Early Alert Submissions – Reviewing/Running Reports (12/16/2020)

<table>
<thead>
<tr>
<th>Category</th>
<th>Business Process</th>
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<tbody>
<tr>
<td>What is Early Alert?</td>
<td>Early Alert is a student success initiative that is designed to help students reach their full educational potential. It is a collaborative effort between faculty and advisors to identify at risk students and connect them to support services. Early alerts may be submitted any time during the semester; however, research shows that the first three to eight weeks are the most critical for students. By submitting an early alert on a student, a faculty member is sending a message to advising/counseling team who will then contact the student or schedule a meeting with the student to discuss support options. A few examples of those reasons include:  • Poor academic performance  • Missing Assignments/Quizzes/Tests  • Lack of textbook/course materials  • Attendance</td>
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<td>Who can submit an Early Alert request?</td>
<td>An Early Alert can be submitted by any faculty member and authorized staff.</td>
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<td>Who receives the request submitted?</td>
<td>Alerts are received at each campus through their designated Early Alert email and responded to by dedicated Early Alert Responders (determined by each campus). The emails are:  <a href="mailto:CF-EarlyAlert@LoneStar.edu">CF-EarlyAlert@LoneStar.edu</a>  <a href="mailto:KC-EarlyAlert@LoneStar.edu">KC-EarlyAlert@LoneStar.edu</a>  <a href="mailto:MC-EarlyAlert@LoneStar.edu">MC-EarlyAlert@LoneStar.edu</a>  <a href="mailto:NH-EarlyAlert@LoneStar.edu">NH-EarlyAlert@LoneStar.edu</a>  <a href="mailto:TC-EarlyAlert@LoneStar.edu">TC-EarlyAlert@LoneStar.edu</a>  <a href="mailto:UP-EarlyAlert@LoneStar.edu">UP-EarlyAlert@LoneStar.edu</a>  <a href="mailto:HN-EarlyAlert@LoneStar.edu">HN-EarlyAlert@LoneStar.edu</a></td>
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<tr>
<td>Who has access to the Early Alert emails?</td>
<td>Each campus can designate and request who has access to those email boxes. Requests are made through <a href="mailto:OTS@LoneStar.edu">OTS@LoneStar.edu</a> for access to the email.</td>
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<tr>
<td><strong>Who has access to Review Submissions and Early Alert report functions in iStar?</strong></td>
<td>Each campus can designate and request who has access to review and process the submissions and run Early Alert Reports by submitting an iStar security request through myLoneStar &gt; iStar &gt; iStar Security Request &gt; CS Access (tab) and check the boxes for ‘Early Alert Reviewer’ and ‘Early Alert Report.’ All reviewers should request access to both. The Early Alert Report provides a comprehensive list of all alerts received, faculty and reviewer comments, and the status of the alerts.</td>
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</table>
| **System Office Supports and Contacts:** | AVC, Student Success and Completion  
System Director, Student Success Initiatives  
System Director, Records & Enrollment Services/Registrar  
Executive Director, First Year Experience (FYE) |
Early Alert: How Faculty Submit an Early Alert and Track the Status of their Alerts (12/10/2020)

In this Job Aid:
- Submitting an Early Alert Form
- Faculty Review Early Alert Submissions Tool
- Early Alert Report for Faculty

Submitting an Early Alert Form
Faculty members who wish to submit an Early Alert form to Student Services can do so at any time during the semester. Follow-up emails will be sent to faculty member with any updates regarding the alert or once the alert is completed.

Navigation

1. How to access: Login to myLoneStar > Click on the ‘Faculty’ tile

2. Choose the ‘Early Alert’ tile.
3. By clicking on ‘Early Alert’ it will bring up a list of classes currently being taught. Select the appropriate class.

4. Enter the student’s ID number or click on the magnifying glass to lookup the class roster. Click on the student’s ID to populate the student’s contact information.
5. **On the Submission Form**, check the appropriate boxes under ‘Reasons for Early Alert’ and ‘Actions Taken by Faculty.’ Add any Comments that can help the Early Alert responder to better understand the situation. When selecting ‘Missing Assignments’, ‘Missed Quiz/Test’ and ‘Excessive Absences’, please include a corresponding # to indicate *how many* were missed. Click Submit when finished. (Note that once an alert is sent, faculty can go back and add to an ‘open’ alert. Once an alert is closed, faculty will need to submit a new alert if needed. Early Alert responders can update a ‘closed/completed’ alert).

![Submission Form](image)

- **Date of Referral**: 12/10/2020 3:55:43PM
- **Faculty** (Faculty Name)
- **Faculty Email**: [testers@onestar.edu](mailto:testers@onestar.edu)
- **Subject**: [Subject]
- **Term**: 2020 Fall
- **Catalog**: [Catalog Number]
- **Campus**: LSC-University Park
- **Section**: [Class Section]
- **Submit Number**: 0

### Student Information
- **Student ID**
- **Student Email**
- **Alternate Email**
- **Telephone**
- **Cell Phone**

### Reasons for Early Alert
- [ ] Missing Assignments*
- [ ] Low Quiz/Test Score
- [ ] Time Management
- [ ] Tutoring Recommended
- [ ] Missed Quiz/Test*
- [ ] Never attended class/logged in
- [ ] Non-Academic Concern
- [ ] Can no longer pass class
- [ ] Excessive Absences*
- [ ] No textbook/course materials
- [ ] Stopped Attending
- [ ] No Assignments Submitted
- **Other**

*Include # in comment box

### Actions Taken By Faculty
- [ ] Gave Extension
- [ ] Met with student
- [ ] Emailed Student
- [ ] Called Student
- [ ] Provided Extra Help

- **Referred student to:**
  - [ ] Advising/Counseling
  - [ ] Disability Services
  - [ ] Tutoring

**Comments** (Including # of missed assignments, tests/quizzes, and absences, referrals made, non-academic concern, and any positive comments about the student)

Submit
6. Once the form is submitted, the following message appears, and the user can submit another Early Alert form if needed.

