appropriate option for when this block of office hours ends.
14. If you selected End of Term, a new Select a Term field displays.
15. Click the Select a Term drop-down button and click the appropriate option.
16. Once you have made all your office hour selections, click the Submit button.
17. If you want to add another block of office hours, click the Add Office Hours tab again.
18. To edit or cancel an office hour block you created, click the open icon next to the office hour block you want to edit or cancel.
19. At this point you can either click the Edit Office Hours link to make changes to this block of your office hours or click the Cancel Series link to delete this block of your office hours.
20. Once a student schedules an appointment, it will be displayed on your home page under Recent Changes. You can edit the appointment the student has scheduled by clicking the open icon button.
21. From the Appointment Menu you can Cancel the appointment, Edit the appointment, View the Student Folder, or View the Schedule of the student.

Scheduling an Appointment with a Student
Instructors and other calendar owners can schedule appointments with students in two ways:

• Quick Add appointment during Office Hours
• Add Appointment (for any time)

To Quick Add an appointment with a student during Office Hours:

1. In LoboAchieve select the Appointments tab in the application toolbar.
2. Find an office hours block during which the appointment should be scheduled by clicking on the date in the calendar date picker that appears in the left column.
3. Select the add button for an available slot in the office hours block.
4. Select whether to choose a student from an active term or all terms and begin typing the student’s first or last name into the field. As the name is typed, students who match the search string will pop-up in a menu. Select the student with whom the appointment should be made.

5. The location will default to the first one entered on your profile. To change this, you must click “submit” and then edit the appointment.

6. Choose the duration of the appointment and select a reason.

7. Select Submit to complete scheduling the appointment with the selected student.

To Add an Appointment with a student for any day or time, regardless of whether office hours are held during that time:

1. In LoboAchieve select the Appointments tab in the application toolbar, then select the Add Appointment button that appears in the header.
2. Select whether to choose a student from an active term or all terms and begin typing the student’s first or last name into the field. As the name is typed, students who match the search string will pop-up in a menu. Select the student with whom the appointment should be made.

3. Select the location for the appointment.

4. Choose the duration of the appointment and select a reason.

5. Select Submit to complete scheduling the appointment with the selected student.

To Add a Group Session that multiple students can register for:

1. Click the Appointments tab.
2. Click Add Group Session.
3. The Add Group Session window opens. Fill in the title, date and frequency, time, reason, and how many students are allowed to sign up for the group session.
4. Select whether students are allowed to see other students who have signed up.
5. Select whether this supports Supplemental Instruction, which would limit the group session to students in a specific class.
6. Enter any Instructions.
7. Enter a Start/End Date if this is a recurring group session.
8. Click Submit.

To Reserve Time on your calendar during times that would usually be office hours:
1. Click the **Appointments** tab.
2. Click **Reserve Time**.
3. The Reserve Time window opens. Fill in the information of the date and start and end time that you wish to reserve.
4. Click **Submit**.

**Viewing Appointment Information**

When an appointment is created, the calendar owner can view information about the appointment in a number of ways:

1. **Email Notification**: If the instructor has signed up to receive email notifications for new appointments, they will receive an email each time a student schedules an appointment with them.
2. **Upcoming Appointments**: On the instructor dashboard, the Upcoming Appointments channel lists all upcoming appointments and allows the instructor to access details about the student and the appointment.
3. **Instructor Calendar**: The instructor can navigate through their calendar in the Appointments area and view details for each appointment scheduled on any day.

Note: This should be used for blocking time that would usually be office hours or appointment times. It is not necessary to Reserve Time for recurring meetings or your lunch period, just don’t schedule regular office hours during those times.
1. Click on the link for the student’s name to open the student’s folder.
2. When you have finished the visit, click “Outcomes” to write your notes from the visit.

After you have entered your comments for the student’s visit, click “Submit” to finish the student’s visit. Your notes will be saved to the student’s folder in LoboAchieve.
Filter Your Students

1. To see your list of students, click the Students button in the top navigation menu.

2. As you can see in the Connections field, the default is to display All My Students. To see the number of all your students, look in the lower-right corner of the page.

