Success Connections is a collaborative retention effort between faculty, staff and students to help students get back on track academically. Faculty, staff and students are encouraged to refer students to the Early Alert system if there is any concern about the physical, emotional, academic or personal health of a student.

**What is a referral?**
- A long-term, semester-to-semester persistence effort.
- A student recommendation option for faculty and staff.
- A connection to services and resources.
- Available to all students whether they are struggling or not.

**When to submit a referral.**
- When the student has:
  - Multiple absences.
  - Changes in behavior.
  - Missed assignments.
  - Experienced personal issues.
  - Difficulty engaging in class.
  - Not responded to instructor emails.

**How to submit a referral.**
Visit LoneStar.edu/UP-EarlyAlert or login to your myLoneStar dashboard.

**Referral Communication Timeline**
- Immediately after referral is submitted: Automated email from Success Connections confirming that your Early Alert referral has been successfully submitted.
- 1-2 Business Days: Email from Retention Specialist confirming that your Early Alert referral is being processed and the first contact attempt was made.
- 2 Weeks: Detailed referral update:
  - If successful contact - summary of conversation with student.
  - If unsuccessful contact - number of contact attempts.

**How to encourage your student:**
1. Create a safe space for open communication.
2. Inform the student that you recommended them to the Success Connections program.
3. Reach out to the student before and after class.
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What happens when you submit a referral?

After the student’s info is entered through LoneStar.edu/UP-EarlyAlert, you will receive confirmation of submission.

We encourage students to:

1. Contact their instructor.
2. Set up an in-person meeting with a Retention Specialist.
3. Utilize campus resources.
4. Enroll in the upcoming semester.

A Retention Specialist will reach out to the student and set up a meeting.

During the meeting, the Retention Specialist and the student will create an action plan for success while also connecting the student with useful resources.

The Retention Specialist and student will continue to meet to review and adjust the action plan for success as needed.

At the end of the semester, the Retention Specialist contacts the student for feedback and to discuss progress and plans.

For updates on student progress, contact the LSC-University Park Success Connections team.
B13.200 | 281.290.3705 | UP-EarlyAlert@LoneStar.edu | LoneStar.edu/UP-EarlyAlert