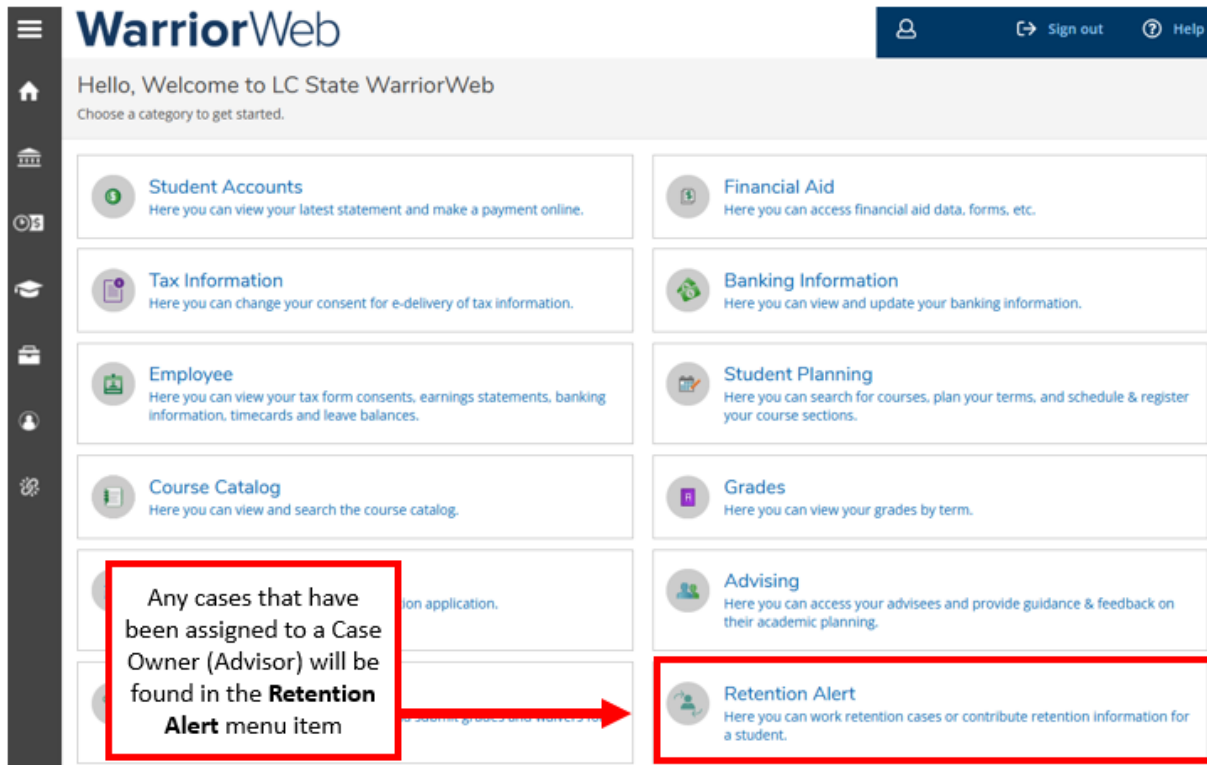


Advisors: How to Work Your Cases



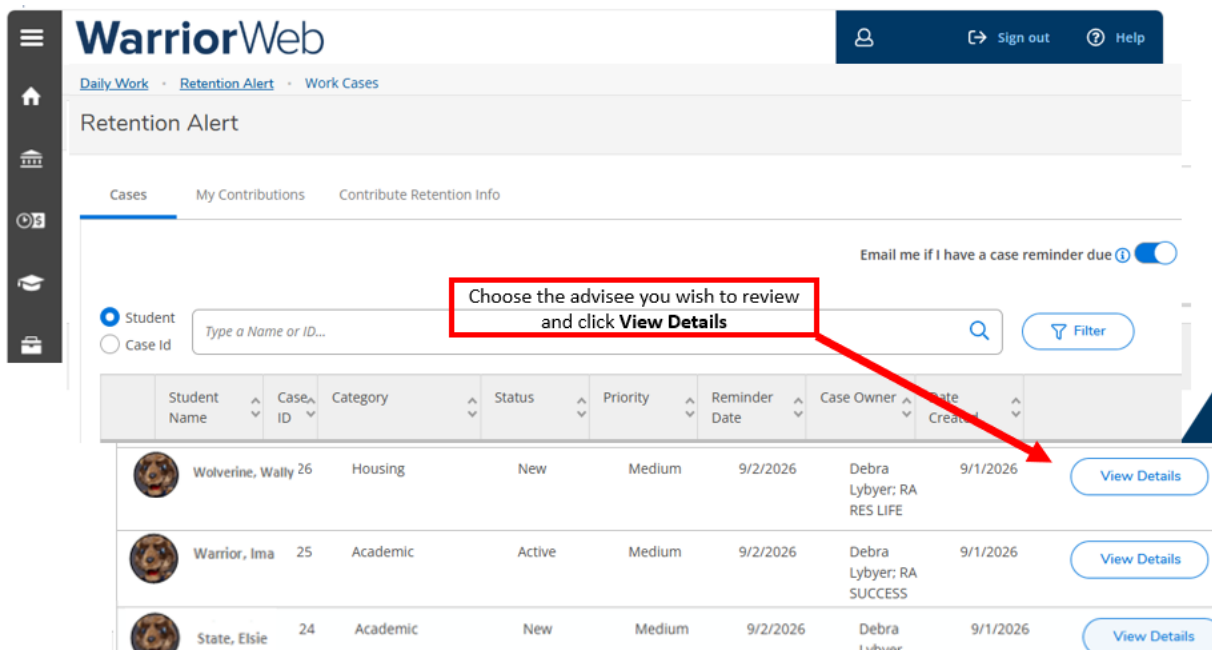
The image shows the WarriorWeb home page. A sidebar on the left contains icons for home, calendar, courses, advising, and other services. The main content area has a header with the WarriorWeb logo and a welcome message. Below the header is a grid of service tiles. A red box highlights the 'Retention Alert' tile, and a red arrow points from a text box to it.

