Process Alerts (Special Ed)

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When active, process alerts are delivered to case managers to remind them of special education events that may require attention. Process alerts may be created for events such as:

- Important birthdays (3, 6, 18)
- Evaluation due dates
- Progress report due dates
- Expiring IEPs
- Time between receiving consent to evaluate student and completing/locking the evaluation
- Time between completing an evaluation and starting a new, locked IEP

> Alerts are only sent for a student's most recent, locked plan or evaluation. Only students enrollments on the current day will be sent messages.

Process alerts are sent district-wide and are not specific to a school. Alerts are sent to active case managers of students who meet the alert criteria. Process alerts can only be sent to case managers and only used for special education purposes.

> Process alerts can be sent via email. This requires Messenger to be configured for use. The case manager must have an email address in Demographics tool as well as it marked with the "Teacher" contact preference to receive process alerts.

Process Alert Preferences

The following preferences can be used in conjunction with the Process Alert Rules. See the Special Ed Preferences tool article for additional information:

- Days Between a Locked Evaluation and a New Locked IEP Starting
- Days Between a Locked Evaluation Consent Date and Evaluation Date
- Days Between a Locked Evaluation Consent Date and Evaluation Determination Date (only applicable in states that record determination dates on evaluations)

When set, these preferences add a day number parameter in addition to the days used when creating the Process Alert Rules.

Special Ed Preferences

Days are counted as either **Calendar Days** or **School Days**.

- Calendar Days - all days are counted toward a maximum days allowed, including weekends and non-instructional days.
- School Days - only counts days designated for instruction.

Available Tools

The following tools are available:

Tool	Description
Process Alerts Messages	Creates message templates to use when sending messages to case managers.
Process Alerts Rules	Determines when the messages are sent.
Process Alerts Scheduler	Creates scheduled tasks that deploy process alert message.

Users must create messages before setting rules, and rules must be created before a schedule can be set.