

AIME (Academic Intervention For Math and English) Communications Job Aid

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1. General Info

1.1 Revision History

Author	Version	Date	Description	Section	Page
Krupa Patel	1	8/29/19	Initial draft		

1.2 Review Details

Name	Role	Date	Signature
Krupa Patel	Business Analyst	8/29/19	

1.3 Approval History

Name	Role	Date	Signature
Madelyn Arballo	Stakeholder	5/19/19	

2. Introduction

2.1 Overview

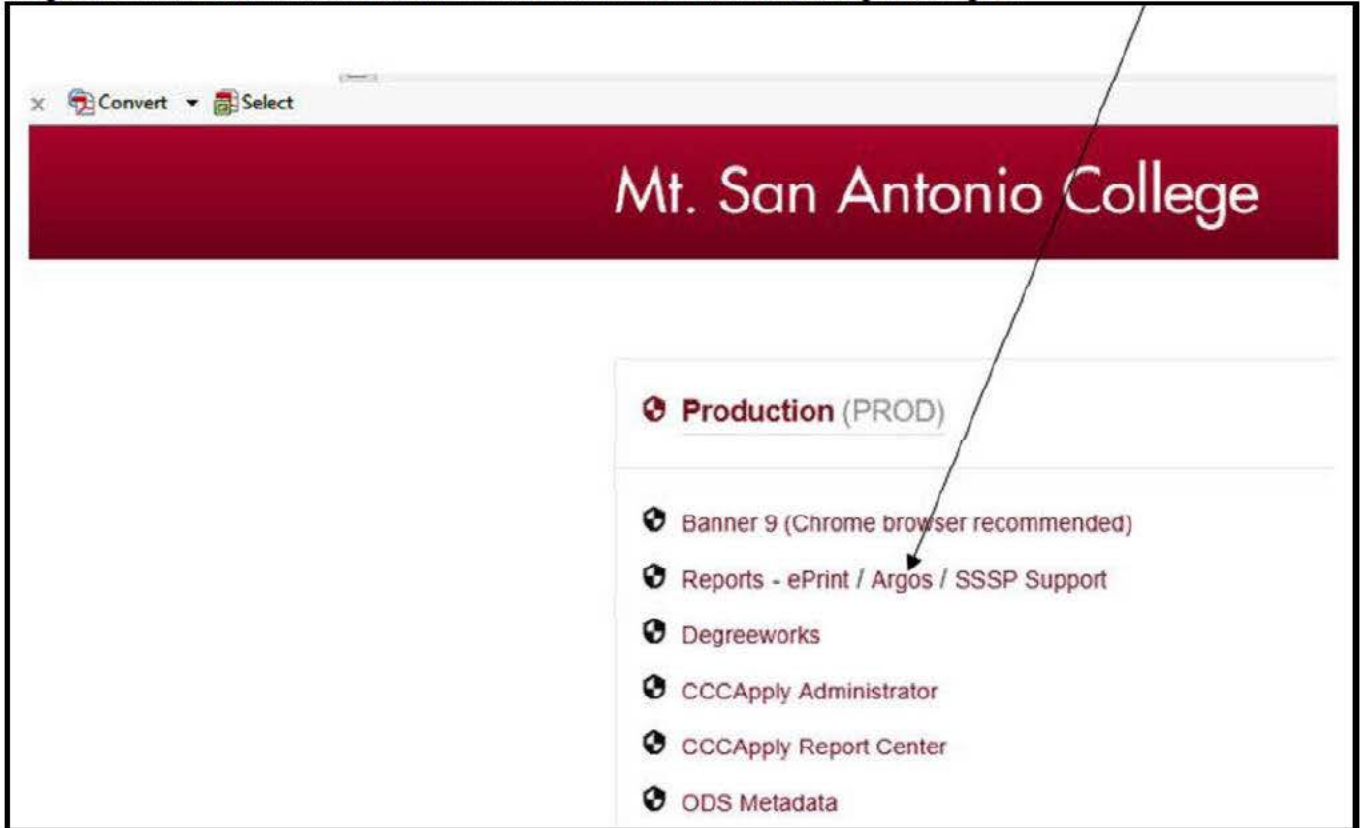
Adult Basic Education department under School of Continuing Education sends the communication to the students who have not taken English or Math class or either have dropped from English or Math class. Students who have not taken English or Math class in past will receive the communications beginning the second week for all the four terms. Students who have dropped either English or Math class in past will receive the communications during the sixth week of Fall and Spring term.

This is the job aid that guides to send the AIME communications to the students who have not taken any English or Math class. The job aid also addresses the communication process for the students who have dropped either English or Math class in the past.