3. To filter your list of students, click the Connection drop-down button.

4. The options on the drop-down menu are all the different ways the student list can be filtered. Select the role by which you want to filter the student list. For example, if you are an academic advisor, you could select the Academic Advisor option.

5. A list containing only the students with whom you are associated through the role you just selected is displayed. Look in the lower-right corner of the page. You will see the total number of students in the current list.

6. The Connection drop-down menu also enables you to filter students by a particular class you are teaching.

7. By using the Advanced Search feature you can narrow your results by searching for students that meet your selected criteria.

Student’s Gradebook

Student grades that are entered into UNM Learn will automatically be transferred to the Gradebook in LoboAchieve. Advisors can view this information, but are also aware that this may not be a full record of the student’s work in a class. Advisors will use this information as an opportunity to discuss with the student their performance in that class, and to encourage the student to meet with their instructor. This information is not editable in LoboAchieve, and only Instructors have the ability to enter Attendance information for students. An advisor may refer a student to their instructor’s office hours or to CAPS based on the discussion regarding how the student is doing in that class.
To get to the student Gradebook:

1. From the student’s folder, click on the Courses tab.
2. Open up the drop down arrow next to the class for which you want to view grades.
3. If the course has an online component through which grades are entered, those will appear on the left.
4. If the Instructor has tracked attendance through LoboWeb, that will appear on the right along with any tracking items or meetings associated with the course.

Add a Note

1. Click the Students drop-down button.
2. Click the My Students option from the drop-down menu.
3. Select the check box next to the student for whom you want to add a note.
4. Click the Add Note button.

You can see that the student is no longer enrolled in Engl 102.

Here you can see grades for the class that have been entered in UNM Learn.
5. The **Create Note** window opens. Provide a Note Type to your note by selecting an option from the drop down menu.

6. Provide a subject to your note by clicking in the **Subject** field and entering an appropriate subject.

7. Enter your note in the **Note** field.

8. Under the **Note** field you can select if the note is **Private** or **Shared. Please be advised that any note created – whether private or shared – becomes part of a student’s educational record and can be subpoenaed.**

9. If you want to send a copy of the note to the student and/or yourself, click the appropriate checkbox at the bottom of the window.

10. Once you have entered all the necessary information in the **Create Note** window click the **Submit** button.

11. Click the **OK** button.

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**Refer a Student**

1. Click the **Students** link on the top navigation menu to see all of your students.
2. You can find the student you want to refer by paging through all the students listed or by searching for a particular student. Or you can enter the student’s name in the search field.

3. Click the **link to the student’s name** to bring up his or her folder.

4. Click the **Refer** tab to see a list of services to which you can refer the student.

5. Select the appropriate department or program.

6. Adding a comment to the referral will help to provide more specific information regarding your concern about the student.

7. If this referral applies to a specific course, you can select the course in the **Course Context** field.

8. Once you click the **Save** button, the referral will be passed on to the appropriate department or program on campus.

**Adding a Kudo for One or Multiple Student(s)**

1. Click the **Students** link on the top navigation menu to see all of your students.

2. You can find the student for whom you want to provide feedback by paging through all the students listed or by searching for a particular student. Or you can enter the student’s name in the search field.

3. Click the **check box next to the name of the student(s).**
4. Click the **Add Kudo** tab to see a list of kudos that you can give.
5. Select the appropriate kudo.

![Create Kudo for Multiple Students](image)

6. Adding a comment to the kudo will help to provide more specific information regarding the reason for the kudo.
7. Once you click the **Save** button, the student will be automatically notified of the kudo.

**Raise a Flag for One Student**

When you have a concern with a particular student, raise a flag to communicate your observations.
1. Click on the Students navigation item to see all of your students.
2. Find the student you want to raise a flag for – by searching for their name or paging through the students. Click on the student’s name to bring up the student’s folder. Note: Anywhere you see a student’s name as a link it will take you to his or her folder.
3. When you click on the Raise Flag button, a list of flags that can be raised and viewed by you is displayed.
4. Select the appropriate flag, enter comments and click Save button.
5. The appropriate individuals will be automatically notified.
**Raise a Flag for Multiple Students**

1. Click the **Students** link on the top navigation menu to see all of your students.
2. You can find the students for whom you want to provide feedback by paging through all the students listed or by searching for a particular student using the Search field. Once you locate any one of the students who are to receive the flag, click the check box by his or her name. You can select as many students as you want.
3. Click the **Raise Flag** button.

