

Automated Incidents

Updated Jul 14, 2021

As of July 12, 2021, this "Learn Veracross" site has been deprecated. It will remain live at least through October 1, 2021, but will no longer be updated. All knowledge content has moved to the new [Veracross Community](#). Please update your bookmarks.

[Here is the new version of this article in the Veracross Community.](#)

Overview

Utilizing the existing configuration of student behaviors and outcomes, you can automatically create any behavior incident (with an optional override outcome) based on the following rules or triggers:

- Behavior incident: If a certain number of behavior incidents are entered.
- Behavior outcomes: If a certain number of behavior outcomes are populated.
- Behavior Points: If a certain number of behavior points is reached.
- Master Attendance: If a certain number of total or consecutive master attendance absences or tardies occur.
- Class Attendance (All Classes): if a certain number of total or consecutive attendance records across all classes match the filter criteria
- Class Attendance (Single Class): If a certain number of total or consecutive class absences or tardies occur in a single class.

The Details

You can configure as many automated incidents as you want. They are created as part of the nightly scripts (they are not immediately created) and run in the order determined by the "Order" field on the configuration record.

The actual notifications (who, if anyone, gets emailed) are configured on the behavior incidents where they always have been. [Learn more about configuring behavior notifications](#)

- Find existing automated behaviors: System homepage > [Automated Incidents Configuration](#)
- Add new ones: System homepage > Add Automated Incident Configuration

1. Add a description of the automation, set a status, and (optionally) an order.
 - Only active statuses are processed. Select “draft” for ones not ready for use and “archived” for ones you are no longer using.
 - The order determine when an automated incident will be processed relative to others. Use it to control the order that incidents will be created when one incident triggers another automated one.
2. Set a school year and grading period. Important: If you select a grading period that has already begun, incidents will be created retroactively for the selected grading period if the threshold has been reached.

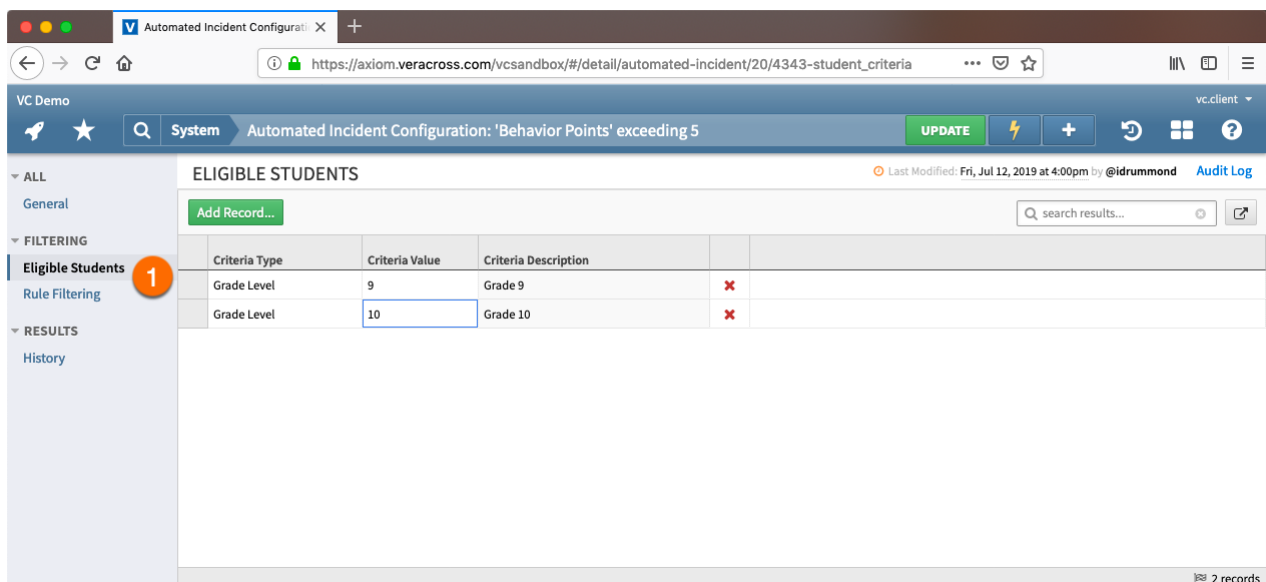
Important Note on Grading Period: The automated incident only looks at the start and end date of the grading period. It does not use it to filter by school level. Use the Rule Filtering tab to filter by grade levels if desired.

