Early Alert Guidebook

This is a guide on how to submit an Early Alert for one or multiple students using the Faculty Portal of CRM Advise and all documentation on the Early Alert process.

Table of Contents

RULE, PLEASE READ: ................................................................................................................................. 1
Alert Options – add in definitions .................................................................................................................... 2
How To Submit an Alert via Faculty Portal .................................................................................................. 5
How to Submit an Alert via Ellucian Experience ......................................................................................... 7
Where To Find Faculty Portal ....................................................................................................................... 8
Academic Referrals ....................................................................................................................................... 8
  Email to the student upon creation of the Academic Referral alert: ......................................................... 9
Advising Referrals .......................................................................................................................................... 10
  Email to the student upon creation of the Advising Referral alert: ......................................................... 10
Counseling Referrals ...................................................................................................................................... 11
  Email to the student upon creation of the Counseling Referral alert: .................................................... 11
Kudos Referral ............................................................................................................................................... 12
  Email to the student upon creation of the Kudos alert: ......................................................................... 12
Tracking Your Alerts ...................................................................................................................................... 13

RULE, PLEASE READ:

- Submit only ONE alert per REFERRAL TYPE, for each student you are submitting an early alert.
  - There are 4 types of referrals: Academic, Advising, Counseling, and Kudos
    - Academic refers to the Teaching Learning Center (TLC)
    - Advising to Student Success Advisors
    - Counseling to our Personal Counselors
    - Kudos is an email message straight to the student from your typed note.
  - For example, if a student needs an Academic referral and a Counseling referral, submit ONE referral for each type because the referrals are going to two separate offices. If you believe a student needs more than one Academic referral (ex.) then please choose the best fit alert and add notes about what this student needs on that alert. Do not submit multiple alerts for the same type per student. The student will receive an email for every alert you submit on their behalf.
Alert Options – add in definitions
To ensure the student receives the appropriate intervention(s), identify the referral type that would most benefit the student, taking into consideration the student’s current (and most urgent) need.

Academic Referrals, routed to the Teaching & Learning Center:

If a student in your class needs learning support or content-area assistance, please select one of the academic referrals listed below. Below is a description of each academic referral and potential interventions, subject to individual student needs.

Academic Referral - Applying Learning and Study Strategies

This referral should be selected if a student needs to improve their approach to learning at the college level. Interventions may focus on development and application of evidence-based learning, study, and metacognitive strategies.

Academic Referral - Enhancing Their Focus or Concentration

This referral should be selected if the student could improve their level of focus related to academic tasks. Interventions may include techniques to manage time/priorities, monitor concentration, direct and maintain attention, eliminate distractions, and redirect focus as needed.

Academic Referral - Getting Support with Academic Writing

This referral should be selected if the student needs assistance at any stage in the writing process, from gathering ideas to reviewing final drafts in the discipline (and for any genre). Interventions may include idea generation techniques, content development/organization strategies, and/or appropriately integrating/citing source material using MLA or APA format.

Academic Referral - Improving Quiz/Exam Scores

This referral should be selected if the student struggles with information retrieval, which negatively impacts their ability to demonstrate course-related knowledge, skills, and abilities during testing. Interventions may include effective study techniques, test preparation tips, and test-taking strategies.

Academic Referral - Improving Reading Comprehension Skills

This referral should be selected if the student needs to develop reading strategies that would help improve their access to and understanding of course content, particularly information in the course textbook and peer-reviewed articles. Interventions may include a variety of reading strategies, including those related to text interaction, vocabulary development, and content analysis.

Academic Referral - Receiving Assistance with Course Content

This referral should be selected if the student seems to have the correct approach to learning college-level material but needs additional tutoring in the discipline itself. Interventions may include more individualized explanations of content, assistance
utilizing resources, practice problem-solving or applying course concepts, and opportunities to apply metacognitive strategies.

Academic Referral - Utilizing Technology Support Resources

This referral should be selected if the student is having difficulty meeting technology expectations for the class or the institution, including navigating Inside Delta, utilizing MS Office applications, and/or managing the eLearning course environment (e.g., assignment submissions, discussion board posts, online quizzes, etc.). Interventions may focus on helping students acquire the technology skills they need to access, complete, and submit class assignments and/or receive other College services.

Advising Referrals, routed to the Advising office:

Advising Referral - Discuss Career Planning

The student may disclose that they are undecided in their career or program choice. The Student Success Advisor would have a conversation with the student about various career paths and promote the Focus 2 assessment (Access code: delta) and coordinate referrals to the Career Development Office as appropriate.

