

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 fall 2019?

Early Alert starts, Thursday, October 3, and ends Friday, October 25. We will continue to use Navigate (formerly SSC-Campus) for Early Alert this fall.

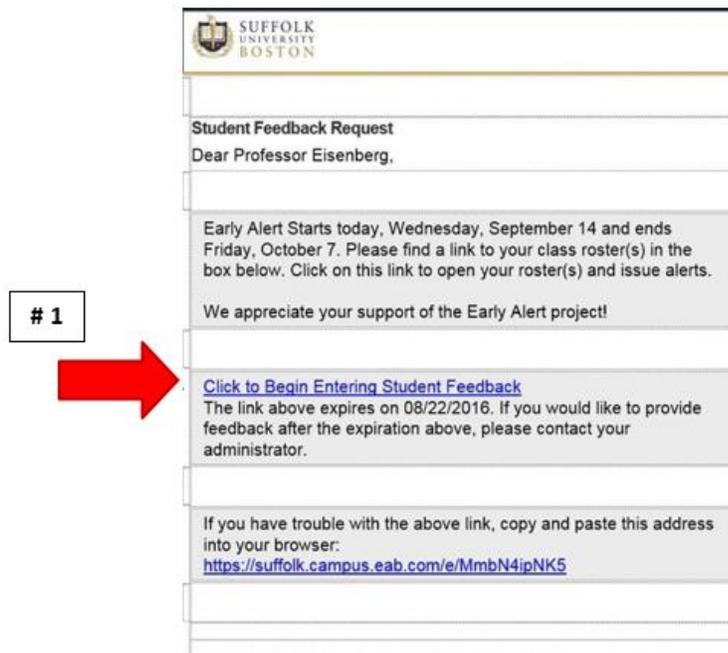
What are the Early Alert Reasons?

The Early Alert Reasons/Recommendations are as follows:

- 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 Navigate?

On Thursday, October 3, 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.**



EARLY ALERT USING NAVIGATE

Once you open your roster(s), you can begin issuing alerts. Please adhere to the logic in the [Decision Tree](#) when issuing an alert. To alert a student you select “Yes” beside their name (arrow # 1). You will then need to choose an alert reason from the drop down menu under “Alert Reasons” (arrow # 2). You may also choose to write comments. **These can be very helpful to administrators for outreach purposes. However, when writing comments, just a reminder to never include personal/medical information about a student.**

Student Feedback

Your information is secure.
Security measures allow your school to adhere to government rules and regulations concerning FERPA and overall student privacy.
Thank you!

Professor Eisenberg:
You have been asked to fill out progress reports for students in the following classes. Update each student based on your best knowledge of their performance at this point in the term.

MATH-128-AE Math For The Modern World

Student Name	At-Risk to Fail Your Class?	Alert Reasons (You must choose at least one if the student is at risk)	Comments
Suzy Q.	<input type="radio"/> Yes <input type="radio"/> No	Alert Reasons	
John Doe	<input type="radio"/> Yes <input type="radio"/> No	Alert Reasons	
Adam Smith	<input type="radio"/> Yes <input type="radio"/> No	Alert Reasons	
Jane Doe	<input type="radio"/> Yes <input type="radio"/> No	Alert Reasons	
Student Name	<input type="radio"/> Yes <input type="radio"/> No	Alert Reasons	
Student Name	<input type="radio"/> Yes <input type="radio"/> No	Alert Reasons	
Student Name	<input type="radio"/> Yes <input type="radio"/> No	Alert Reasons	
Student Name	<input type="radio"/> Yes <input type="radio"/> No	Alert Reasons	
Student Name	<input type="radio"/> Yes <input type="radio"/> No	Alert Reasons	
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Student Name	<input type="radio"/> Yes <input type="radio"/> No	Alert Reasons	
Student Name	<input type="radio"/> Yes <input type="radio"/> No	Alert Reasons	
Student Name	<input type="radio"/> Yes <input type="radio"/> No	Alert Reasons	
John Travolta Test	<input checked="" type="radio"/> Yes <input type="radio"/> No	Trouble with Subject Matter/course content	john is struggling
	<input type="radio"/> Yes <input type="radio"/> No	Alert Reasons	

3 Submit only marked students (but I'm not done)

This button will submit students you have marked as being complete (effectively removing them from your list of students). However, the students you have not marked will remain on your list. As a result, you can re-use the link in the progress report email, at any time, to continue marking the rest of the students in your classes. Repeat this process until all students have been marked in some form or fashion.

