Student Engagement/Early Alert Process Faculty Guide

Welcome to the Student Engagement/Early Alert Process Faculty Guide!

This guide includes an overview of the Early Alert Process, instructions for submitting an Early Alert and answers to frequently asked questions.

The goals of the Early Alert program are to increase retention, persistence and success. It was designed to identify students who may be at risk of academic difficulty or failure as early as possible.

Faculty are able to see firsthand when students are experiencing barriers to success or showing signs that they may need additional support. Observing these behaviors and intervening in a timely and meaningful way is critical to helping students overcome problems and issues. That is why you are so critical to the success of this program; you provide the connection between the students and the resources available to help them succeed.

Faculty and staff are not expected to provide personal counseling to students. Instead, faculty and staff play an important role in encouraging students to use campus resources such as Academic Success Coaches, Counseling Services, The Learning Commons, Student Support Services, etc.

Faculty are encouraged to make an Early Alert referral as soon as signs of barriers to success appear.

Please know this is different from the Enrollment Verification process at the start of the semester. Early Alerts can be submitted at any point in the semester, but there may be limited options for students later in the semester. If students are unable to improve their performance for your specific class, doing an Early Alert towards the end of the semester can still invite and encourage the student to utilize resources to improve in the following semester.

Early Alert Submission Deadlines:
Week 2 through the end of Week 5
**Week 8 through the end of week 10**

The Process:

1. Faculty submits an Early Alert Referral during the required timeframe.
2. The referral is received by the Academic Success Coach leadership team.
3. The Academic Success Coach leadership assigns the student to a Coach if they do not already have one, or the Academic Success Coach receives referral directly and reaches out.
4. Success Coach reaches out to student to offer support, guidance, skill-building, and/or connection to appropriate resources.
5. Academic Success Coach leadership emails each referring faculty member from the previous week to let them know who their assigned Coaches are for all students referred along with their contact information to encourage communication and follow-up.
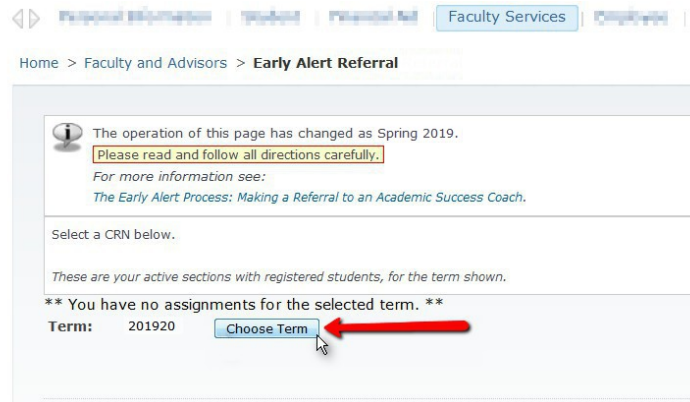
How to Submit an Early Alert:

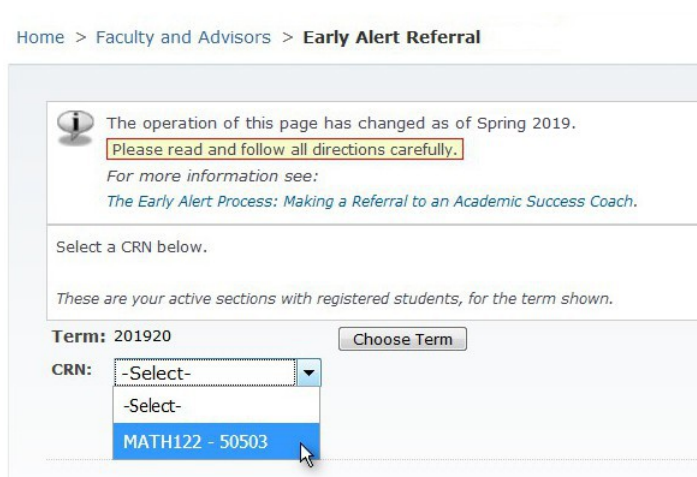To access and submit your Early Alert, log in to myLCC and click on Banner in the upper right side of the screen
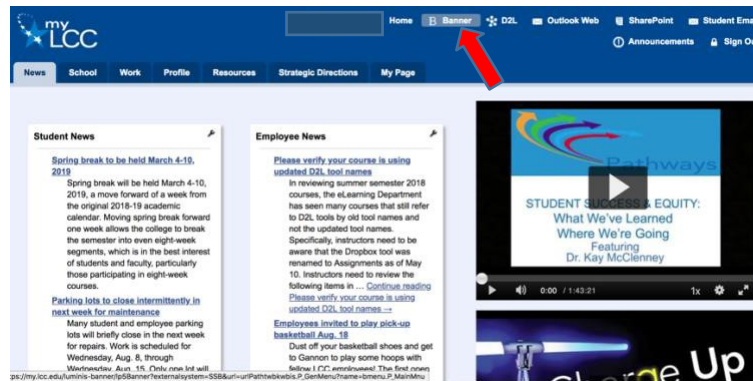
Under the Faculty Services tab, click **Early Alert Referral**

