Quick Guide to Early Alert
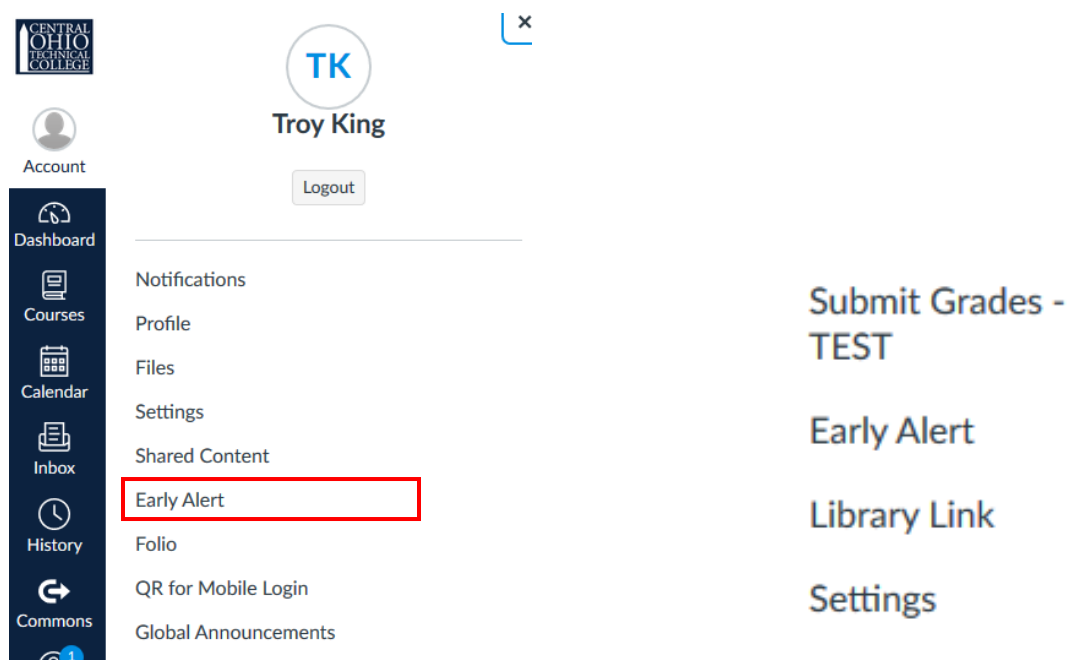
Submitting an alert through myCOTC:

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

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:

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.

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.**

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 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.

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.**

What happens after I submit an Early Alert?

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:	**Grade Performance Issues:** Phone
Call (1st attempt)	Email (1st attempt)
Email (2nd attempt)	Phone Call (2nd attempt)
Personal Email (3rd attempt)	Personal Email (3rd attempt)

Outreach attempts beyond the 1st attempt occur if there is no response from the student. If a studens is not responsive after the 4th 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:
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