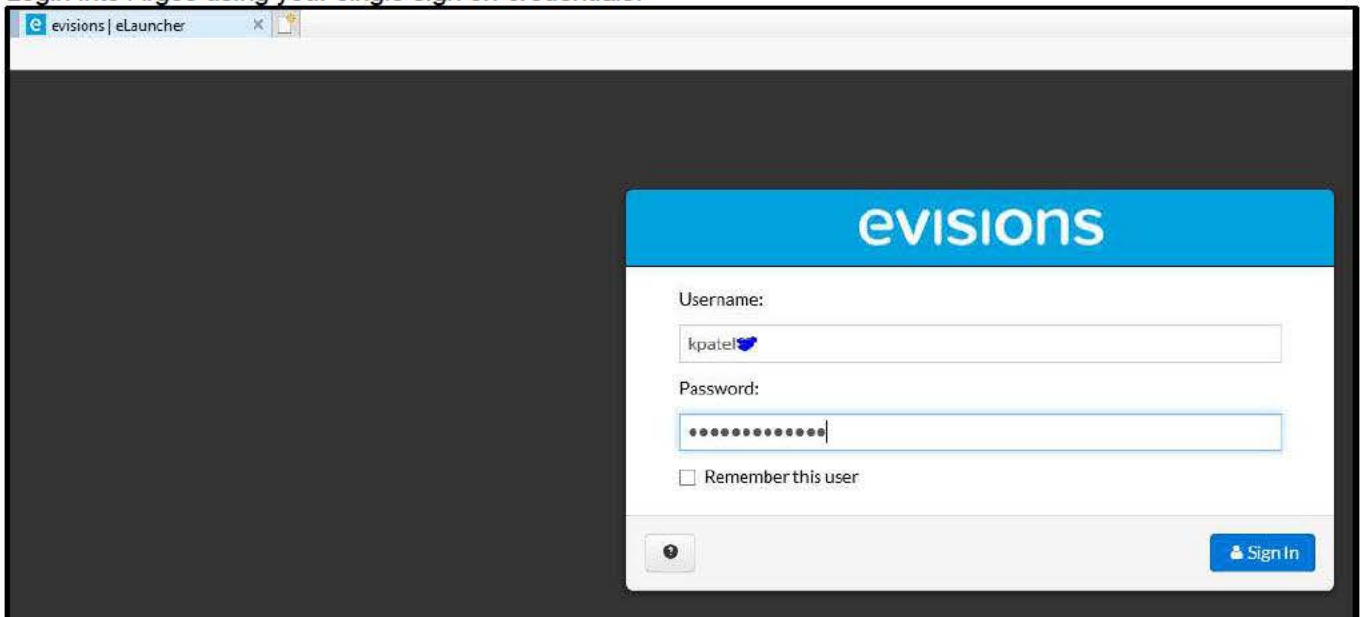
3. No English or Math Class:

3.1 Generating the list of students:

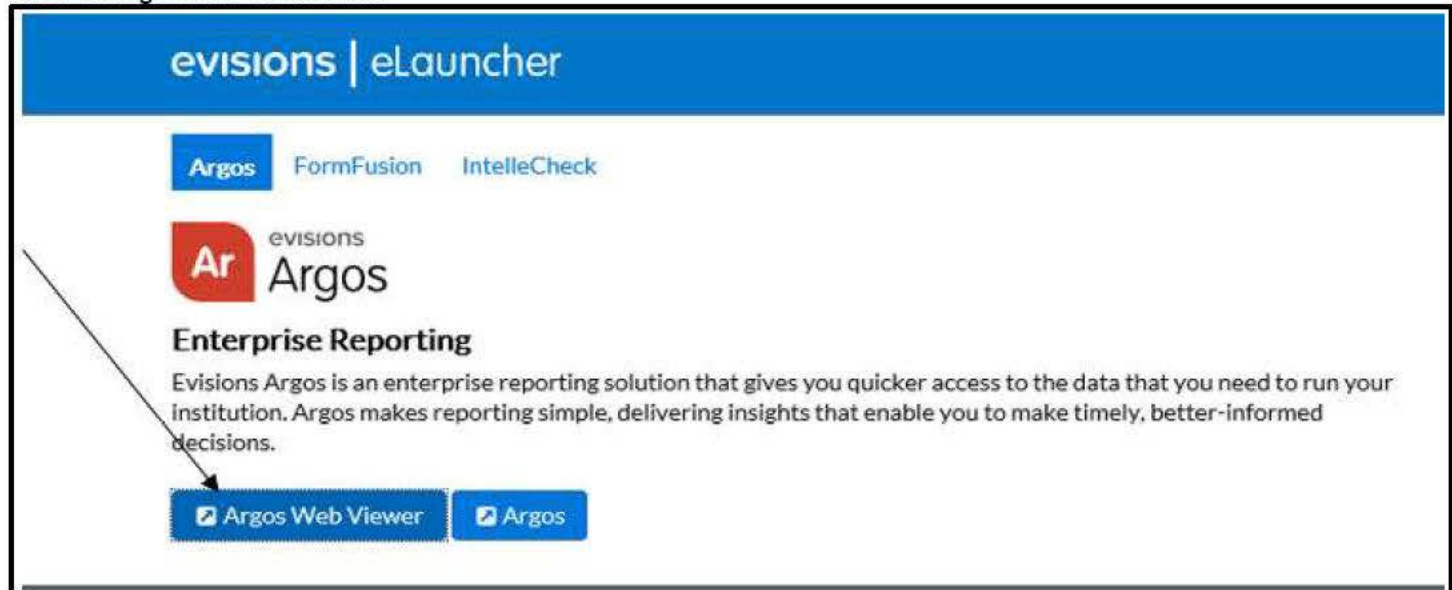
To generate the list of students that will receive email communications log in to Argos:



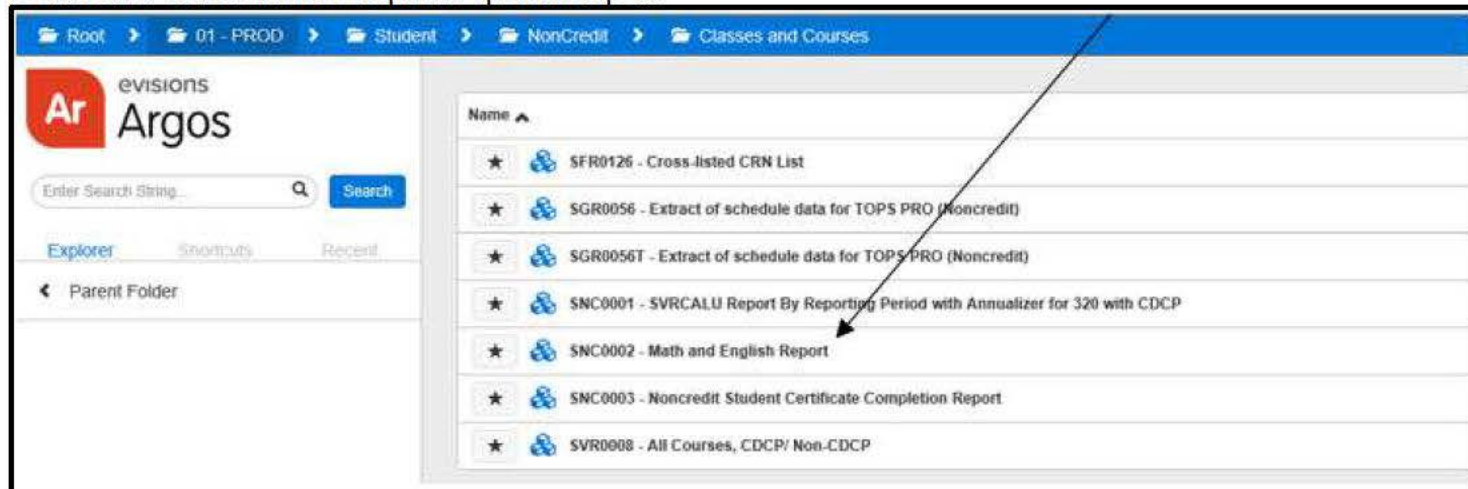
Login into Argos using your single sign on credentials:



Click on Argos Web Viewer tab:

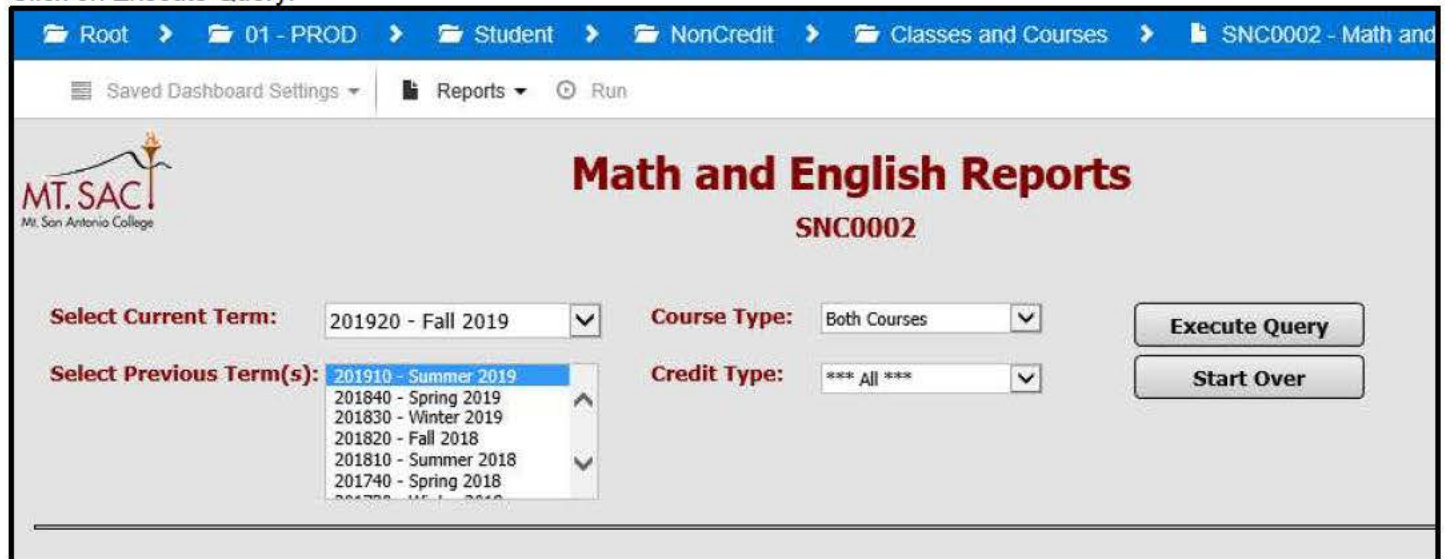


Navigate to PROD> Student> NonCredit> Classes and Courses> SNC0002- Math and English Report:
Double click on the SNC0002 report to open the report.



Select the current term for which you are sending communication (ex: 201920) and select previous term accordingly (ex: 201910). Course type: Both Courses. Credit type: All.

Click on Execute Query.



The screenshot shows a web application interface for generating reports. At the top, a blue breadcrumb trail reads: Root > 01 - PROD > Student > NonCredit > Classes and Courses > SNC0002 - Math and English Reports. Below this is a navigation bar with 'Saved Dashboard Settings', 'Reports', and a 'Run' button. The main header area features the MT. SAC logo on the left and the title 'Math and English Reports' with the code 'SNC0002' in the center. The form contains four selection fields: 'Select Current Term:' with a dropdown set to '201920 - Fall 2019'; 'Select Previous Term(s):' with a listbox showing '201910 - Summer 2019' selected and other terms like '201840 - Spring 2019' below it; 'Course Type:' with a dropdown set to 'Both Courses'; and 'Credit Type:' with a dropdown set to '*** All ***'. To the right of these fields are two buttons: 'Execute Query' and 'Start Over'.

Scroll down to No History of Math or English section to view the list of students who has never taken any Math or English class yet.

