EARLY ALERT WORKFLOW

Instructor Initiates Alert
Based on course content and expectations, early alerts are initiated to provide timely feedback to students when they are not meeting expectations for course success.

Alert Received by Academic Support Staff
Once the alert is recorded, it is assigned to an Academic Support Staff member within 24 - 48 hours of submission.

Intervention Cycle Begins
The Intervention cycle is a six (6) day window in which we attempt to make contact with the student, determine the factors limiting academic success, and create an Academic Improvement Plan.

Alert Case Closed
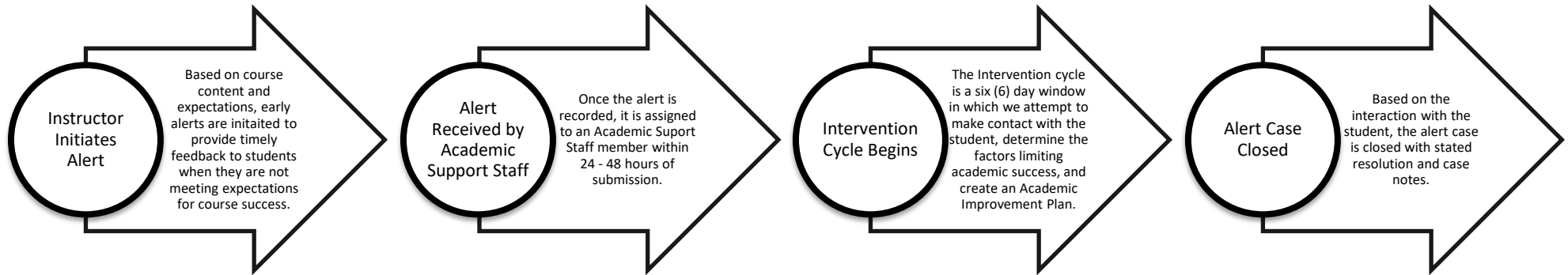Based on the interaction with the student, the alert case is closed with stated resolution and case notes.

Notification

1. Upon initiation of an alert, the student is sent an automated e-mail message stating that an early alert has been issued for him/her/them in the specific course and that he/she/they should be in contact with his/her/their instructor at his/her/their earliest convenience. The e-mail also states that an academic support staff member will follow up with the student regarding the concerns raised in the early alert (if applicable).

The Intervention Cycle

1. The intervention cycle begins with a text or phone call to the student. If no contact is made, we leave a voicemail message (if available) and send the student an e-mail requesting them to make contact with us.
2. If student initiates the follow-up, the conversation determines whether or not we can support the issue via phone or if the student should come in for an in-person meeting. Appropriate actions are determined and taken accordingly.
3. If student does not initiate a follow-up within 24 hours, they are contacted again on day 3 of the intervention cycle.
4. If the student still does not initiate a follow-up within 24 hours of the second attempt, they are contacted again on day 5 of the intervention cycle.
5. After 3 unsuccessful attempts of contact, the case is closed with a designation of "Unable to contact student" on day 6.

   Efforts to contact students include phone, UMSL e-mail account and text message (where available)

Case Resolutions

All alert cases are assigned one of the following resolutions:

1. The Concern was successfully addressed
   Contact was made with the student. Actions to support the student were determined.
2. Unable to contact student/Student refused service/Appeal denied
   Multiple attempts of contact were made; student did not reply. Contact was made; student refused services.
3. The student has been administratively dropped from the course or withdrew from the course
4. The flag was raised by mistake
5. The student plans to or has contacted the instructor
   Contact was made with the student and the factors presented can only be resolved by meeting with the instructor.