



ENGAGE: FACULTY EXPERIENCE PORTAL

USER GUIDE

Spring 2023





What is ENGAGE?

ENGAGE is a Customer Relationship Management (CRM) system designed to give AWC a set of data and tools that allows us to:

- Develop/strengthen student success and retention strategies
- Identify opportunities for early intervention to provide individualized support
- Track and measure results of interventions
- Streamline student communication
- Coordinate holistic student support

ENGAGE supports [Guided Pathways Essential Practices](#)

- *Pillar 2: Help ALL students CHOOSE & ENTER a PATHWAY*
- *Pillar 3: Help ALL students STAY ON THEIR PATHWAY*



How to access ENGAGE Faculty Experience

- Direct: <http://engage-faculty.azwestern.edu> (BOOKMARK this link!)
- Employee Portal: <https://www.azwestern.edu/employees>
- Self-Service Faculty Menu: <https://colss-prod.ec.azwestern.edu/Student/Student/Faculty>
- Use your AWC email address & password

The screenshot shows the Arizona Western College Self-Service portal. At the top, there is a navigation bar with 'Index', 'Students', 'Employees', 'Directory', and 'Map'. A green arrow points to the 'Employees' link. Below this is a search bar and a 'Self-Service' header with a user profile for 'med88' and links for 'Sign out' and 'Help'. A main navigation menu includes 'About', 'Academics', 'Admissions', 'Student Life', and 'Resources & Support'. The 'Resources & Support' menu is expanded, showing 'Daily Work', 'Faculty', and 'Faculty Overview'. A blue banner contains an information icon and the text: 'Do you have students who are struggling in your class? Do you want to send a special shout-out to one of your students? Submit alerts for students enrolled in your classes through [Engage Faculty Experience](#)'. A green arrow points to this banner. Below the banner, a section titled 'Manage your courses by selecting a section below' contains two tables of course information.

Section	Times	Locations	Availability	Books	Census Dates
Spring 2021					
PSY-101-701: Introduction to Psychology/GE	TBD 3/8/2021 - 5/9/2021	TBD Lecture	2 / 24 / 0		

Section	Times	Locations	Availability	Books	Census Dates
Fall 2020					
ORI-197-004: ST: Student Success Course	T 3:00 PM - 3:50 PM 8/17/2020 - 12/3/2020	Liberal Arts (LA), 106 Lecture	5 / 18 / 0		

On the left side of the screenshot, there is an 'Employee Portal' section with a 'Quick Links' menu. The links are: 'Email / Office 365', 'Canvas', 'Colleague (accessible from campus or via VPN)', 'Self-Service', 'Password Management', 'CRM Engage Faculty Experience' (circled in green), 'Bookstore Login', and 'Manage My Meal Plan'. Below the quick links are four icons: Office 365, Self-Service, Canvas, and HR.



Faculty Alerts submission process

The screenshot shows a web browser window with the URL <https://azwestern.elluciancrmadvise.com/FacultySelfService/>. The page header includes the 'ellucian' logo and a settings gear icon. Below the header, there is a 'Create Alerts' section. A sidebar on the left lists several class codes: FAS-160 702 (highlighted), FAS-185 001, FAS-204 001, and PSY-290 001. A search bar is positioned above a table, with the text 'Search FAS-160 702' and a magnifying glass icon. To the right of the search bar, it says 'Per Page: View All' with a dropdown arrow. The table has columns for 'Name', 'ID', and 'Class Level'. The first row shows a checkbox, the name 'Davis, J', a blurred ID, and a blurred class level. Subsequent rows show names like 'Diaz, M', 'Elizarraga', 'Garcia', 'Garza', and 'Gutierrez', all with blurred IDs and class levels.

Once signed in, faculty will see a list of current classes



Faculty Alerts submission process

A list of the currently available alerts will display. Choose the appropriate alert and click "Next".

To submit an alert, first choose the course section you would like to work with.