Updated 12/1/20
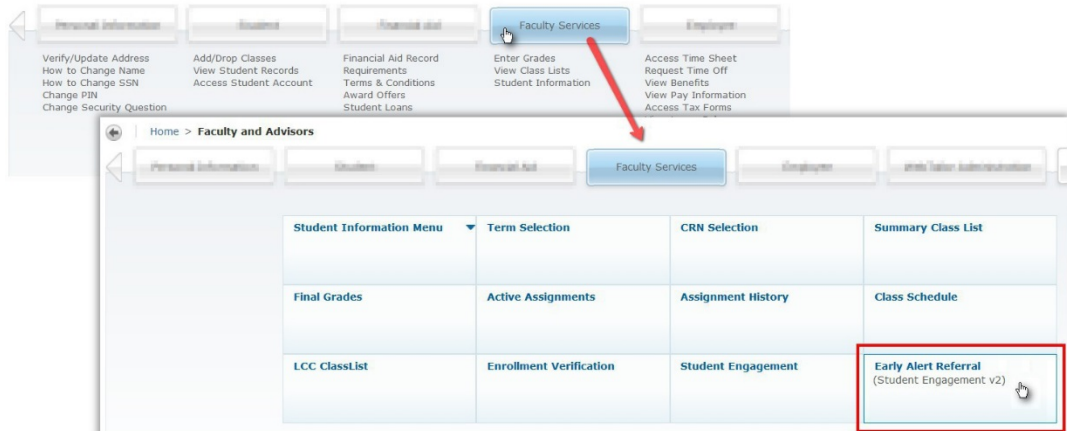
The term will default to the current term code or one used earlier in SSB. This can be set here by the faculty member if there are no CRNs in the term shown.
Select Choose Term.

Home > Faculty and Advisors > **Early Alert Referral**

The operation of this page has changed as Spring 2019.
Please read and follow all directions carefully.
For more information see:
The Early Alert Process: Making a Referral to an Academic Success Coach.

Select a CRN below.

These are your active sections with registered students, for the term shown.