4 Submit unmarked students as not At-Risk (I'm all done)

This is your "I'm all done" button. It will submit the students you have marked as you indicated. It will also submit the rest of your students as not at-risk. For example, if there are ten students in your course and only two of them are at-risk, you don't have to mark them all. You can mark the two at-risk students and then use this button to mark the remaining students as not at-risk, therefore saving time and effort. Please use this button carefully because with just a single click, it will totally complete your progress report campaign.

Also, please know that the student doesn't see your comments.

Do I need to select “Yes/No” for each student on my roster(s)?

No - You do not need to go through all the students on your roster and select “Yes or No”. You only need to select “Yes” for the students you are concerned about. Clicking the second blue button (arrow # 4) “Submit unmarked students as not at-risk (I’m all done)” will mark all other students as “not at risk”.

Can I alert some students and come back a week later and alert some additional students?

Yes! With Navigate, you can stagger your alerts, meaning you can alert some students and come back a few days later and alert another student. If you want to do this, you click the first blue button that says “Submit only marked students (but I’m not done)” (arrow # 3).

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 October 25, 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, 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!**Class:**

MATH-128 - AE - Math for the Modern World

Alerted by:

Jill Eisenberg on 07/26/2016 12:40 AM

You have received an Early Alert because your Professor is recommending a specific type of support service to strengthen your performance in this class. Please act on your Professor's recommendation(s) per the instructions below:

- **Academic Coaching:** Email odowney@suffolk.edu to be assigned an academic coach.
- **Writing Support:** You will also 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 Street to schedule a writing appointment. We have drop-in writing hours in the Sawyer Library too. Please note that to develop your writing skills you should make weekly appointments with a writing tutor, not just when you have a paper due.
- **English Language Services:** You will receive an email with instructions for how to make an English language tutoring appointment online. Additionally, you can call 617-573-8034 or visit the Division of Student Success on the 9th floor of 73 Tremont Street to schedule an English language tutoring appointment. To improve your English proficiency, we recommend that you make frequent appointments with an English language tutor. You may also want to take advantage of our English language workshops, which can help you improve your English proficiency in a casual group setting; click [Link to current workshop schedule](#).

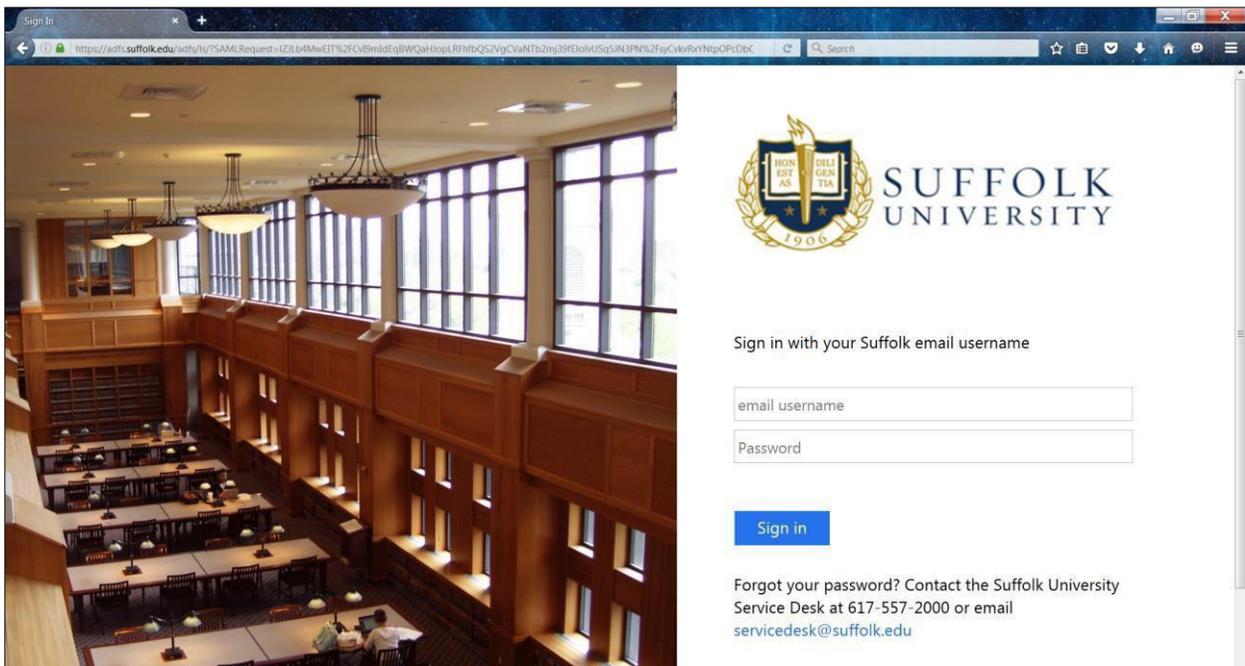
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- **Math/Stats Support:** Call 617-573-8034 or visit the Division of Student Success on the 9th floor of 73 Tremont to schedule a Math/Stats tutoring appointment or click [link to Math and STATS Drop-In Schedule](#).
- **Accounting drop-in:** Students seeking drop-in tutoring for ACCT 201 and ACCT 202 classes do not need to make an appointment and can go directly to the drop-in space on the 9th floor of 73 Tremont from Monday through Thursday. [The drop-in schedule link](#).
- **Content Tutoring/Study Group Support:** You will receive an email with instructions for how to make a [content tutoring online appointment link](#). You can also call 617-573-8034 the 9th floor of 73 Tremont to schedule a content tutoring appointment. For the [drop-in Study Group schedule link](#).