The screenshot shows the 'Create Alerts' page in the ellucian system. The browser address bar shows the URL: https://azwestern.elluciancrmadvise.com/FacultySelfService/. The page header includes the ellucian logo and a settings icon. Below the header, there is a search bar with the text 'Search FAS-185 001' and a 'Per Page: View All' dropdown. A list of course sections is displayed on the left, with 'FAS-185 001' selected. Below this, a table lists students with checkboxes for selection. The first student, 'Acevedo', is selected. On the right, a 'Select Alert Type' dropdown menu is open, showing several options, with 'Student Participation - Applause' selected. At the bottom of the dropdown are 'Cancel' and 'Next' buttons.

	Name	ID	Class Level
<input checked="" type="checkbox"/>	Acevedo		
<input type="checkbox"/>	Aquino		
<input type="checkbox"/>	Correa		
<input type="checkbox"/>	Echols		
<input type="checkbox"/>	Galindo		
<input type="checkbox"/>	Garcia		

Select Alert Type

- Academic Support - Other Concern
- Academic Support - Referral to Tutoring/Supplemental Instruction
- Course Performance - Incomplete Assignments
- Student Participation - Applause
- Student Participation - Excessive Absences
- Student Participation -

Cancel Next

Next, select one or more students. Please note that you can submit the same alert for multiple students.



ARIZONA
WESTERN
COLLEGE

Faculty Alerts submission process

ellucian

Create Alerts

Search FAS-185 001

Per Page: View All

1 student(s) selected

<input type="checkbox"/>	Name	ID	Class Level
<input checked="" type="checkbox"/>	Aceved		
<input type="checkbox"/>	Aquino		
<input type="checkbox"/>	Correa		
<input type="checkbox"/>	Echols,		
<input type="checkbox"/>	Galindo		
<input type="checkbox"/>	Garcia		

Add Notes

Great work in class!

Notes are optional and, if entered, will apply to all students selected for this alert type.

Back Next

Add a note to the alert and click "Next".

Notes can be set up to be shared with students if desired.

Assigned alert owner will see all notes.



Faculty Alerts submission process

1 student(s) selected

<input type="checkbox"/>	Name	ID	Class Level
<input checked="" type="checkbox"/>	Adams,		Sophomore
<input type="checkbox"/>	Bustos,		Freshman
<input type="checkbox"/>	Caldwe		Freshman
<input type="checkbox"/>	Carrasc		Freshman
<input type="checkbox"/>	Ekensta		Freshman
<input type="checkbox"/>	Enrique		Freshman
<input type="checkbox"/>	Fabian,		Freshman
<input type="checkbox"/>	Fielding		Freshman
<input type="checkbox"/>	Fuentes		Freshman
<input type="checkbox"/>	Griick		Freshman

Review & Submit

Alert: Student Participation - Applause

Student	Alert Owner
Adams	Admir Balicevac

Notes: Great work in class!

The alert owner and notes will be displayed here. Click "Submit Alerts" to complete the process. A message will appear once the alert is submitted.

Alerts have been submitted



Faculty Alerts History

ellucian

Create Alerts

FAS-160 702

FAS-185 001

FAS-204 001

PSY-290 001

Search FAS-185 001

Per Page: View All

Name	ID	Class Level
Aceve		
Anur		

Alert History

Sign Out

Privacy Policies

Click on the gear icon on the top right hand corner to access your Alert History.

ellucian

Alert History

PSY-101

Date Created	Student	Class Level	Alert	Term	Owner	Status
4/5/2021	Jam		Referral to Tutoring/Supplemental Instruction	Spring 2021	Vanessa Natseway	Open
4/5/2021	Mac		Referral to Tutoring/Supplemental Instruction	Spring 2021	Vanessa Natseway	Open
4/5/2021	Car		Referral to Tutoring/Supplemental Instruction	Spring 2021	Vanessa Natseway	Open

The Alert History screen will display all alerts submitted as well as a status.

For any issues accessing the portal, please contact:

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[Schedule a Meeting](#)