![Raise Flag for Multiple Students](image)

4. To see a list of the flags you can raise, click the **Tracking Item** drop-down menu.
5. Select the appropriate flag from the drop-down list.
6. A comment automatically populates the **Comment** field once you select the **Tracking Item**. You can edit the **Comment** field to provide the students with more detailed information on why you are raising this flag.
7. Select the **Course Context** so that the students will know with which course this flag is associated.
8. Click the **Save** button.
9. Click the **OK** button.

**Tracking**

From the top menu in LoboAchieve, click on **Students** then **Tracking**. This shows you all students who have been flagged, the flag name, status, created by, and creation date. You can also view recent changes to flags from your LoboAchieve home page in the “recent changes” section on the right-hand side of the home page.
**Resolve Items**

A flag is marked as resolved when some positive action has taken place by the student or on the student’s behalf. There are a couple of ways to resolve items. Look for the menu icon (✓) to the left of the item name in the student list of student folder. Select the resolution option for the selected item. In the form that opens, add a resolution note and, where applicable, a Close the Loop note.

**Create a Plan**

To raise tracking items other than flags or to raise more than one tracking item on a student at once, you must **Create a Plan**. Plans are useful for recording issues, points of discussion, and action items raised during appointments or other interventions with a student.

1. Click the **Students** tab.
2. Click the student’s name.
3. Select the **Create Plan** button.
4. Choose the **Plan Type** from the drop down options.
   a. Default **Tracking Items** will appear, these can be removed or reordered as necessary.
5. Give the plan a **Name** and provide an **Overview** of the plan.
6. Add the tracking items to the plan by selecting the Tracking Item and entering the comments and other details for the item. Select the **Add Item** button to add the item to the plan.
7. Arrange the items in the list in the proper order for completion by the student.
8. Click **Submit**. If you wish to print the complete plan, select the **Submit & Print** option.
Note: All tracking items added to the plan will be raised when the plan is created, and a notification of each Flag will be sent to the appropriate recipients based on the permissions set for the associated tracking item rules.
Frequently Asked Questions

How do I cancel my office hours for one week?

Click the arrow icon next to the name of a time block in the Agenda, Week or Day view to see edit and cancel options. If you click on cancel, you will be able to specify occurrence or series.

How do I know who has made an appointment with me?

There are several ways. 1) You’ll get emails once a day telling you about upcoming appointments. You can change the frequency of emails by going to profile then selecting Email Notifications. 2) You can look at the Upcoming Appointments channel on the LoboAchieve home page. 3) The Appointments top navigation item will show the appointments listed for the day you are currently viewing.

How do I get more detail on a student?

Anytime you see a student’s name as a hyperlink, such as in an email, on your dashboard, or throughout various Web pages, this hyperlink takes you to the student’s folder. The student folder contains a) the student’s contact information, b) any appointment history with you, c) the grades recorded in the student’s online grade book, d) notes recorded by you or shared with you, and e) flags raised in LoboAchieve.

Why does LoboAchieve time out?

For security reasons, the system is set up to disconnect after 30 minutes of inactivity. If you get timed out, simply log back in.

If I’m working on a note in LoboAchieve and get timed out, will it save what I’ve done?

No. The note will not be saved unless you submitted it before you timed out.

Can students see the flags I’ve raised on them?

Students may be able to see some flags if the “view” permission has been selected on that flag. Initially all flags do not have “View” permission and will not be shown, but the permission can be added if we deem it helpful.

How can I create a report of flagged students in my course?

From the top menu in LoboAchieve, click on Students, then Tracking. This shows you all students who have been flagged, the flag name, status, created by, and creation date. You can also view recent changes to flags from your LoboAchieve home page in the “recent changes” section on the right hand side of the home page.

