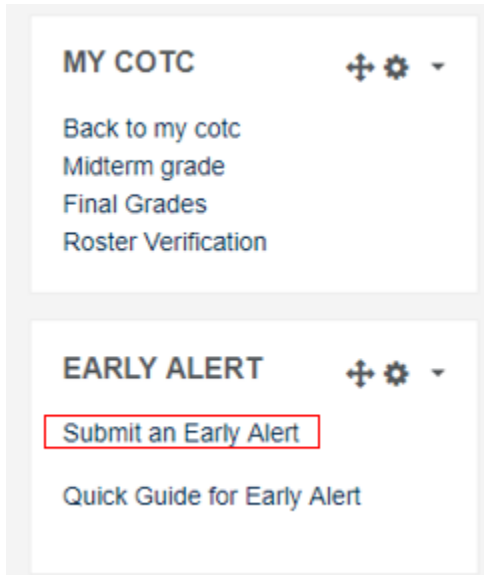# Quick Guide to Early Alert

Submitting an alert- Moodle

An Early Alert block has been added to all COTC Moodle Course Shells. This is located under the myCOTC block where Final Grades and Course Rosters are submitted.

Click "Submit an Early Alert" to complete the submission and access the Early Alert dashboard. A link to a Quick Guide for Early Alert is also provided here.

Submitting an alert- myCOTC

In myCOTC, there is an Applications block on the right-hand side of the page. "Early Alert Faculty Portal" will be an available option in the list.

This link will also take you to the Faculty Experience Portal.

Early Alert Faculty Experience Portal

In the faculty experience portal, all assigned course sections should be on the left side. To submit an alert, select the student(s) for which you wish to raise a concern by clicking the open box next to their name. You can submit alerts individually or select multiple students at one time.

Once you have selected your student(s), the alert categories will appear on the right-hand side. Click the appropriate category related to your concerns for the student(s) and select "Next". **You are only able to select one category at a time.**

A screen will then appear to leave notes regarding the case. If you would like to expand upon concerns, this is the area in which to do so. Notes are not required to move the alert forward, but they are helpful when conducting outreach to the student. *__Please note: if you have multiple students selected it will leave the same note for each student. If you are leaving information that is specific to the individual, please only select one student at a time.__* When you have completed your note, select "Next".

Add Notes

An "A" was achieved on the last exam. This is not a common grade and the student should be proud of their performance.

Notes are optional and, if entered, will apply to all students selected for this alert type.

Back   Next

After adding notes, the "Review and Submit" screen will appear for you. You can verify the student(s) selected for alert submission and identify the owner responsible for case outreach. You can select "Back" if you wish to make any changes, or you can select "Submit Alerts" to finish the process and send the alerts to Troy.

Review & Submit

Alert: Kudos

Student	Alert Owner
Boop, Betty	Siesel, Ashley
Duck, Donald	Siesel, Ashley

Notes: An "A" was achieved on the last exam. This is not a common grade and the student should be proud of their performance.

Back   Submit Alerts

To review alert progress, click the gear icon in the upper right-hand corner of the portal. Select "Alert History" from the drop-down options. The "Alert History" page will appear. The "Status" column on the right side of the page will indicate whether the alert is "open" or "closed".

An alert will be closed if the student has been reached or if we were unable to contact the student after four attempts.

ellucian.

Alert History   Alert History
                                                                 Sign Out
PSY-100   Privacy Policies

Date Created	Student	Class Level	Alert	Term	Owner	Status
8/14/2018	Duck, Donald	First-Year	Kudos	Autumn Semester 2018	Siesel, Ashley	Closed
8/14/2018	Boop, Betty	First-Year	Kudos	Autumn Semester 2018	Siesel, Ashley	Open

Early Alert FAQ's

When should I submit an Early Alert?

Research studies have shown that the earlier in the semester an intervention is staged, the more likely students will be successful in their courses. Early Alerts should be submitted as close to the start of the initial concern as possible for effective resolution.

What information should I leave in an Early Alert note?

The most helpful Early Alerts include the following information (please be as specific as possible):
- Any communications you have had with the student about the issue
- If the student is allowed to make up missed work
- Changes that may indicate deteriorating academic focus (i.e. drop in grades and/or attendance, disclosure of major life event/crisis/hardship)
- Resources you believe could be beneficial to the student's success

Example: "Student missed the midterm and came to the next class without a valid excuse. Per my syllabus, the student is not permitted to make up the midterm. There is a total of 1,000 points to earn in this course; the student has only earned 375 points so far and the only remaining graded assignments left in this semester add up to 250. I spoke to the student after class and we discussed the situation, but I feel it would be helpful for a Gateway Staff Member to speak with the student as well."

When is the last date to submit an Early Alert?

An Early Alert can be submitted at any point in time until the end of the semester. Outreach still occurs for Early Alerts submitted after the last date to withdraw from a semester course; *however, the conversation does change*. Even a late referral to resources may assist the student in earning a better grade than they would have without the resources at all. If you believe a student needs support from the Gateway, please feel free to submit an Early Alert at any time.

I received this error message when submitting my alert – what do I do?

The error message below is an indication you have timed out of your session within the Early Alert Portal. **Refresh your web browser and you will be brought back to the Early Alert Faculty Portal. You may be asked to enter your login credentials again.**

Error!

An error occurred while processing your request.

OK

I do not see a submit icon in the bottom right hand corner of my screen – what do I do?

While in your internet browser, type "CTRL –"on your keyboard. This will cause your screen to zoom out and the submit icon should appear. On occasion, your zoom percentage needs to be below 100% in order to see the submit button.

I do not see any of my assigned classes or students in the Early Alert Portal — what do I do?

This is likely due to a licensing error. Contact Troy King, information at the end, and let him know that you do not have the access you need. After the error has been resolved, you may need to refresh your browser.

What happens after I submit an Early Alert?

Early Alerts are directed to the new CRM Advise software program. The Coordinator of Retention and Completion Initiatives will conduct outreach. Outreach flow is listed below:

Attendance/Immediate Issues:	**Grade Performance Issues:**
Phone Call (1st attempt)	Email (1st attempt)
Email (2nd attempt)	Phone Call (2nd attempt)
Personal Email (3rd attempt)	Personal Email (3rd attempt)
Letter (4th attempt)	Letter (4th attempt)

Outreach attempts beyond the 1st attempt occur if there is no response from the student. If a student is not responsive after the 4th attempt outreach ceases and it is their responsibility to contact the college for a resolution to their situation.

If the student is responsive, further outreach is coordinated depending on the needs of the student.

The Coordinator of Retention and Completion Initiatives will also communicate to the instructor the status of the alerts by way of a weekly, or as needed, Excel report.

For Questions and/or Concerns regarding Early Alert, please contact:
Troy King, Coordinator of Retention and Completion Initiatives, king.2878@cotc.edu, 740-755-7189