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

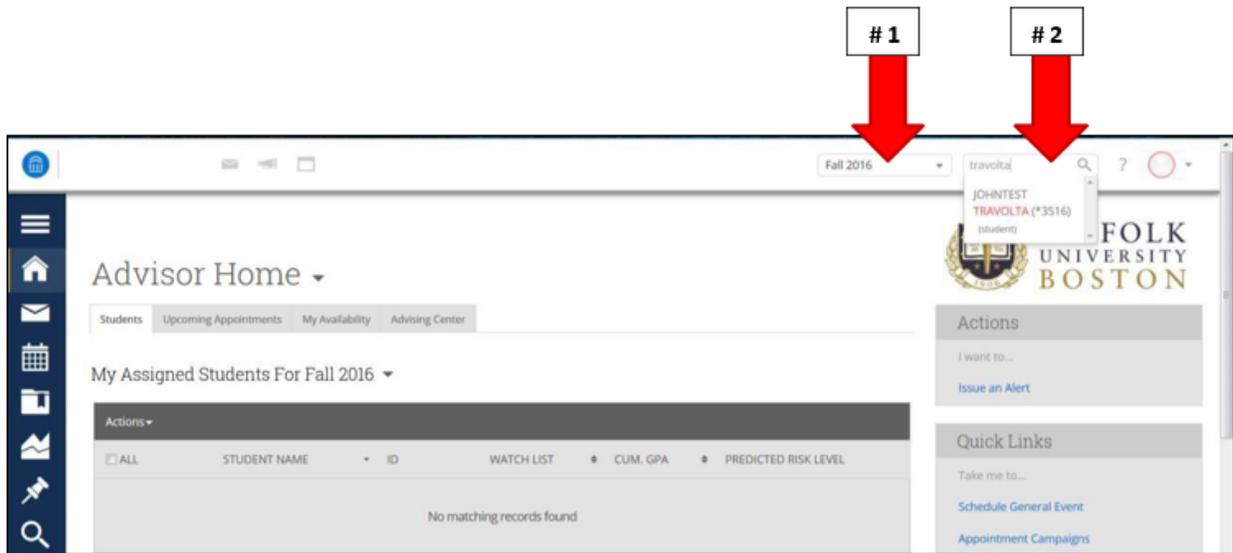
You will need to log into Navigate per the instructions below:

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



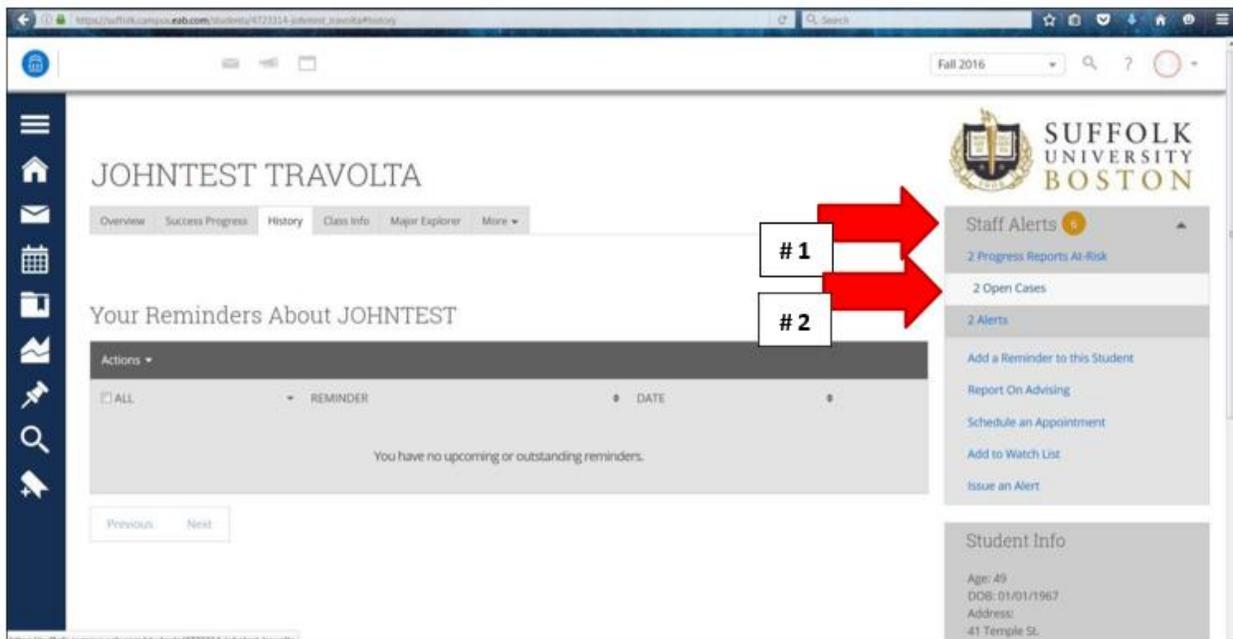
How do I search for a student that I alerted?

To search for a student, you first select the appropriate term (fall 2019) per arrow # 1 below.



Then you enter the ID # or first name, last name in the search bar, per arrow # 2.

This will bring you to the student profile page, 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:



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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 EAB Navigate interface. At the top, there is a navigation bar with a search icon and a dropdown menu set to 'Fall 2016'. Below the navigation bar, there is a message: 'You have no upcoming or outstanding reminders.' To the right, there are buttons for 'Add to Watch List' and 'Issue an Alert'. Below this, there is a 'Student Info' section with details for a student named John Test Travolta, including age, DOB, address, email, and phone number. The main content area is titled 'Open Cases' and contains a table with the following data:

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

Two red arrows are overlaid on the screenshot: arrow #1 points to the 'Manage Case' button for the case assigned to Rebecca Fiore, and arrow #2 points to the 'Closed Cases' tab.

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 administrators are working with multiple students simultaneously and will continue outreach over several weeks.

The screenshot shows the 'MANAGE CASE' screen. At the top, there is a header for 'MANAGE CASE' and a close button. Below the header, there is a student profile for 'JOHNTEST TRAVOLTA' with a profile picture icon. The student's class is 'WRI-102-AE First Year Writing II'. The reason for the case is 'Excessive Absences from class'. The case owner is 'Karen McKetchnie' and the assigned to is 'Rebecca Fiore'. Below this, there is a 'Case Activity' section with a list of activities:

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

At the bottom of the case activity list, there is an 'Add Comment' button.

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

The screenshot shows the 'MANAGE CASE' window for student JOHNTTEST TRAVOLTA. The case is titled 'Class: MATH-128-AE Math for the Modern World' and has a reason of 'Reason(s): Trouble with Subject Matter/course content'. The case activity log shows the following actions:

- 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

The case is currently closed, and a red arrow points to the 'Reopen Case' button. The background shows the 'Open Cases' table with columns for DATE OPENED and DATE CLOSED.

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

The email notification is from Suffolk University Boston and contains the following information:

Case Closed

Student:
JOHNTTEST TRAVOLTA

Alert Reasons:
Trouble with Subject Matter/course content

Alert issued on:
August 17

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, or via phone at 617-573-8099.