RETENTION • COMPLETION • EQUITY • RETENTION • COMPLETION • EQUITY •

Be a net,
not a gate

Transitioning Early Alerts to the Student Support System (SSS)

Fall 2023 Action

Early Alert Listening Sessions

Early Alert Working Team Meetings

Quantitative Data Review

Qualitative Data Review

Determined Opportunities for Improvement

Overview of Updates

- Fall 2023 Data and Listening Sessions Led to Name Change
- Split General Well-Being Alert
  - Mental Health Referral
  - Basic Needs Referral
- Automated Attendance Indicators
  - Updated Winter 2024 data
- Revised Best Practices for All Stakeholders
- Increased Support for Student Needs Identified through this Process

Early Alert Student Survey

- Conducted May 2023

- Sent to student who received an alert during winter 2023

- Seeking Feedback from Winter 2023 Semester

- 69 students responded to at least one question.

Early Alert Faculty Survey

- Conducted May 2023

- Sent to all faculty

- Seeking Feedback from 2022-2023 academic year

- 135 faculty completed at least one question of the survey

Early Alert Staff Survey

- Conducted May 2023

- Sent to all staff supporting early alert process

- Seeking Feedback from 2022-2023 academic year

- 16 staff completed at least one question of the survey

Name Change Winter 2024

Suggested New Names	First Choice Votes 2 points per vote	Second Choice Votes 1 point per vote	Total Points Received
Student Support System (SSS)	30	27	87
College Success Referral System (CSRS)	17	17	51
Delta Cares Referral	14	15	43
Intervention for Student Success (ISS)	12	11	35
Student Enrichment and Assistance System (SEAS)	10	9	29
Student Progress Tracking and Support System (SPTSS	4	7	15
Referral Management System (RMS)	4	5	13

Split General Well-Being Alert

- Mental Health Referral
  - Workflow - Counselors
- Basic Needs Referral
  - Workflow - Counselors

Reviewed Communications

- Review all communications
  - Revised Mental Health Concerns
- Developed Communications
  - Basic Needs
  - Auto Attendance Alerts

Alignment between referral type & communications

Winter 2024 Submitted Basic Needs Referrals

Alert	Comments	Count
Basic Needs (Counseling)	Student is currently failing the course due to missing assignments. I have sent emails for all missing assignments explaining how to received full-credit for them.	8
Basic Needs (Counseling)	Student is currently failing the course due to missing assignments. I have emailed student on how to go about completing the missing work.	9
Basic Needs (Counseling)	These two students are not completing their assignments online.	2
Basic Needs (Counseling)	excessive absences, no submission of work	9

Automated Attendance Indicators

Accelerated Courses
8 – Weeks or Less

- Notification of missed class occurs
  - First missed class
    - Communication checking in with student
  - Second missed class
    - Elevated communication of the importance of attendance
  - Third missed class
    - Elevated communication – providing next steps for student to withdraw from course

Delta - Current Term - Attendance - Student Sections ∨							
	Length in Weeks ↑	Start Date	End Date	Absences ↑	Absences Excused	Absences UnExcused	Absences Late
er - ASEP-100 - FA720	2	9/1/2023	9/10/2023	2	0		2
ı - CPI-220 - FA135	3	10/24/2023	11/13/2023	3	1		2
- CPI-220 - FA135	3	10/24/2023	11/13/2023	4	3		1
NUR-115W - FA560	4	10/2/2023	11/3/2023	2	2		0
ASEP-103 - FA310	5	9/6/2023	10/11/2023	2	1		1
ıl - ASEP-103 - FA310	5	9/6/2023	10/11/2023	6	0		6
drew - ASEP-103 - FA310	5	9/6/2023	10/11/2023	7	0		7
CPI-210 - FA135	6	9/13/2023	10/23/2023	2	1		1

Course Length
9-15 Weeks

- Notification of missed class occurs
  - Two missed class
    - Communication checking in with student
  - Four missed class
    - Elevated communication of the importance of attendance
  - Six missed class
    - Elevated communication – providing next steps for student to withdraw from course

	Length in Weeks ↑	Start Date	End Date	Absences ↑	Absences Excused	Absences UnExcused	Absences Late
ACC-211 - FA819	9	10/21/2023	12/17/2023	2	0		2
ACC-211 - FA819	9	10/21/2023	12/17/2023	2	0		2
ACC-211 - FA819	9	10/21/2023	12/17/2023	2	0		2
MTH-117 - FA890	9	9/11/2023	11/17/2023	3	0		3
ACC-211 - FA819	9	10/21/2023	12/17/2023	3	0		3

23/WI vs 24/WI Attendance Notifications as of 2/16/24

1st Absence Indicator	2nd Absence Indicator	3rd Absence Indicator	Total
680	155	72	907

Winter 2023 "Failing Grades Due to Attendance or Engagement" referral total	Referrals submitted as of 2/15/23
1,558	495

83.2% INCREASE

With the adjustment in available referral options, how do I use the SSS to report a student who is "not engaging" in my class?

To answer this question best, it's helpful to consider *why* the student isn't engaging:

The student in my in-person course has stopped attending and isn't responding to my emails

Indicators will be applied automatically to the student's record & outreach triggered based on your attendance input in the Faculty Portal

The student in my online class isn't participating

Federal guidelines require that students complete a weekly academically related activity in order to be considered "attending". If they're not submitting assignments/forum posts/etc., they should be marked absent for the week and the automated attendance concern workflow will begin

The student is having difficulty engaging because of a difficult life circumstance

Please submit either a Basic Needs or Mental Health referral & a counselor will reach out

With the adjustment in available referral options, how do I use the SSS to report a student who is "not engaging" in my class?