3. Works in conjunction with the Rule Filtering tab to set the details of the alert rules. This answers the question, “What should trigger this automated incident?”
 - Rule: Choose from several options, including behavior points (“severity index”), behavior incident or outcome, and master or class attendance.
 - Criteria: Depending on which rule you choose, you’ll have different criteria options. For example, if you select “behavior points” as the rule, the only criteria option is “behavior points,” but if you select one of the attendance options, you can choose between “count” (that counts the total number) and “consecutive count” (that counts consecutively, e.g., to look for three consecutive absences in a class).
 - Threshold: Enter the number required to trigger the behavior. In the above example, five (5) behavior points are required.
 - Occurrence Frequency: Select “once” to trigger the automation once and only once, regardless of how many times the threshold is met or “multiple” to trigger it every time it is

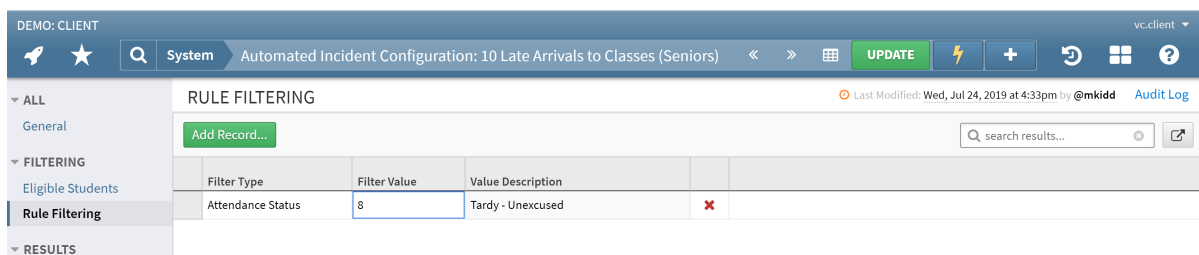
met. For example, if you set up an automated incident to trigger for three absences, a student who has ten absences would get a single automated incident if set to “once” and three if set to multiple (because the incident would be triggered at three absences, then again at six and nine absences). Note: If processing an alert configuration retroactively (i.e., after a grading period has begun), no more than one alert will be created.

4. The incidents and outcomes are populated from the incidents and outcomes you have configured in your system. Select a behavior incident (required) to be automatically added when the alert rule details are met.
 - o If you select a behavior incident with a default outcome, that is the outcome that will be populated on the behavior record. If you select a behavior outcome in the “Behavior Outcome” field, that outcome will be populated on the behavior record, overriding the default if there is one.
 - o View the list of configured incidents and outcomes via the two links.

Filtering



1. After adding the automated incident configuration record, you can filter by grade level on the “Eligible Students” tab. Depending on which rule you are using on the “General” tab, various rule filtering options are available on the “Rule Filtering” tab.
- 2.



The “Rule Filtering” tab works in conjunction with the parameters defined in the Alert Rule Details section on the general tab. This is where the actual criteria are defined for the rule. *It is*

highly advised that you always set rules here.

Example Scenarios

Here are a few example configurations. It is important to note that because automated incidents are not generated in real-time, you should not use them as an attendance monitoring/alert system. Rather, they are designed to create behavior incidents that represent a potentially troubling pattern that you want to query on or communicate to a defined set of people.

1. "A student is tardy to school three times, resulting in {Behavior}" (Master Attendance)
 2. "A student is absent from the same class three consecutive times, resulting in {Behavior}" (Class attendance - Single Class)
 3. "A student is absent to any class 5 times in a semester, resulting in {Behavior}" (Class attendance - Multiple Classes)
 4. "A student receives 3 dress code violations (behavior incident), resulting in {Behavior}" (Behavior Incident)
 5. "A student receives 3 lunch detentions (behavior outcome), resulting in {Behavior}" (Behavior Outcome)
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