

# Early Alerts and EAB Navigate360

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# Early Alerts

- Early warning and intervention tool used by faculty when there is an academic, or non-academic concern for a student in their class, and the faculty is not able to get a hold of the student.
- This is a holistic outreach for students needing a higher level of support for things like attendance, chronic tardiness, low grades, or students who might be in need of other student support services for non-academic concerns.
- CAASS advisors are the primary responders for all early alerts at main campus for undergraduate students.



# Outreach

- Academic advisors reach out to students within 48 business hours of the early alert being generated.
- If an advisor makes contact with the student, they relay information listed in the alert from the faculty member and facilitate any action that is requested by that faculty member, such as visiting them in office hours, attending tutoring, or withdrawing from courses.
- The outreach includes two phone call attempts, and one e-mail attempt before the case is closed. Faculty members do receive notification e-mails with comments from advisors when this occurs.



# Tips for Meaningful Interactions

- The earlier you submit the alert, the more time students have to resolve issues or access resources to be successful in classes.
- If there is something you want the student to do, or know, please list that in your alert so that the advisor can better guide the student.
- Consider important dates and deadlines when submitting an alert. If a faculty member is suggesting a drop or withdraw, the alert should be submitted prior to those deadlines.



# Early Alert VS CARE Report

## Early Alert

- Poor performance on tests and assignments
- Tardiness
- Attendance Issues
- Hygiene

## CARE Report

- Student expresses suicidal ideation
- Student discloses that they have been assaulted.
- Students who disclose that they mean to harm others
- Homelessness



# Reading Between the Numbers

Center for Academic Advising and Student Support Academic Year 2023-2024 Navigate Early Alert Case Closed Reasons	
<u>Case Closed Reason</u>	<u>Student Count</u>
Contact Made-Alternative Plan	114
Contact made-Dropping or Withdrawing from the Class	53
Contact made-Following Through with Faculty Recommendation	410
Duplicate Case	13
No Contact after three attempts	447
Resolved prior to contact	36
<b>Total</b>	<b>1,073</b>



# 2024-2025

**Center for Academic Advising and Student Support**  
**July 2024-July 2025**  
**Navigate Early Alert Case Closed Reasons**

<u>Case Closed Reason</u>	<u>Student Count</u>
Contact made-Dropping or Withdrawing from the Class	70
Contact made-See comments for details	502
Duplicate Case	50
No Contact after three attempts	486
Resolved prior to contact	88
<b>Total</b>	<b>1,196</b>



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# Hand Raise Alerts

- This tool allows students to digitally raise their hand for help when they have a problem, or a question and they are not sure who to reach out to.
- Similar to early alerts, these outreaches occur within 48 business hours of being generated and also include at least two phone calls and e-mail.
- Hand raises alerts are reviewed daily and are manually assigned to the most appropriate responder.





# Please Provide Feedback



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