

## What is Early Alert?

The Early Alert Project is a university-wide collaborative effort designed to support student learning by identifying and warning **undergraduate** students who may be in danger of failing one or more courses. Early Alerts are not grades. They are a means for faculty to communicate to students that a change is necessary and to activate outreach of additional resources that can support students' learning. It also helps the university correct enrollment errors by identifying students who are attending classes or sections other than the ones in which they are officially enrolled.

## When and how will Early Alert take place this spring 2018?

Early Alert starts, Tuesday, February 13 and ends, Monday, March 5. We will be using SSC-Campus for Early Alert again this spring.

## What are the Early Alert Reasons?

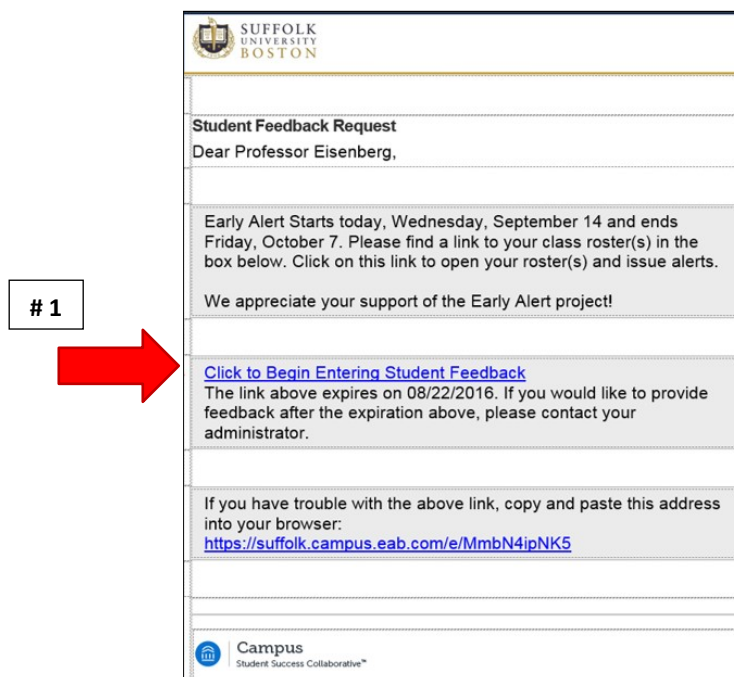
We have modified the Early Alert Reasons this spring. The following recommendations can be made:

### Early Alert Reasons:

- Recommend content Tutoring/Study Group Support
- Recommend English Language Services
- Recommend Writing Support
- Recommend Academic Coaching – Excessive Absences
- Recommend Academic Coaching – Missing Assignments
- Recommend Academic Coaching – Time Management/Study Strategies

## How do I issue an Early Alert through SSC-Campus?

On Tuesday, February 13, you will receive an email entitled **Student Feedback Request** per below. This email includes a direct link (arrow # 1) that you can click on to view your course roster(s). If you teach more than one class, you will be able to view all your rosters once you click the link. **Once you click on the link you will be prompted to enter your Suffolk login information. This will be the same username and password that you use for your Suffolk email account.**





**If I want to submit all my alerts all at once, what do I do?**

If you want to do it all at once, once you are done, you click the second blue button, that says “Submit unmarked students as not at-risk (I’m all done)” (arrow # 4).

**What if I have no students to alert?**

If you have no at-risk students, please just select the second button (arrow # 4) “Submit unmarked students as not at-risk (I’m done)”. We need you to do this, so that we will know that you have participated in Early Alert.

**What if I want to alert a student after the March 5, deadline?**

Faculty may refer a student to the Division of Student Success via our [Faculty Referral Process](#) beyond the Early Alert deadline, and an administrator will follow up with the student and connect them with the appropriate services.

**What happens with the alerts?**

Students will receive an email per below specifying who alerted them, how to check the alert reason and what steps they should take to address the alert. All alerted students will receive outreach from administrators in the Division of Student Success.