Root > 01 - PROD > Student > NonCredit > Classes and Courses > SNC0002 - Math and English Report

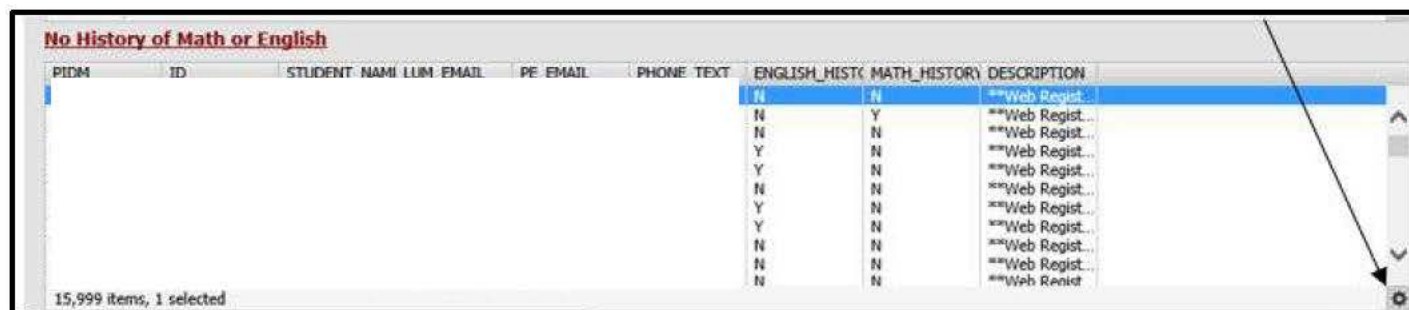
Saved Dashboard Settings Reports Run

Query/QuickView Results Are From: PROD

Dropped Current Term

PHONE_TEXT	Subject	COURSE_NUMB	Reg Status
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To export the list, click on the settings gears on the lower right corner. And select export the list to csv.



PIDM	ID	STUDENT NAME	LUM EMAIL	PE EMAIL	PHONE TEXT	ENGLISH_HISTORY	MATH_HISTORY	DESCRIPTION
						N	N	**Web Regist...
						N	Y	**Web Regist...
						N	N	**Web Regist...
						Y	N	**Web Regist...
						Y	N	**Web Regist...
						N	N	**Web Regist...
						Y	N	**Web Regist...
						Y	N	**Web Regist...
						N	N	**Web Regist...
						N	N	**Web Regist...
						N	N	**Web Regist...

15,999 items, 1 selected

3.2 File:

- a. Prepare an excel file from the CSV exported from Argos report. Excel file will have the following tabs:
 - i. No Math or English (Main)
 - ii. Usernames (Formula to generate user ids from OCMP email
=LEFT(A14381,SEARCH("@",A14381)-1))
 - iii. Phone
 - iv. No Eng PE (Personal Email) (English personal email)
 - v. No Eng OCMP (English on campus email)
 - vi. No Math PE (Math personal email)
 - vii. No Math OCMP (Math on campus email)
- b. Convert each tab into a single csv file.
 - i. No Eng PE.csv
 - ii. No Eng OCMP.csv
 - iii. No Math PE.csv
 - iv. No Math OCMP.csv

3.3 Emails:

1. Emails to students who have not taken English or Math class is sent via MailChimp account. Email is sent using the email address AIME@mtsac.edu
 - Mail chimp username: AIME@mtsac.edu
Password: AIME@sce19
 - Import the list in mail chimp.
 - Schedule the communications.

3.4 Text messages:

Email Claudia Coronado in IT with the list of phones in the excel file. Below is the sample of the email.

Subject: AIME communications for 201920

Hi Claudia,

I would like to request that you send out text messages on behalf of the ABE department. The following is the message text that will be sent and attached is the list of phones that will receive this message.

Text Message:

You qualify for Mt. SAC's FREE English and Math prep classes. Quick and convenient times. Learn more at aimeforsuccess.com.

Please let me know after the messages are out.

Thank you!

3.5 Portal messages:

- Submit the portal announcement request form to web team. Form can be access through the mtsac website or here is the link the form:
<https://www.mtsac.edu/portalrequest>
- Here is the sample of the portal announcement request for Fall 2019

Portal Announcement Request Sample:

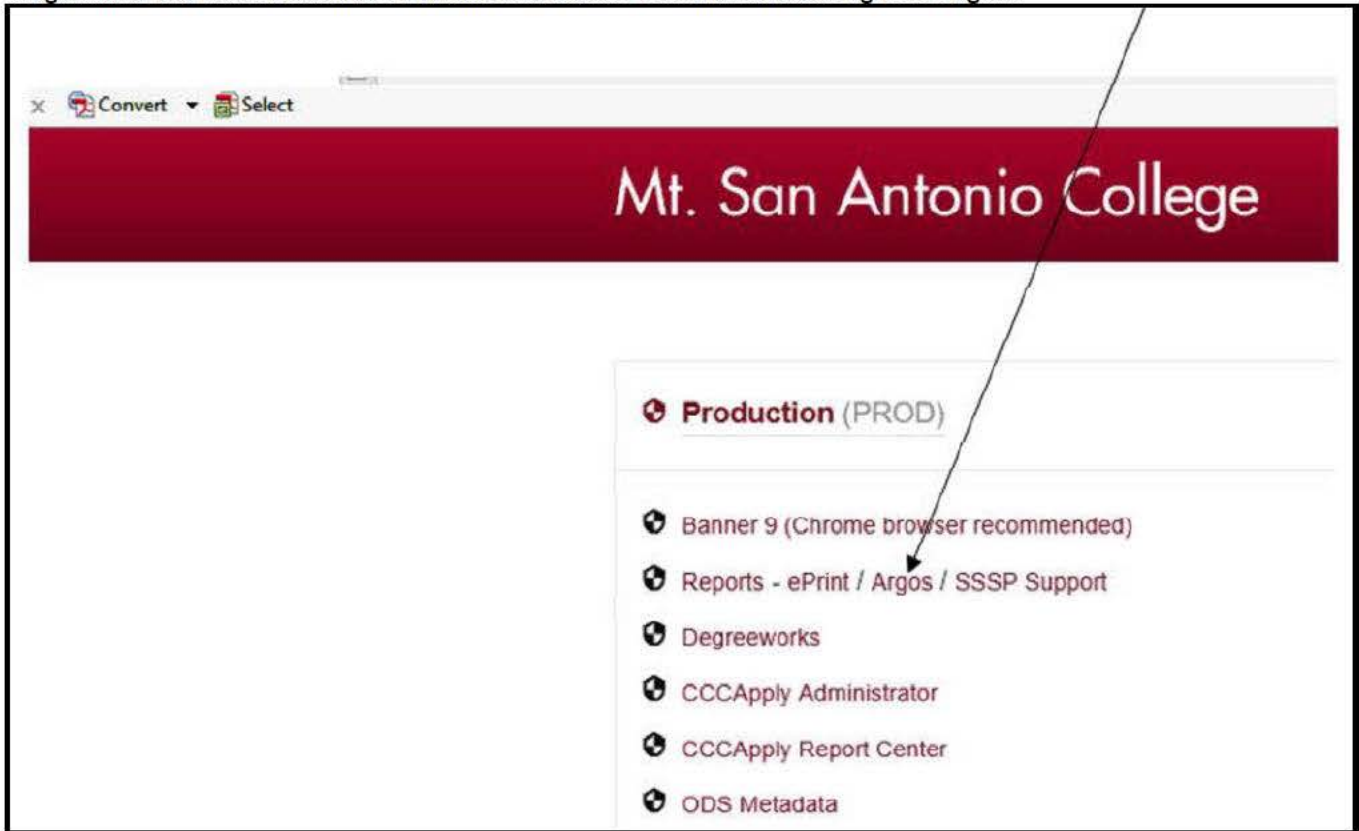
Title	Get ready for your Math and English class - AIME for Success!
Message	<p>FREE MATH AND ENGLISH REVIEW COURSES AVAILABLE</p> <p>Our records show that new Math and English Review Courses may be beneficial to you.</p> <p>There are convenient, noncredit Math and English review classes that can help you prepare for college-level Math and English. Our goal is to provide you the skills necessary to be successful in your Math and English classes.</p> <p>The review classes are FREE and you can start them at any time. Choose from any of these sessions and just come to class:</p> <p>Math Review SESSION 2 April 8 – May 2 Mondays and Wednesdays, 10 a.m. to 12 p.m., Building 78 Room 2140 Tuesday and Thursdays, 6 p.m. to 8 p.m., Building 77 Room 1055</p> <p>SESSION 3 May 6 – May 30 Mondays and Wednesdays, 10 a.m. to 12 p.m., Building 78 Room 2140 Tuesday and Thursdays, 6 p.m. to 8 p.m., Building 77 Room 1055</p> <p>English Review SESSION 2</p>