To answer this question best, it's helpful to consider *why* the student isn't engaging:

The student is finding the course content too challenging and disengaging

Please submit a TLC referral for assistance

The student continues to physically show up but they're not completing work

If the student is still present in your classroom, this is a great opportunity to invite the student into conversation with you to discuss what's going on so an appropriate referral can be made.

BEST PRACTICES

" *We cannot become what we want by remaining what we are.''*
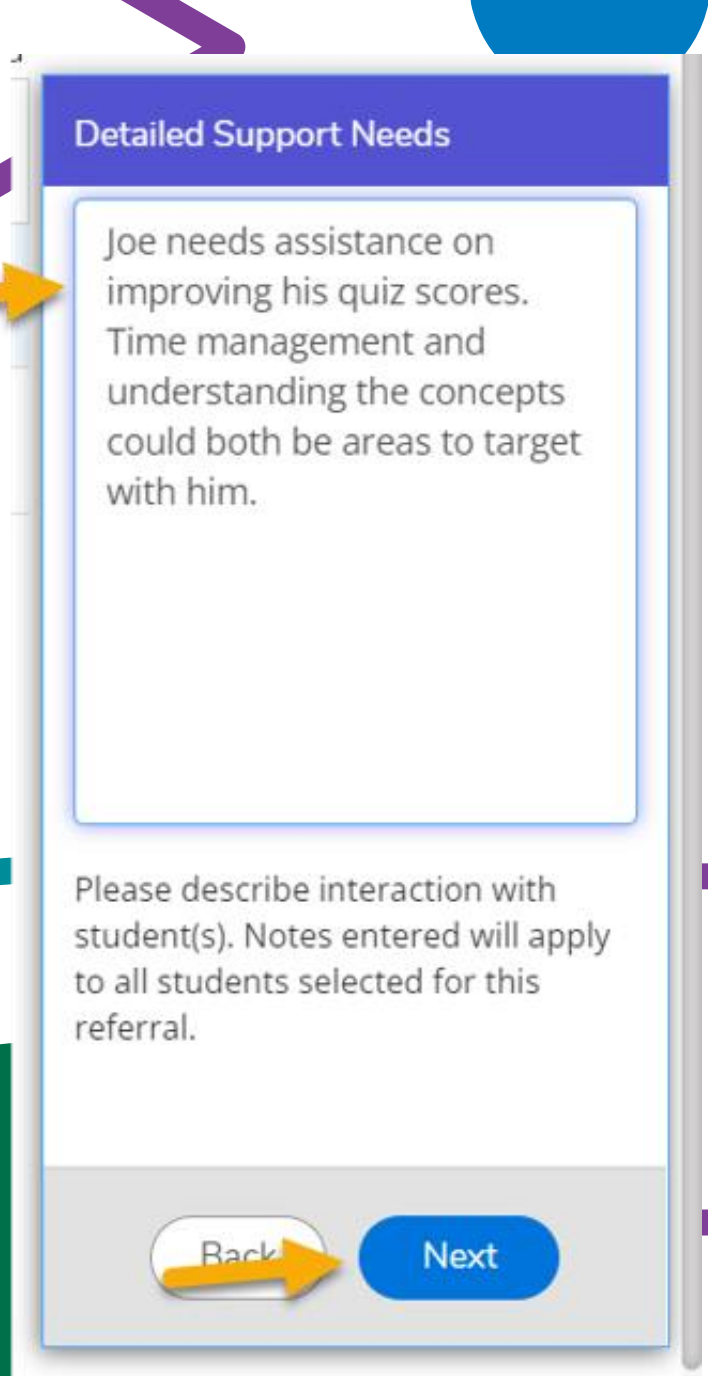*-Max Depree*

Best Practices Faculty

- Syllabus Statement – what is an SSS referral?
- Submit one referral type (Academic or Counseling)
- Talk with student prior to submitting a referral
  - Why are you concerned
  - You plan to submit a referral

Best Practices Faculty

- Add detailed notes in the referral
  - Add in any notes from your discussion with the student
  - Indicate if course is accelerated in your notes
  - Student's problem area(s)
  - Student's current grade (as a percentage)
  - Interventions you've tried/suggested already (if any)
  - Any other relative information that would help staff support the student
- Review Student Support System page on Inside Delta

Best Practices Staff

- Attempt multiple outreach
  - Within 10 business days
- Support the whole student
  - Academic
  - Personal
- Close the feedback loop
  - Continue conversation with referring faculty
- Connect students to college resources and interventions

Increasing Support for Student Needs

Be a net, not a gate

RETENTION · COMPLETION · EQUITY · RETENTION · COMPLETION · EQUITY

MASLOW'S HIERARCHY OF NEEDS

Meeting one's full potential in life, different for every person	Self actualisation	Self fulfilment needs
Respect, status, recognition, strength, self-esteem	Esteem	Psychological needs
Friendship, intimacy, family, connections	Love/ belonging	
Security, health, finances	Safety	Basic needs
Food, sleep, water	Biological & Physiological	

Community Partnership

Student testimonial from Fall 23: *I don't know if you remember helping me this past semester, but I met with you because I was worried about passing my BIO 152 class. I wanted to let you know that 1) I did, but 2) the BRES Funding that you mentioned was a LIFESAVER for me! I applied & there was a long approval process, but it was 1000% worth it! I got enough to cover all of my books plus a little extra! I appreciate you for bringing it up in our meeting!*

Data Dive

- Quantitative and qualitative data regarding the impact and efficacy of the Early Alert system has been evaluated

- Summary results will be provided following this Learning Days presentation

Question & Answer

Thank you for all you do to support our students!