** You have no assignments for the selected term. **
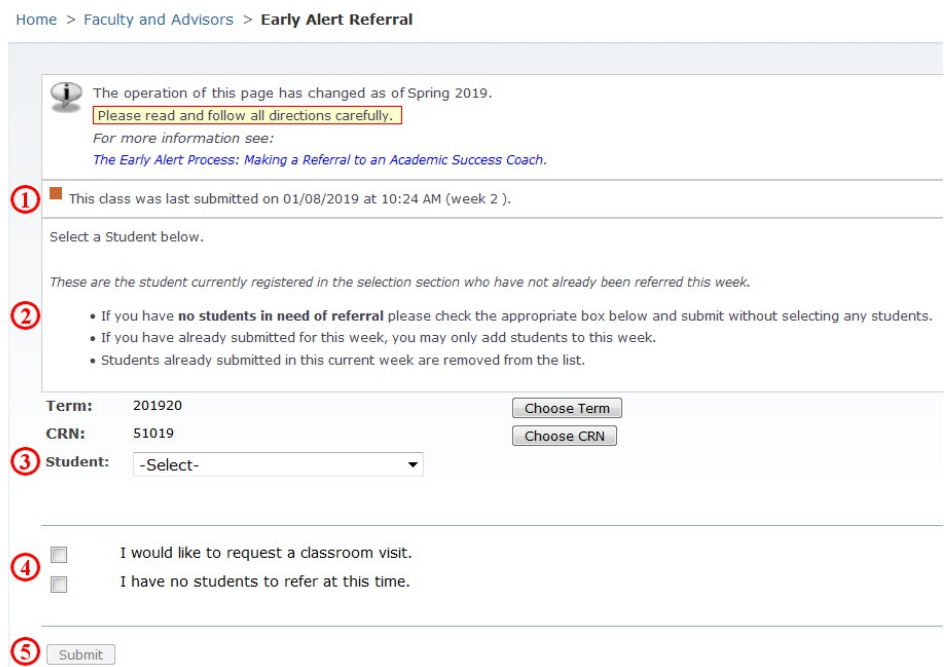Term: 201920   Choose Term

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The CRN dropdown will show all classes for which the faculty member has been assigned as the primary instructor and which are active and contain registered students.
Select the proper class.

Home > Faculty and Advisors > **Early Alert Referral**

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The Early Alert Process: Making a Referral to an Academic Success Coach.

Select a CRN below.

These are your active sections with registered students, for the term shown.

Term: 201920   Choose Term
CRN: -Select- ▼
          -Select-
          MATH122 – 50503

A selection of students will appear, and page directions have changed. Specifically:

1. Last Submission
   - Will say if the class has not been submitted yet
2. Changed Behavior
   - If you have no one to refer, you can check that box at page bottom
3. Student dropdown
   - Students already submitted this week will not be in the selection list.
4. New Checkbox
   - Check when no one needs referral
5. Submit
   - Disabled unless the new checkbox is used.

Home > Faculty and Advisors > **Early Alert Referral**

The operation of this page has changed as of Spring 2019.
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For more information see:
The Early Alert Process: Making a Referral to an Academic Success Coach.

① ■ This class was last submitted on 01/08/2019 at 10:24 AM (week 2).

Select a Student below.

These are the student currently registered in the selection section who have not already been referred this week.

② • If you have **no students in need of referral** please check the appropriate box below and submit without selecting any students.
   • If you have already submitted for this week, you may only add students to this week.
   • Students already submitted in this current week are removed from the list.

Term: 201920   Choose Term
CRN: 51019   Choose CRN
③ **Student:**   -Select-   ▼

④ ☐   I would like to request a classroom visit.
   ☐   I have no students to refer at this time.

⑤ Submit

The student referral page form now applies to one student, where the previous version had a table of students with a single checkbox per student.

This is the form's top half.

Note that the week referenced is the week of the year, not of the term.

The bottom of the same page contains the referral form entry.

Note that the Submit button is disabled until there is information in at least one of the first three input areas.

1. Academic
   Check any of these which apply; if none do, but the referral is academic, leave them unchecked and provide an explanatory remark.

2. Non-Academic
   (Same as the Academic above)

3. Explanatory Remark
   Provide a brief explanation of the referral reason.

4. Checkboxes
   - Request a classroom visit. Would you like an ASC to visit your class?
   - Communicated concerns. Have you discussed this matter with the student?
   - Notified of this referral. Have you notified the student you are making this referral?

The operation of this page has changed as of Spring 2019.
Please read and follow all directions carefully.
For more information see:
The Early Alert Process: Making a Referral to an Academic Success Coach.

Fill out the student information. When done, check the appropriate boxes at the bottom of the page and submit.

■ This class was last submitted on 01/08/2019 at 10:24 AM (week 2).

⚠ There is a 60 minute time out on this page. Submit by: 01/17/2019 at 12:12 PM.

Term:	201920	Choose Term
CRN:	51019	Choose CRN
Student:	X▮▮2994 D▮▮▮ T.	Choose Student

Enter Referral Information

① Academic
- ☐ Academic Skill Building
- ☐ Missing Assigments
- ☐ Language Barrier
- ☐ Tutoring Referral
- ☐ Writing Center Referral

② Non-Academic
- ☐ Attendance
- ☐ Non-Academic Skill Building
- ☐ Community Resources
- ☐ Financial Resources
- ☐ Student Support Services Referral

③ Explanatory Remark
Remarks to be shared with ASC, secondary referral, and/or student

④
- ☐ I would like to request a classroom visit.
- ☐ I have communicated my concerns to this student.
- ☐ I have notified this student of this referral.