	<p>April 8 – May 2 Tuesday and Thursdays, 10 a.m. to 12 p.m., Building 79 Room 3270 Mondays and Wednesdays, 6 p.m. to 8 p.m., Building 77 Room 1055</p> <p>SESSION 3 May 6 – May 30 Tuesday and Thursdays, 10 a.m. to 12 p.m., Building 79 Room 3270 Mondays and Wednesdays, 6 p.m. to 8 p.m., Building 77 Room 1055</p> <p>More classes will be offered in Summer 2019. For more information, call (909) 274-4935 or visit aimeforsuccess.com.</p>
Delivery Date	04/17/19
Delivery Time	12:00 AM
Expiration Date	06/16/19
Expiration Time	11:59 PM
Target Audience	Other (See Special Instructions):
Name	AIME Program
Phone	909-274-4935
email	AIME@mtsac.edu
Department/Club	ABE Department
Special Instructions	<p>Hi Eric/ Rick,</p> <p>I will send the list of students via email to the tech assigned to send the portal notification.</p> <p>Thank you!</p> <p>-Krupa</p> <p>Krupa Patel Business Analyst Information Technology (IT) kpatel37@mtsac.edu (909) 274-5763</p>

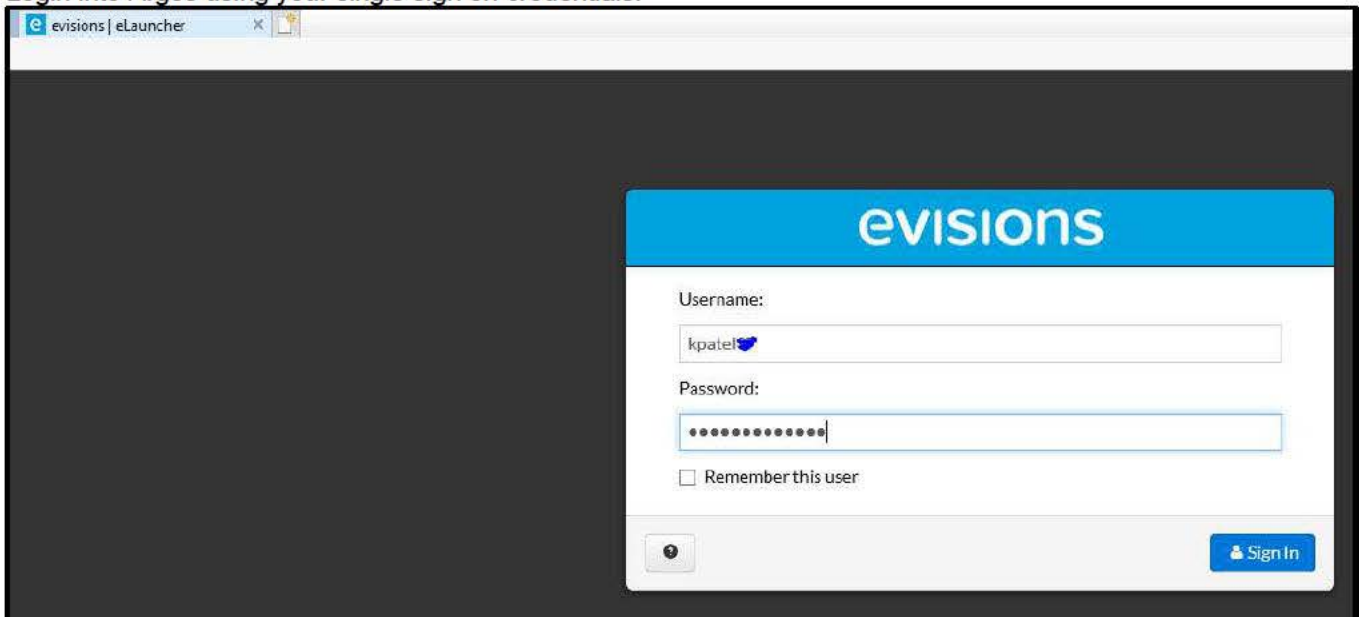
4. Dropped English or Math Class:

4.1 Generating the list of students:

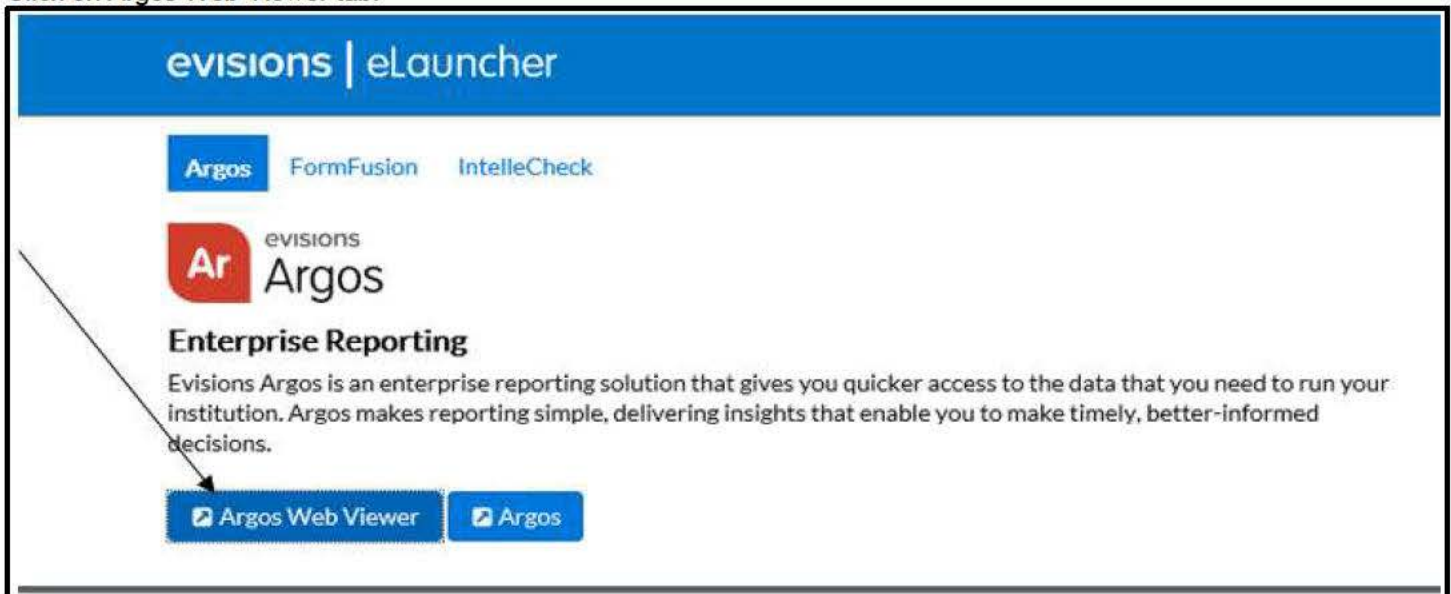
To generate the list of students that will receive email communications log in to Argos:



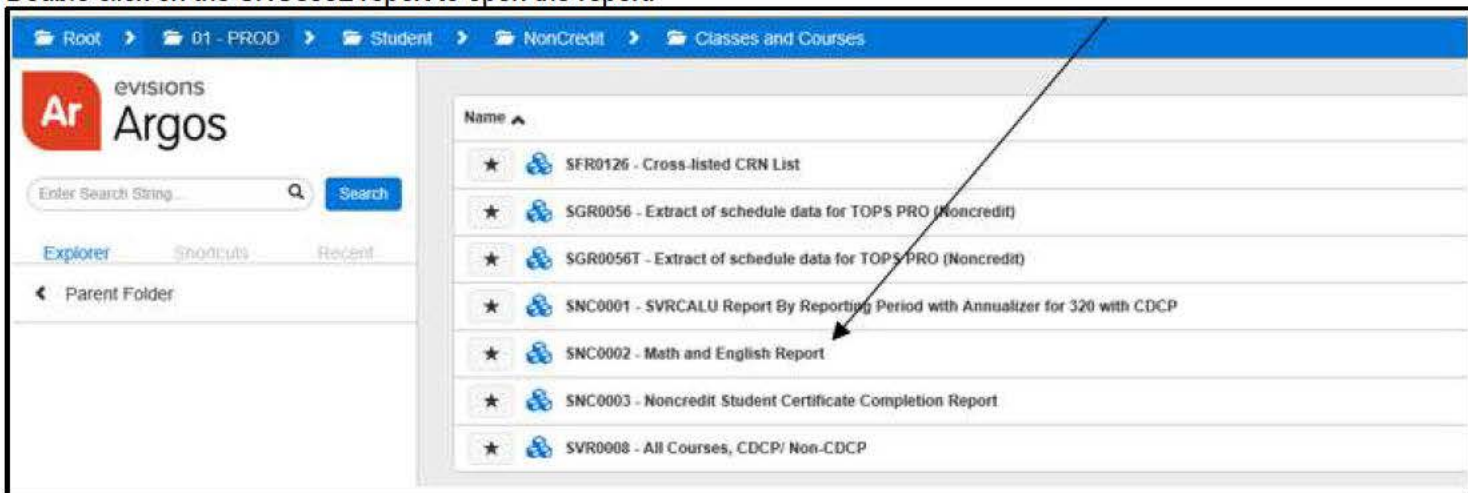
Login into Argos using your single sign on credentials:



Click on Argos Web Viewer tab:

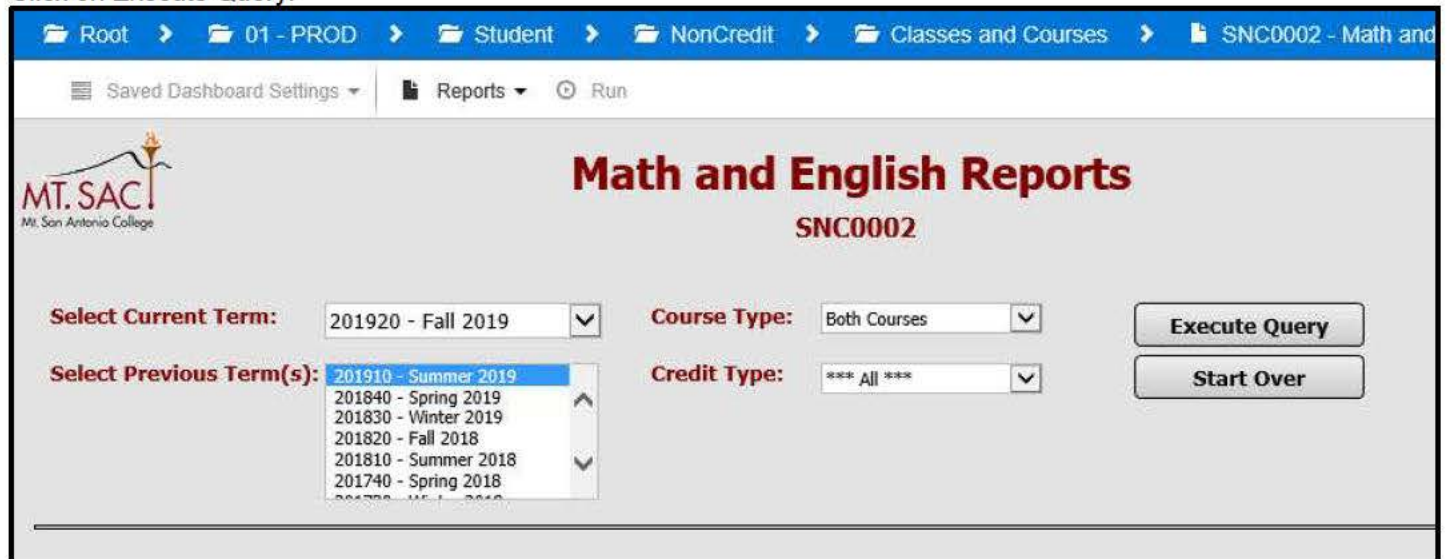


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Scroll down to drop current term, drop previous term and D or F previous term section to view the list of students who have dropped either class.

Root > 01 - PROD > Student > NonCredit > Classes and Courses > SNC0002 - Math and English Report

Saved Dashboard Settings | Reports | Run

Query/QuickView Results Are From: PROD

Dropped Current Term

Term Code	ID	Student Name	LUM_EMAIL	PE_EMAIL	PHONE_TEXT	Subject	COURSE_NUMB	Reg Status
						MATH	71	DW - Drop Wi...
						MATH	160	DP - Drop for...
						ENGL	1A	DF - Drop Full...
						MATH	110	DF - Drop Full...
						MATH	71	DW - Drop Wi...
						ENGL	1A	DF - Drop Full...
						MATH	110	DG - Drop Bef...
						ENGL	1A	DF - Drop Full...
						MATH	130	DF - Drop Full...
						MATH	13	DF - Drop Full...
						ENGL	80	DW - Drop Wi...

2,669 items, 1 selected

Dropped Previous Term(s)

TERM_CODE	ID	STUDENT_NAMI	LUM_EMAIL	PE_EMAIL	PHONE_TEXT	SUBJECT	COURSE_NUMB	DESCRIPTION
						ENGL	1A	DC - Cancele...
						MATH	140	FG - Drop Bef...
						MATH	181	DF - Drop Full...
						MATH	5	DC - Cancele...
						MATH	51	DC - Cancele...
						MATH	260	DW - Drop Wi...
						MATH	50	DF - Drop Full...
						MATH	160	DW - Drop Wi...
						ENGL	1A	DC - Cancele...
						ENGL	1A	DC - Cancele...
						ENGL	1A	DG - Drop Ref...

752 items, 1 selected

D or F Previous Term(s)

TERM_CODE	PIDM	ID	STUDENT_NAMI	LUM_EMAIL	PE_EMAIL	PHONE_TEXT	SUBJECT	COURSE_NUMB	DESCRIPTION	SFRSTCR_LVL	GRADE
							MATH	150	RW - **Web...	CR	D
							MATH	71	RW - **Web...	CR	F
							MATH	51	RW - **Web...	CR	F
							MATH	130	RW - **Web...	CR	F
							MATH	160	RW - **Web...	CR	D
							ENGL	1A	RW - **Web...	CR	F
							MATH	51	RW - **Web...	CR	D
							MATH	110	RW - **Web...	CR	D
							MATH	160	RW - **Web...	CR	F

393 items, 1 selected

To export the list, click on the settings gears on the lower right corner. And select export the list to csv for all the three sections.