WarriorWeb

Hello, Welcome to LC State WarriorWeb
Choose a category to get started.

- Student Accounts**
Here you can view your latest statement and make a payment online.
- Financial Aid**
Here you can access financial aid data, forms, etc.
- Tax Information**
Here you can change your consent for e-delivery of tax information.
- Banking Information**
Here you can view and update your banking information.
- Employee**
Here you can view your tax form consents, earnings statements, banking information, timecards and leave balances.
- Student Planning**
Here you can search for courses, plan your terms, and schedule & register your course sections.
- Course Catalog**
Here you can view and search the course catalog.
- Grades**
Here you can view your grades by term.
- Advising**
Here you can access your advisees and provide guidance & feedback on their academic planning.
- Retention Alert**
Here you can work retention cases or contribute retention information for a student.

Any cases that have been assigned to a Case Owner (Advisor) will be found in the **Retention Alert** menu item



The image shows the 'Retention Alert' page in WarriorWeb. It has a breadcrumb trail: Daily Work > Retention Alert > Work Cases. Below the breadcrumb is a section with tabs for 'Cases', 'My Contributions', and 'Contribute Retention Info'. The 'Cases' tab is selected. There is a search bar with a red box around it containing the text 'Choose the advisee you wish to review and click View Details'. Below the search bar is a table of cases. A red arrow points from the search bar to the 'View Details' button of the first case.

WarriorWeb

[Daily Work](#) > [Retention Alert](#) > [Work Cases](#)

Retention Alert

Cases My Contributions Contribute Retention Info

Email me if I have a case reminder due ☒

☒ Student ☐ Case Id

Student Name	Case ID	Category	Status	Priority	Reminder Date	Case Owner	Date Created	
Wolverine, Wally 26		Housing	New	Medium	9/2/2026	Debra Lybyer; RA RES LIFE	9/1/2026	View Details
Warrior, Ima 25		Academic	Active	Medium	9/2/2026	Debra Lybyer; RA SUCCESS	9/1/2026	View Details
State, Elsie 24		Academic	New	Medium	9/2/2026	Debra Lybyer	9/1/2026	View Details

Retention Alert

[Back to Cases](#)

Work the Case



Warrior, Ima

0654321

Use this screen to review the case and the details shared with you. Using your advisee's ID#, return to **Warrior Web Advising**, select the student, and make contact with the advisee. Discuss the contribution and identify solutions and referrals to support their success moving forward.

Case History

By: Michelle L. McClure
Summary: Student has not completed assignments this week
Detailed Notes: She submitted her assignments during the first three weeks, but has not attended class this week and stopped submitting assignments in Canvas
Case type of Academic Concerns
Reminder date automatically defaulted to tomorrow

Reminder Date: 9/2/2026

Choose an action...

- Add a Note
- Add Another Type to Case
- Send an Email (do not use)
- Change Priority (do not use)
- Close the Case
- Set a Reminder
- Remove Reminder Dates

Actions

Choose an action...

Choose an action...

Retention Alert

[Back to Cases](#)

Work the Case



Warrior, Ima

0654321

Once you have managed the case, return to **Retention Alert** to **Work Case**. Choose an action here.

Case History

By: Michelle L. McClure
Summary: Student has not completed assignments this week
Detailed Notes: She submitted her assignments during the first three weeks, but has not attended class this week and stopped submitting assignments in Canvas
Case type of Academic Concerns
Reminder date automatically defaulted to tomorrow

Reminder Date: 9/2/2026

Choose an action...

- Add a Note
- Add Another Type to Case
- Send an Email (do not use)
- Change Priority (do not use)
- Close the Case
- Set a Reminder
- Remove Reminder Dates

Actions

Choose an action...

These are your choices

Choose an action...

Work a Case Action Options

Once you have managed the case, return to **Retention Alert to Work Case**. Choose an action using the definitions below.

Choose an action...

Add a Note
Add Another Type to Case
Send an Email (do not use)
Change Priority (do not use)
Close the Case
Set a Reminder
Remove Reminder Dates

Choose an action...



Add a Note	Type a summary and detailed notes about your interaction with your advisee
Add Another Case Type	After meeting with your advisee, you determine that there are other contributions needed to support the student (i.e. housing, finances, and food insecurity)
Send an Email (Do Not Use)	At a future date, you may be able to email the advisee, other faculty, and the contributor. At present, emails will not deliver from this screen
Change Priority (Do Not Use)	All cases are automatically assigned Medium Priority. Changing the priority does not elicit action within the Retention Alert system.
Close The Case	When case is resolved, you will select a reason for closing the case.*
Set a Reminder	Reminders for assigned cases are automatically set to the day after the contribution is made. Case owners can adjust the reminder to receive an additional reminder email.
Remove Reminder Dates	You may remove future reminder dates, if you have set them.