# **Quick Guide to Early Alert**

# Submitting an alert through myCOTC:

In myCOTC, you will find an "Applications" block on the right hand side of the page. Select "Early Alert Faculty Portal"

Applications	Tutorials
Early Alert Faculty Portal	
Colleague UI 5.3	
Reporting Analytics 2.0	
CRM Advise	

The link will direct you to the CRM Advise "Faculty Experience Portal". All of your assigned course sections should appear on the left-hand side.

## Submitting an alert through Canvas:

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	Troy King		
Account	Logout		
ری) Dashboard			
	Notifications		Submit Grades -
Courses	Profile		
	Files		TEST
Calendar	Settings		Early Alert
し Inbox	Shared Content		Larry Alert
()	Early Alert		Library Link
History	Folio		Library Link
C)	QR for Mobile Login		Settings
Commons	Global Announcements		0

There are two early alert access points in Canvas. One can be found from your dashboard or in any course by clicking on your Account profile, then clicking Early Alert. The other is in any course. One of the default options in the left navigation column, towards the bottom, is an Early Alert link, pictured above right.

To submit an alert, select the student(s) for which you wish to raise a concern by clicking the open box next to their name. You can submit alerts individually or select multiple students at one time.

ellucia e Alerts	AT 1.			
PSY-100 NE	Search PSY-100 NE		р	er Page: View All 👻
	Name	∞ ID	Class Level	\$
	Boop, Betty	0048005	First-Year	
	Duck, Donald	0214468	First-Year	
	Fern, Green	0211690	First-Year	
	Mouse, Mickey	0152730	First-Year	

Once you have selected your student(s), the alert categories will appear on the right-hand side. Click the appropriate category related to your concerns for the student(s) and select "Next". You are only able to select one category at a time

Sea	arch PSY-100 NE		Per Page:	View All 👻	
			2 s	tudent(s) selected	
	Name ~	ID	Class Level	\$	Select Alert Type
	Boop, Betty	0048005	First-Year		Absent first day of class
	Duck, Donald	0214468	First-Year		<ul> <li>Attendance Issues</li> <li>Incomplete or Missing Assignments</li> </ul>
	Fern, Green	0211690	First-Year		Kudos Low exam, quiz or test score(s)
	Mouse, Mickey	0152730	First-Year		<ul> <li>Online Participation</li> <li>Other</li> <li>Personal Issue</li> <li>Student has no textbook or act code</li> </ul>
					Cancel Next

A screen will then appear to leave notes regarding the case. If you would like to expand upon concerns, this is the area in which to do so. Notes are not required to move the alert forward, but they are helpful when conducting outreach to the student. Please note: if you have multiple

Alert: Kudos	
Student	Alert Owner
Boop, Betty	Siesel, Ashley
Duck, Donald	Siesel, Ashley



Notes: An "A" was achieved on the last exam. This is not a comm grade and the student should be proud of their performance.

students selected it will leave the same note for each student. If you are leaving information that is specific to the individual, please only select one student at a time. When you have completed your note, select "Next".

The "Review & Submit" screen will not appear for you. You can verify the student(s) selected for alert submission and identify the owner responsible for case outreach. You can select to go "back" if you wish to make any changes,



Or, you can select "Submit Alerts" to finish the process.

To review alert progress, click the gear icon in the upper right hand corner of the portal. Select "Alert History" from the drop down options. The "Alert History" page will appear. The "Status" column on the right side of the page will indicate whether the alert is "open" or "closed".

An alert will be closed if the student has been reached or if we were unable to make contact with the student after three attempts.

If you wish to know outreach attempts or details regarding conversations contact Troy King.

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Alert History						Alert History Sign Out Privacy Policies
PSY-100 -	^ Student	Class Level	C Alert	≎ Term	Owner	Status
08/14/2018	Duck, Donald	First-Year	Kudos	Autumn Semester 2018	Siesel, Ashley	Closed
08/14/2018	Boop, Betty	First-Year	Kudos	Autumn Semester 2018	Siesel, Ashley	Open

# **Early Alert FAQ's**

### When should I submit an Early Alert?

Research has shown that the earlier in the semester an intervention is staged, the more likely students will be successful in their courses. Early Alerts should be submitted as close to the start of the initial concern as possible for effective resolution.

### What information should I leave in an Early Alert note?

The most helpful Early Alerts include the following information (please be as specific as possible):

- Any communications you have had with the student about the issue
- If the student is allowed to make up missed work
- Changes that may indicate deteriorating academic focus (i.e. drop in grades and/or attendance, disclosure of major life event/crisis/hardship)

• Resources you feel could be beneficial to the student's success

Example: "Student missed the midterm and came to the next class without a valid excuse. Per my syllabus, the student is not permitted to make up the midterm. There is a total of 1,000 points to earn in this course; the student has only earned 375 points so far and the only remaining graded assignments left in this semester add up to 250. I spoke to the student after class and we discussed the situation, but I feel it would be helpful for a Gateway Student Success Staff Member to speak with the student as well."

#### When is the last date to submit an Early Alert?

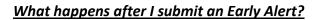
An Early Alert can be submitted at any point in time until the end of the semester. Outreach still occurs for Early Alerts submitted after the last date to withdraw from a semester course; *however, the conversation does change*. Even a late referral to resources may assist the student in earning a better grade than they would have without the resources at all. If you believe a student needs support from the Gateway, please feel free to submit an Early Alert at any time.

#### I received this error message when submitting my alert - what do I do?

The error message below is an indication you have timed out of your session within the Early Alert Portal. **Refresh your** web browser and you will be brought back to the Early Alert Faculty Portal. You may be asked to enter your login credentials again.

inor:

An error occurred while processing your request.



Early Alerts are directed to the new CRM Advise software program. Troy King, Director of Student Success, will direct a response to the case within 48 hours of submission. Outreach flow is listed below:

Attendance/Immediate Issues: Call (1<sup>st</sup> attempt) Email (2<sup>nd</sup> attempt) Personal Email (3<sup>rd</sup> attempt) **Grade Performance Issues:** Phone Email (1<sup>st</sup> attempt) Phone Call (2<sup>nd</sup> attempt) Personal Email (3<sup>rd</sup> attempt)

Outreach attempts beyond the 1<sup>st</sup> attempt occur if there is no response from the student. If a studens is not responsive after the 4<sup>th</sup> attempt outreach ceases and it is their responsibility to contact the college for a resolution to their situation.

If the student is responsive, further outreach is coordinated depending on the needs of the student.

**For Questions and/or Concerns regarding Early Alert, please contact:** Troy King, Director of Student Success, <u>king.2878@mail.cotc.edu</u>, 740-755-7189