**You have an Early Alert!**

To see what service your Professor is recommending you utilize, please log into SSC-Campus per the instructions below:

1. Go to <https://suffolk.campus.eab.com>
2. Enter your Suffolk Username and Password (use the same login information you use for Suffolk email)
3. Click on Reports to view your Early Alert(s)

Please act on your Professor’s recommendation(s) per the instructions below:

- **Writing Support:** You will receive an email with instructions for how to make a writing appointment online. Additionally, you can call 617-573-8034 or visit the Division of Student Success on the 9th floor of 73 Tremont to schedule a writing appointment. We have drop-in writing hours in the Library too. Click [here](#) for the drop-in schedule.
- **English Language Services:** Click [here](#) to see our English proficiency workshop schedule.
- **Content Tutoring/Study Group Support:** Click [here](#) for a list of courses that we offer tutoring in. In addition, you can call 617-573-8034 or visit the Division of Student Success on the 9th floor of 73 Tremont to schedule a content tutoring appointment. For the drop-in Study Group schedule, click [here](#).
- **Academic Coaching:** Email [odowney@suffolk.edu](mailto:odowney@suffolk.edu) to be assigned an academic coach.

For questions or concerns, reply to: [odowney@suffolk.edu](mailto:odowney@suffolk.edu).

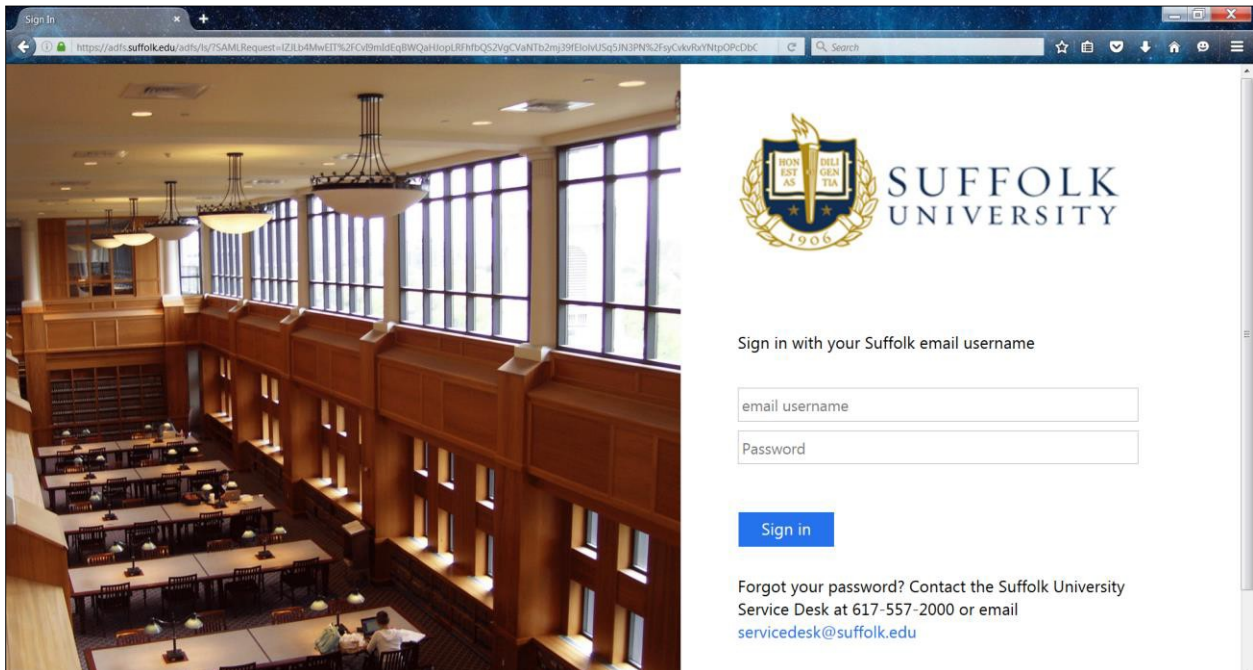
**Class:**

**Evaluated by:**

**How do I see what Outreach has occurred for students I alerted? (Closing the loop)**

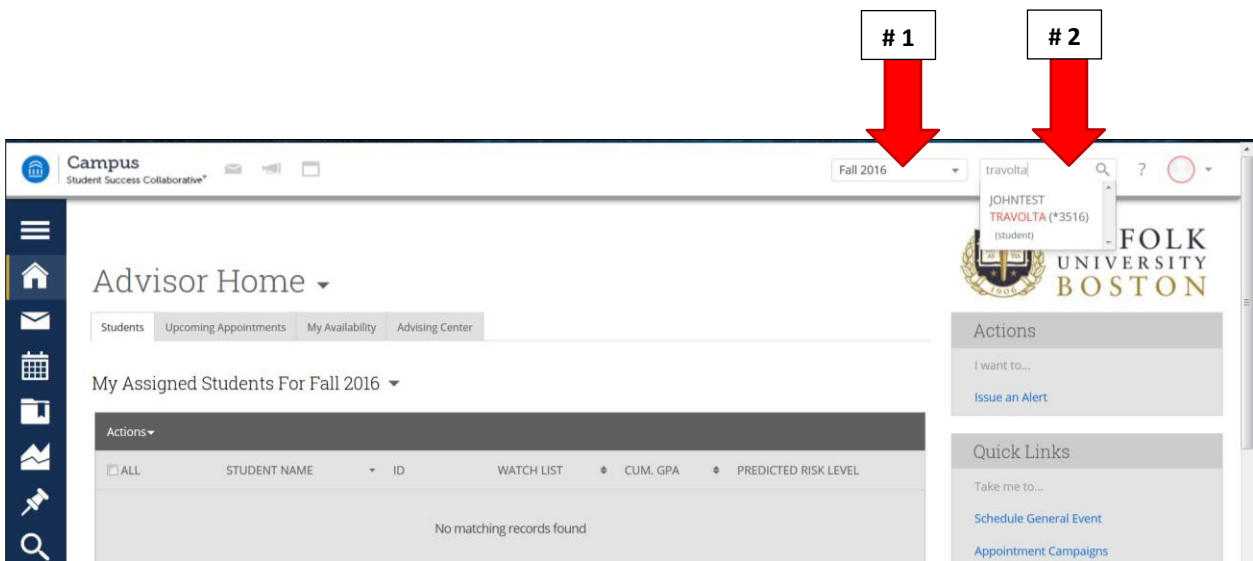
You will need to log into SSC-Campus per the instructions below:

- 1) Go to <https://suffolk.campus.eab.com>
- 2) Enter your Suffolk Username and Password (Same as your Suffolk Email **WITHOUT @ Suffolk.edu**)



**How do I search for a student that I alerted?**

To search for a student, you first select the appropriate term (spring 2018) per arrow # 1 below, then you enter the ID # or first name, last name in the search bar per arrow # 2:



## EARLY ALERT USING SSC-CAMPUS

This will bring you to the student profile per below. To view the Early Alert outreach that has been done, under Staff Alerts (arrow # 1), select Open Cases (arrow # 2) per the arrow below:

The screenshot shows the Campus Student Success Collaborative interface for student JOHNTTEST TRAVOLTA. The page includes navigation tabs (Overview, Success Progress, History, Class Info, Major Explorer, More), a 'Your Reminders About JOHNTTEST' section with a table of reminders (currently empty), and a 'Staff Alerts' sidebar with 6 alerts, including 2 Progress Reports At-Risk, 2 Open Cases, and 2 Alerts. Red arrows labeled #1 and #2 point to the Staff Alerts sidebar and the Open Cases link respectively.