Why is there an option to make a note shared or private?
When you choose the note type and the option “shared” is chosen, you will see a list of roles of people who can view the note; for example, program directors can view all advising notes. Selecting “private”

**Will I be able to view notes that others have written on a student?**

Only if you have been given permission to view the notes based on your role and relationship to the student.

**Can I print a note?**

There is no print option; however, you can copy and paste the text of a note into a Word document, or you can have a note sent to your email and you can print it from there.

**Can I copy and paste into a note?**

Yes! However, depending on what you are copying, the format may change. We DISCOURAGE copying and pasting emails from students into advising notes because they may contain personal information that does not belong in an advising note. For more guidelines regarding appropriate advising notes, see guidelines for advising notes in the academic advising handbook.

**Can I perform a spell check on the text I enter in a note?**

LoboAchieve does not have a spell check option on notes; however, some internet browsers have an integrated spell check.

**Can I edit the content of a note or delete a note?**

Yes, but remember that advising notes should not be altered unless a mistake was made when entering a note.

**Will students be able to see my other appointments in my calendar?**

No. Students can only see if you have an opening for them to schedule an appointment.

**Where can I go to see all my appointments?**

Go to Appointments; use the agenda, day, and week tabs to view appointments.

**How can I find the service I’m looking for?**

Even if you don’t recall the name of the service you’re looking for, the search box at the top will work with any keywords that might help your search, including a tutor’s name.

**How will I know if a student follows up on a referral flag?**

When the student meets with the appropriate individual, that person will resolve the flag, which will in turn 1) instantly email the flag raiser to say that the flag has been resolved and 2) allow the flag raiser to
see in LoboAchieve that the flag has been resolved. In this way, you can be certain that the student followed up on the referral.

If I’m emailed every time a flag is raised on one of my students, will I get overwhelmed with emails?

No. Though the default is for LoboAchieve to send an email every time a flag is raised, users can change these settings on their profile page so that LoboAchieve will only send a summary email, either once per day or once per week.

What is a faculty member’s role and what should faculty expect from LoboAchieve?

The faculty member’s role is to set up their profile, office hours, and raise flags either manually or by completing the surveys. Faculty can expect that students may schedule an appointment to meet with them about their flags; however, this does not mean that every student will make an appointment.

When should instructors flag students?

Faculty should flag students in LoboAchieve when they have an academic concern about a student.

My students are not displayed on the “MY Students” screen what should I do?

You should email loboachieve@unm.edu immediately. Describe the problem, and tell them your first name, last name and your ID#.

What should I do if one of my students tells me that he or she is unable to make an appointment with me?

Please encourage the student to email loboachieve@unm.edu about his/her concern. Please note that if the student is not enrolled in classes this semester he or she will not be able to see your calendar because everything in LoboAchieve is built on relationships for a particular semester.

How secure is the data and who has access to it?

The data that is stored in LoboAchieve is very secure and has passed the Data Security Committee’s inspection before being implemented. Two organizations have access: LoboAchieve Retention Solutions Inc. and their hosting provider. LoboAchieve client account managers and escalation engineers have access to data through secure communication channels. No data is ever stored outside of the secure hosting facility. No personally identifying information is ever disclosed to third parties.

What is the Student Early Alert System (LoboAchieve)?

The Student Early Alert System (LoboAchieve) is a tool that provides a new way to connect students to their advisors, instructors, and student services resources.

How are FERPA and other student privacy concerns being addressed?

The Family Educational Rights and Privacy Act (FERPA) gives colleges a lot of flexibility in
terms of designating campus officials that can be allowed to see portions of a student's education records. "A school may share education records, or information from education records, with anyone it has deemed a 'school official' and has determined to have a 'legitimate educational interest' in that information." Within the University, student's information is shared very conservatively. Instructors can only see the flags they have raised on a student, not flags for other courses. Advisors and appropriate individuals who provide academic outreach also have access.

I am trying to use LoboAchieve but it does not seem to be working. Who should I contact?
Email loboachieve@unm.edu