EARLY ALERT

Support strategies to aid student engagement and academic success
FVCC’s Early Alert System

- Electronic, simple and proactive; a team effort intervention program involving faculty and advising staff
- Faculty asked to interact with students regarding issues that may affect their ability to succeed.
- If needed, advising staff continues intervention.

For your convenience, the Academic Alert System portion of the Advising Portal can also be accessed from your home computer. Make SURE to CLICK THE “OFF CAMPUS ACCESS” BUTTON
**Ideal Early Alert Timeline for Fall and Spring Semesters:**
Instructors can issue alerts throughout Week 11, or the week before the last date to drop during any semester.

<table>
<thead>
<tr>
<th>When? (n.b.: this time line is valid for spring and fall semesters)</th>
<th>What is happening? Note: All actions are recorded in CAMS</th>
<th>Who?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Starting week 1</td>
<td>Early Alerts issued</td>
<td>Instructors</td>
</tr>
<tr>
<td>Week 1-6</td>
<td>• Early Alerts are addressed</td>
<td>• Instructor and alerted students</td>
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<td></td>
<td>• Retention Coordinator or Learning Center staff place phone calls to all alerted students</td>
<td>• Support staff in the Learning Center</td>
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<tr>
<td>By end of week 6 (or as deemed appropriate by instructor)</td>
<td>All alerts addressed to instructor's satisfaction are closed (use Phase I Follow Up button)</td>
<td>Instructors</td>
</tr>
<tr>
<td>Week 7</td>
<td>Phase II Follow Up: • E-mail sent to all to all open alerts. Students are referred to support services. • A letter is sent out to students without an updated e-mail address or phone number.</td>
<td>Retention Coordinator</td>
</tr>
<tr>
<td>Week 7-10</td>
<td>Alerts continue to be issued/addressed and/or closed as deemed appropriate.</td>
<td>Instructor/ Advising staff/ Retention Coordinator</td>
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<tr>
<td>Week 11</td>
<td>A final letter is sent out to all open alerts.</td>
<td>Retention Coordinator</td>
</tr>
<tr>
<td>Week 13</td>
<td>Last day to drop classes varies. Make sure to check calendar and remind your students.</td>
<td>Student who opts to drop</td>
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### Example here: Summer Semester full length classes. When?

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| **Week 1-3** | • Early Alerts are addressed  
• Retention Coordinator or Learning Center staff place phone calls to all alerted students | **Instructor and alerted students**  
**Support staff in the Learning Center** |
| **By end of week 5 (or as deemed appropriate by instructor)** | All alerts addressed to instructor’s satisfaction are closed (use Phase I Follow Up button) | **Instructors** |
| **Week 6** | Phase II Follow Up:  
• E-mail sent to all to all open alerts. Students are referred to support services.  
• a letter is sent out to students without an updated e-mail address or phone number. | **Retention Coordinator** |
| **Through Week 7** | Alerts continue to be issued/ addressed and/ or closed as deemed appropriate. | **Instructor/ Advising staff/ Retention Coordinator** |
| **Week 7** | A final letter is sent out to all open alerts. | **Retention Coordinator** |
| **Week 8** | Last day to drop classes varies. Make sure to check calendar. | Student who opts to drop |
SUCCESS STARTS HERE!

The Early Alert Process
Faculty Intervention--Instructor identifies a student or students having difficulty in class. Some areas of concern would be:

- No Shows
- Excessive Absences
- Excessive Tardiness
- Academic Concern
- Low Homework/Quiz Scores
- Low Test Scores
- Personal Concern
- Other
Notification is sent by the instructor through the Advising Portal and Academic Alert System in CAMS.

This should *ideally* occur in the very first weeks of the semester.
IF YOU ARE ACCESSING THE SYSTEM FROM ONE OF THE FVCC CAMPUSES, CLICK ON
IF ACCESSING SYSTEM ON CAMPUS: ON FACULTY PORTAL PAGE, CLICK ON **ADVISING PORTAL AND ACADEMIC ALERT SYSTEM**

**Faculty Portal Login**

**Useful Links:**
- *The Advising Portal and Academic Alert System [on campus access only]*
- **The Academic Alert System [off campus access]**
- **Academic Alert Training Document [pdf]**

Note: Required fields are marked with an asterisk (*)

*Username: [Enter username]*  
*Password: [Enter password]*

Term: 13/SP

Login

First Time Login - Please Note
IF YOU ARE ISSUING/MANAGING ALERTS FROM YOUR HOME COMPUTER, CLICK ON:
Click on Academic Early Warning Tab
Click on “My courses” and “refresh”
SELECT THE DESIRED COURSE
SELECT student/ Select indicators/ write brief comment/ click on Submit
AFTER YOU **SUBMIT** YOUR ALERT:

- An Early Alert notice automatically appears on the alerted student’s portal

Student Portal News

Your Academic Program is:  Non Degree

Click here if your Program is NOT Correct

!!ALERT!! Concerning your coursework in BIOB_101_1 and CMPA_102_1 - Please Contact Your Instructor
SIMULTANEOUSLY, AN AUTOMATED E-MAIL GOES OUT TO STUDENT + COPIED TO RETENTION COORDINATOR:

- Dear Student Name        ID# A0000000000
- I am glad that you are enrolled in my class, “Name and course number”. Success in college can sometimes be challenging and I want you to know that I am here to help you achieve your academic goals. I am concerned that you are not achieving the success you may desire in my class. If I can be of immediate assistance to you, please make sure to speak with me either before or after our next class or schedule a time during my office hours.
- If you prefer, please seek help from one of our FVCC advisors in one of three ways:
  - If you are in proximity to the main campus, you can contact the Learning Center at 756-3880.
  - If you are in proximity to the Lincoln County Campus, you can contact the Academic Reinforcement Center at 293-2721 ext. 232.
  - If you are a fully online student, you can contact the Extended Learning Division Student Services Office at 293-2721 ext. 223.
- All FVCC staff members at these locations are happy to provide you with support services to aid your success efforts and help you navigate through academia. When making an appointment, please indicate that you are following up on an Early Alert.