Submit

Early Alert Submission Deadlines:

Please submit an Early Alert for students exhibiting the above academic and/or non-academic concerns during the timeframes below.

Early Alert Submission Deadlines:
Week 2 through the end of Week 5
Week 8 through the end of week 10

Updated 12/1/20

Faculty should attempt to provide classroom or private interventions for their students prior to submitting an Early Alert.

Frequently Asked Questions

What is an Early Alert?

The Early Alert process is a college-wide collaborative effort designed to support student success by identifying and warning students who may be in danger of failing one or more courses.

Through the utilization of the Early Alert, an attempt can be made for faculty and staff to work together in helping LCC students achieve success. Through the initiation of an Early Alert referral, individuals from various departments will attempt to connect with students and partner with faculty to provide additional support.

How does the Early Alert help students?

Early Alerts help students by providing connections to useful resources that will support them in their current situation. Campus professionals will make efforts to personally reach out to students and provide relevant, targeted support.

How does the Early Alert help faculty?

An Early Alert is a tool designed to provide faculty with an easy way to partner with other campus professionals to reach out to students who are struggling to achieve success in the classroom once other methods of outreach have been unsuccessful. The Early Alert should be used in conjunction with faculty member outreach to aid in connecting the student to additional campus resources.

What happens once my Early Alert is submitted?

The Early Alert is received by the ASC Leadership Team who first assigns the student to a Success Coach if they do not already have one, and then works collaboratively with other academic and support areas to provide connections and resources to students. All student progress will be monitored and tracked by the assigned Success Coach to ensure that the necessary assistance and follow-up occurs.

When should I submit an Early Alert?

Faculty should only submit Early Alerts for students exhibiting attendance, academic and/or non-academic concerns that are negatively impacting their ability to succeed in the class.

Please use the Early Alert Decision Tree at the end of this guide as a quick reference when making Early Alert referrals.

What are the types of Early Alerts?

There are two categories of Early Alerts that cover a variety of issues a student may be facing. The more information we are able to gather, the better we will be able to assist students.

Early Alert Categories:
1. Academic Early Alerts
2. Non-Academic Early Alerts

Academic Early Alerts: used for students who are struggling *academically* in class and could benefit from assistance with overall content, writing assignments, study skills, language barriers, etc.

- Academic Skill-Building – students who need assistance with organizational skills, time management and/or study skills.
- Missing Assignments – students who have yet to turn in multiple assignments but can still catch-up if assisted.
- Language Barrier – students for whom spoken English is a significant barrier to their success.
- Tutoring Referral – students who are having a difficult time understanding and keeping up with the content of your course.
- Writing Center Referral – students who are struggling with writing assignments in your course.

Non-Academic Early Alerts: used for students who are struggling in *non-academic* areas of the student cycle. These students may be missing class frequently or exhibiting signs of distress that indicate the need for additional support.

- Attendance – students who have missed two or more consecutive days of class without communicating with their professor.
- Non-Academic Skill-Building – students who need assistance with planning, goal setting, communication, life skills, the transition to college, etc.
- Community Resources – students you believe may have issues with housing, food or transportation.
- Financial Resources – students who may be struggling with cost of living or may need additional financial assistance.
- Limited Access to Technology – students who do not have the tools to learn online such as a laptop or internet
- Limited Technology Ability – students who may lack some computer skills or online learning skills
- Support Services Referral – students who may need accommodations, disability services, global student services, those who have experienced foster care or those who may need counseling services.

What if I have immediate concerns about a student's mental health or safety?
Do not submit an Early Alert as the system is not intended for mental health or emergency situations. Please contact the LCC Police at 517-483-1800 for immediate concerns or follow the BIT (Behavioral Intervention Team) process. https://www.lcc.edu/consumer-information/student-compliance/bit.html

Who do I contact about my referral?

Sarah Garcia-Linz
Academic Success Coach Manager
linzs1@star.lcc.edu
517-582-5048

Pam Jaymes
Academic Success Coach Manager
jaymesp@star.lcc.edu
517-582-3061