Scroll down and under Open Cases, you will see the student and alerts received. You can click on Manage Case per arrow # 1 below, to view the outreach that has occurred. If the case has been closed, you will select the Closed Cases tab, per arrow # 2.

The screenshot shows the 'Open Cases' section of the Campus Student Success Collaborative interface. A table lists two cases with columns for Date Opened, Reasons, Issued By, and Assigned To. Red arrows labeled #1 and #2 point to the 'Manage Case' button and the 'Open Cases' tab respectively.

DATE OPENED	REASONS	ISSUED BY	ASSIGNED TO	
08/17/2016	Trouble with Subject Matter/course content	Jill Eisenberg	Orla Downey, Rebecca Fiore	Manage Case
08/17/2016	Excessive Absences from class	David Gallant	Rebecca Fiore	Manage Case



## EARLY ALERT USING SSC-CAMPUS

When you click Manage Case, you will be brought to the screen below, which details who was assigned the case and all the outreach that has occurred. Please know that caseworkers are working with multiple students simultaneously and will continue outreach over several weeks.

**MANAGE CASE**

Class: WRI-102-AE First Year Writing II

**JOHNTTEST TRAVOLTA**  
Reason(s): Excessive Absences from class

Case Owner: Karen McKetchnie Assigned To: Rebecca Fiore

Case Activity:

Date	Activity	Time
08/17/2016	David Gallant assigned case to Orla Downey.	08:47AM
08/17/2016	David Gallant opened case.	08:47AM
08/17/2016	David Gallant added comment: Seems to be away often trying to make it in Hollywood	08:47AM
08/17/2016	Jill Eisenberg added comment: Grease Lightning	08:50AM
08/17/2016	Orla Downey changed owner to Karen McKetchnie.	10:28AM
08/17/2016	Orla Downey unassigned case from Orla Downey.	10:28AM
08/17/2016	Orla Downey assigned case to Karen McKetchnie.	10:28AM

Student Info:

Age: 49  
DOB: 01/01/1967  
Address: 41 Temple St, Boston, MA 02108  
Email: rbaetzel@suffolk.edu  
Home: 6175738302  
Login Status: Login Enabled Via SSO

A Closed Case will include the outcome of the outreach, for example, *Unresponsive to Outreach*, per the arrow below.

**MANAGE CASE**

Class: MATH-128-AE Math for the Modern World

**JOHNTTEST TRAVOLTA**  
Reason(s): Trouble with Subject Matter/course content

Case Activity:


Date	Activity	Time
08/17/2016	Jill Eisenberg assigned case to Orla Downey.	09:12AM
08/17/2016	Jill Eisenberg opened case.	09:12AM
08/17/2016	Jill Eisenberg added comment: John is struggling	09:12AM
08/22/2016	Orla Downey changed owner to Rebecca Fiore.	12:48PM
08/22/2016	Orla Downey assigned case to Rebecca Fiore.	12:49PM
08/22/2016	Rebecca Fiore closed case (Unresponsive to outreach)	01:49PM

Student Info:

Age: 49  
DOB: 01/01/1967  
Address: 41 Temple St, Boston, MA 02108  
Email: rbaetzel@suffolk.edu  
Home: 6175738302  
Login Status: Login Enabled Via SSO

Case Closed Reopen Case

Once a case is closed, you will also receive an email per below. This could be your prompt to log into SSC-Campus to see what the outcome of the outreach was.



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## Case Closed

**Student:**  
JOHNTEST TRAVOLTA

**Alert Reasons:**  
Trouble with Subject Matter/course content

**Alert issued on:**  
August 17

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**What if I need additional information?**

If you have any questions or concerns about Early Alert, please contact Orla Downey on the Division of Student Success at [odowney@suffolk.edu](mailto:odowney@suffolk.edu), or via phone at 617-573-8099.