Root > 01 - PROD > Student > NonCredit > Classes and Courses > SNC0002 - Math and English Report

Saved Dashboard Settings | Reports | Run

Query/QuickView Results Are From: PROD

Dropped Current Term

Term Code	ID	Student Name	LUM_EMAIL	PE_EMAIL	PHONE_TEXT	Subject	COURSE_NUMB	Reg Status
						MATH	71	DW - Drop Wt
						MATH	160	DP - Drop for
						ENGL	1A	DF - Drop Full
						MATH	110	DF - Drop Full
						MATH	71	DW - Drop Wt
						ENGL	1A	DF - Drop Full
						MATH	110	DG - Drop Bef
						ENGL	1A	DF - Drop Full
						MATH	130	DF - Drop Full
						MATH	13	DF - Drop Full
						FNCR	80	FW - Drop Wt

2,669 items, 1 selected

Dropped Previous Term(s)

TERM_CODE	ID	STUDENT_NAME	LUM_EMAIL	PE_EMAIL	PHONE_TEXT	SUBJECT	COURSE_NUMB	DESCRIPTION
						ENGL	1A	DC - Cancele
						MATH	140	FG - Drop Bef
						MATH	181	DF - Drop Full
						MATH	5	DC - Cancele
						MATH	51	DC - Cancele
						MATH	260	DW - Drop Wt
						MATH	50	DF - Drop Full
						MATH	160	DW - Drop Wt
						ENGL	1A	DC - Cancele
						ENGL	1A	DC - Cancele
						FNCR	1A	DG - Drop Ref

752 items, 1 selected

D or F Previous Term(s)

TERM_CODE	PIDM	ID	STUDENT_NAME	LUM_EMAIL	PE_EMAIL	PHONE_TEXT	SUBJECT	COURSE_NUMB	DESCRIPTION	SFRSTCR_LEVL	GRADE
							MATH	158	RW - **Web	CR	D
							MATH	71	RW - **Web	CR	F
							MATH	51	RW - **Web	CR	D
							MATH	130	RW - **Web	CR	F
							MATH	160	RW - **Web	CR	F
							ENGL	1A	RW - **Web	CR	F
							MATH	51	RW - **Web	CR	D
							MATH	110	RW - **Web	CR	D
							MATH	160	RW - **Web	CR	F

393 items, 1 selected

No History of Math or English

4.2 File:

- c. Prepare an excel file from the CSV exported from Argos report by combining the three export files. Excel file will have the following tabs:
 - viii. No Math or English (Main)
 - ix. Usernames (Formula to generate user ids from OCMF email
=LEFT(A14381,SEARCH("@",A14381)-1))
 - x. Phone
 - xi. Dropped Eng PE (English personal email)
 - xii. Dropped Eng OCMF (English on campus email)
 - xiii. Dropped Math PE (Math personal email)
 - xiv. Dropped Math OCMF (Math on campus email)
- d. Convert each tab into a single csv file.

- i. Dropped Eng PE.csv
- ii. Dropped Eng OCMP.csv
- iii. Dropped Math PE.csv
- iv. Dropped Math OCMP.csv

4.3 Emails:

- a. Emails to students who have not taken English or Math class is send via MailChimp account. Email is sent using email address AIME@mtsac.edu
 - Mail chimp username: AIME@mtsac.edu
Password: AIME@sce19
 - Import the following list in mail chimp:
 - b.i
 - b.ii
 - b.iii
 - b.iv
 - Schedule the communications.

4.4 Text messages:

Email Claudia Coronado in IT with the list of phones in the excel file. Below is the sample of the email.

Subject: Dropped AIME communications for 201920
Hi Claudia,

I would like to request the sending out text messages on behalf of the ABE department. The following is the message text that will be sent and attached is the list of phones that will receive this message.

Text Message:

You qualify for Mt. SAC's FREE English and Math prep classes. Quick and convenient times. Learn more at aimeforsuccess.com.

Please let me know after the messages are out.

Thank you!

4.5 Portal messages:

- Submit the portal announcement request form to web team. Form can be access through the mtsac website or here is the link the form:
<https://www.mtsac.edu/portalrequest>
- Here is the sample of the portal announcement request for Fall 2019

Thank you for submitting your Announcement. A copy is included below for your records. Please allow 24-48 hours before your announcement is posted.

Portal Announcement Request

Title	Get ready for your Math and English class - AIME for Success!
Message	<p>FREE MATH AND ENGLISH REVIEW COURSES AVAILABLE</p> <p>Our records show that new Math and English Review Courses may be beneficial to you.</p> <p>There are convenient, noncredit Math and English review classes that can help you prepare for college-level Math and English. Our goal is to provide you the skills necessary to be successful in your Math and English classes.</p> <p>The review classes are FREE and you can start them at any time. Choose from any of these sessions and just come to class:</p> <p>Math Review SESSION 2 April 8 – May 2 Mondays and Wednesdays, 10 a.m. to 12 p.m., Building 78 Room 2140 Tuesday and Thursdays, 6 p.m. to 8 p.m., Building 77 Room 1055</p> <p>SESSION 3 May 6 – May 30 Mondays and Wednesdays, 10 a.m. to 12 p.m., Building 78 Room 2140 Tuesday and Thursdays, 6 p.m. to 8 p.m., Building 77 Room 1055</p> <p>English Review SESSION 2 April 8 – May 2 Tuesday and Thursdays, 10 a.m. to 12 p.m., Building 79 Room 3270 Mondays and Wednesdays, 6 p.m. to 8 p.m., Building 77 Room 1055</p> <p>SESSION 3 May 6 – May 30 Tuesday and Thursdays, 10 a.m. to 12 p.m., Building 79 Room 3270 Mondays and Wednesdays, 6 p.m. to 8 p.m., Building 77 Room 1055</p> <p>More classes will be offered in Summer 2019. For more information, call (909) 274-4935 or visit aimeforsuccess.com.</p>
Delivery Date	04/17/19
Delivery Time	12:00 AM
Expiration Date	06/16/19
Expiration Time	11:59 PM

Target Audience	Other (See Special Instructions):
Name	AIME Program
Phone	909-274-4935
email	AIME@mtsac.edu
Department/Club	ABE Department
Special Instructions	<p>Hi Eric/ Rick,</p> <p>I will send the list of students via email to the tech assigned to send the portal notification.</p> <p>Thank you!</p> <p>-Krupa</p> <p>Krupa Patel Business Analyst Information Technology (IT) kpatel37@mtsac.edu (909) 274-5763</p>