- Instructor Name
- (406) 756-3822
- instructor@fvcc.edu
- Blake Hall 321
SAMPLE OF WHAT YOU/RETENTION COORDINATOR MAY SEE IN E-MAIL INBOXES. STUDENT WILL NOT GET THIS INFORMATION.

- Advising Portal Early Warning Information

- Student: Faith Hodges ID# xxxx

  - Phone: 406-752-8566
  - EMail: fhodges@fvcc.edu
  - Academic Program: Non Degree
  - Advisor: Not Assigned

- Indicator: personal concern
- Comments: Faith is frequently late for class or absent due to her intense work schedule.

- Course: GRMN_101GH_1 - Elementary German I

IF STUDENT HAS NO E-MAIL ADDRESS ON FILE, RETENTION COORDINATOR WILL RECEIVE AN E-MAIL NOTIFICATION THAT LOOKS LIKE THIS:

From: FVCC-Early-Alert
Sent: Tuesday, December 21, 2011 12:02 PM
To: InstructorEmailAccount
Subject: Notification of Concern - WRIT_101W_31

Advising Portal Early Warning Information

Student: Student Name    ID# A0000000000 - does not have an email address, and has not been sent a Notification of Concern email.

Course: WRIT_101W_31 - College Writing I

- Note: we generally have only few such cases
**WHAT’S NEXT?**

- Retention Coordinator will place a phone call/ log intervention to all alerted students – generally within 48 hours from alert issue.

- An email ascertaining that intervention has taken place is automatically sent to you once the intervention is logged.

- If you wish to reach out to students yourself, please log intervention in the system to avoid redundancy.
From day of issuing alert onward: To manage/update/view interventions or close alert status: Click on Phase I “Follow up” and select student.
• When you click on **Follow-Up**, it takes you to this screen.
• Enter information regarding student’s plan to rectify your concerns and click on **Submit Follow-Up Memo**.
• **ALL** Learning Center staff interventions also will be logged there for easy shared access.
• Or, if issue is addressed to **your** satisfaction, submit memo and click on **Close this Early Warning Incident**.
Next Steps

- If Early Alert remains open (possible reasons: student does not respond/ reason for issuing the Early Alert is not rectified/ addressed), Advising and Retention Coordinator intervenes in Phase II

- **Phase II** = follow up e-mails will be sent in **week 7 (regular semesters)** to all alerts that remain open.

- *Instructors: Please close all alerts that have been addressed to your satisfaction by the end of Week 6 or as you see fit. An e-mail reminding you to do so will be sent to you by Retention Coordinator.*
Greetings Student Name,

Our Early Alert referral system indicates that your M_065_2 (Prealgebra) instructor, Daniel Voermans, is concerned about your progress. You should have received an email and an early warning on your student portal regarding this concern. This is a follow-up to the initial contact.

FVCC has advisors and tutors on staff at both the main campus in Kalispell and the Lincoln County Campus in Libby who are eager to help you! We are contacting you to encourage you to take a few simple steps that could help you succeed.

1. Meet with your instructor during office hours to discuss ways to succeed in the course. Office hours and contact information are listed on your course syllabus;

2. Schedule an appointment with your academic advisor to discuss ways to assist you with your success;

3. Make an appointment to visit us in the Learning Center on the main campus or the Academic Reinforcement Center at the Lincoln County Campus as soon as possible to discuss your options and resources available. When you make your appointment, please make sure to indicate that you are following up on an Early Alert.

We wholeheartedly believe in your ability to be successful and we are here to help. Please schedule an appointment by giving us a call:

Learning Center on the main campus 406-756-3880.
Academic Reinforcement Center on the Lincoln County Campus 406-293-2721 ext: 232.

Thank you,
Your Friendly Academic Support Staff
BY WEEK 13:

**Final outcome:**
- Early alert is **addressed/resolved 😊** or remain open.
- Retention Coordinator will log all students’ grades and close alerts after the end of the semester.
- You will continue to be able to access all your alerts by selecting the appropriate semester and then clicking on **Closed** and **Refresh**.
How can you help?

- Give your students timely feedback.
- Know how to use Faculty and Advising Portals.
- **Include an EA statement on your syllabi and remind students that you are planning to use EA.**
- Encourage students to maintain their current e-mail address in their portal at the beginning of each semester.
- Remind students to check their e-mail and student portal routinely.
- Make sure all actions/interactions are recorded in EA system.
Please call Retention Coordinator, Mary Jordt, at 756-3673 or e-mail mjordt@fvcc.edu

Thank You!!