![MY LONESTAR Main Menu]

Thank you for your submission.
You should receive a confirmation email shortly.
Click the appropriate button below if you would like to submit another Early Alert.

[Submit Another Same Course] [Submit Another Other Course]

7. Faculty will receive the following email upon submission.

![LEARN. SUCCEED. COMPLETE. LONE STAR COLLEGE]

Dear [Faculty Name],

Thank you for submitting an Early Alert form on behalf of [Student Name][Student ID] in [Subject] [Catalog Number] [Class Section]. An advisor or counselor will be assigned to assist the student as soon as possible. Updated notifications will be sent on actions taken with the student and again if all items are completed.

If you have any questions or comments, please contact the appropriate campus through the Early Alert email (see below) and include Student ID# and course/section.

CT-EarlyAlert@Lonestar.edu
HN-EarlyAlert@Lonestar.edu
KC-EarlyAlert@Lonestar.edu
MC-EarlyAlert@Lonestar.edu
NH-EarlyAlert@Lonestar.edu
TC-EarlyAlert@Lonestar.edu
UP-EarlyAlert@Lonestar.edu
8. The Early Alert mailbox at the specific campus will receive the following email notifying of a new submission. The Early Alert responder will open the email, access the alert and contact the student.

The following Early Alert form has been submitted:

- Faculty Name: [Faculty Name]
- Date: 12/3/2020 10:47:14 AM
- Term: 2020 Fall (1208)
- Location: UP

- Student’s Name: [Student Name]
- Student’s ID: [Student ID]
- Student’s Preferred Email: testers@lonestar.edu
- Student’s Alternate Email:
- Student’s Preferred Phone: [Student Phone]
- Student’s Alternate Phone: [Student Alternate Phone]
- Course: [Subject, Catalog Number, Class Section]

9. Whenever the Early Alert responder updates an alert, an email notification is sent to the faculty to inform them that an action has been taken on the alert and the current status of the alert. The status will be one of the following: In Progress, Completed-Enrolled, Completed-NotEnrolled, Closed No-Response(CNR)-Enrolled, Closed No-Response(CNR)-NotEnrolled.

Dear [Faculty Name],

There has been an update on the Early Alert submitted for [Student Name] ([Student ID]) in [Subject] [Catalog Number] [Class Section]

[Student Name] was contacted via on 12/3/2020.

The status of the contact: In Progress

If you have any questions or comments, please contact the appropriate campus through the Early Alert email (see below) and include student ID# and course/section.

Reviewer: [Reviewer Name]
CF-EarlyAlert@lonestar.edu
HN-EarlyAlert@lonestar.edu
KC-EarlyAlert@lonestar.edu
MC-EarlyAlert@lonestar.edu
NH-EarlyAlert@lonestar.edu
TC-EarlyAlert@lonestar.edu
UP-EarlyAlert@lonestar.edu
Faculty Review of Early Alert Submissions
Faculty can easily track, in one place, the status and the student outreach details of all alerts they have sent. This can be done by semester, course number, section number or student ID.

1. How to access: myLoneStar > Navigator > Campus Solutions > LSC Custom > Early Alerts > Review Submissions (Faculty)

This form will prepopulate with the faculty member’s ID#. Faculty can then enter a student ID# or name to look up a particular alert, or they can choose to pull up multiple alerts by entering any of the following: term and class section, term and subject, or just the term to see the status of all alerts sent by that faculty in that term. Once criteria are entered, click on ‘Search’ and the search results will be displayed below the form (see photo below).

From this list (above), faculty can click on a student ID or name to open the Submission form and read the details of the initial alert and see the Early Alert responder’s actions and comments.
Once a student ID or name is selected from the Review Submissions list, the Submission Form will be displayed. **While an alert is still ‘Open’ (not completed), the faculty member can add to the open alert in the Additional Faculty Comments box.** The Early Alert responder will receive notification that an update has been made to the alert. **Note: no additional Reasons can be checked – only comments can be added.** *If you attempt to enter a new alert for a student that already has an open alert, you will receive a pop up directing you to go to Review Submissions and add comments to the open alert.*
Faculty Early Alert Report (Creates an Excel spreadsheet)

This tool provides an additional way to review alert statuses and produces an Excel spreadsheet that can be filtered and used for reporting purposes or to track the status and the student outreach details of all alerts they have sent. Enter criteria (including term) and click on ‘Create Report.’ The report contains date alert was initiated, current status, date alert completed, responders name, student name and ID#, student email addresses (LSC and personal), student phone numbers (cell and secondary), reasons selected on alert, faculty actions selected on alert, faculty comments (initial and additional if applicable), course and section number, campus where course is located, and columns for each attempt date and attempt result (responder’s comments).

1. How to access: myLoneStar > Navigator > Campus Solutions > LSC Custom > Early Alerts > Review Submissions (Faculty)