Advising Referral - Discuss Course Plan

The student may say their course load is too challenging or too easy, have questions about their courses for upcoming terms, questions around navigating academic processes such as validation, or may have dropped a class that needs to be replanned for a future term. This alert will notify the Student Success Advisor of which your student is on their caseload.

Counseling Referrals, routed to the Personal Counseling Services office:

Counseling Referral - Addressing Test Anxiety

Instructors are to look for: Students that mention “always struggling with exams”, being nervous”. Instructors may find the student knows the information when they meet with the student, but it is not reflected in their exam performance.

Counseling Referral - Attending a Support Group

These are on hold since we do not have a lot of staff.

Counseling Referral - Attending Student Success Workshop

Counseling has a variety of workshops on topics such as Time Management, Procrastination, Test Anxiety, Stress and Anxiety, What to do with feeling blue? (depression). See more on Inside Delta – Student Success Workshops.

Counseling Referral - Navigating Community Resources
Instructors may hear about housing difficulties, financial issues, etc. Counselors will reach out to the student to discuss their situation and then refer to appropriate resources.

**Counseling Referral - Personal Counseling**

Instructors may hear about loss of a loved one, relationship ending, struggles with a situation etc. If the instructor has a student frequently reaching out regarding emotional dysregulation or seeks support beyond your area of emotional expertise.

Counselors will send student intake form and counseling information.

**Counseling Referral - Reviewing the Importance of Attendance**

Counselors will send an email discussing how attendance, or lack thereof, can affect grades. Will offer to meet with student to discuss outside factors that interfere with school.

**Kudos Referral, sends email to student from faculty member**

**Kudos Referral - Keep Up the Great Work**

No staff will be notified with an alert for Kudos Referrals. An email is sent to the student, from the faculty member, with the title of “Keep Up the Great Work!” and the greeting line of “Dear <FirstName>,”. The rest of the email is directly pulled from the alert note submitted by faculty.
How To Submit an Alert via Faculty Portal

1. Go to Faculty Portal: https://delta.elluciancrmadvise.com/FacultyPortal/

2. Your course(s) will be listed on the left side of the site. Choose the course for which you would like to submit an alert.

3. The roster of students will appear. Select a student. The alert choices will appear on the right side.

4. Choose the best fit alert for this student and click Next. You can select multiple students to submit one identical alert, but you cannot submit multiple alerts for the same student(s) at the same time.
5. **Add notes** to the alert to help the referred office understand how to best help your student. The only note the student will ever see is for a Kudos referral. All other notes are internal only. 

   *If you selected multiple students, this note would appear on the alert for all students selected.*

6. You will get a **Review & Submit** screen to show you the student, who the alert is going to notify, and your note. If you’re ready to move forward with creating the alert, click the **Submit Alerts** button.
How to Submit an Alert via Ellucian Experience

1. Log into Ellucian Experience, using your Delta log-in credentials.
2. Find the Alert Submission card. If you do not see this card on your home screen, click the Discover More button.
3. Select the course you want to enter Early Alerts.

4. The card will expand to full-screen size.
5. Select one or more students for which you want to submit the same alert. Click the Create Alert button.

6. In the Create an Alert box, select the alert from the list, add your note (recommended, not required), and click Review. Submit one type of referral (academic, advising, counseling) per student and add notes for clarification or additional requests. The student will also receive an email upon the submission of each alert.
7. Review the alert before submitting. You will see the student name(s), who the alert will be going to for processing, and the note you provided. **If you are submitting this alert for multiple students, the same note will be applied to each student’s alert.**

8. Submit the alert(s). A notification will appear in the top right corner that your alert has been submitted.

**Where To Find Faculty Portal**

If you would like to test the software without sending emails to students, you are welcome to use the [testing environment](#). You can always find more information on Early Alert by going to [Inside Delta > Academic Services > Early Alert](#). Faculty Portal Link: [https://delta.elluciancrmadvise.com/FacultyPortal/](https://delta.elluciancrmadvise.com/FacultyPortal/)

**Academic Referrals**

Academic referrals are directed to the Teaching Learning Center, specifically to Linda Krukowski, to receive the alert and reach out to the student.

**Process:**

1. Faculty submits early alert through Faculty Portal
2. Alert is created in CRM Advise for TLC to review
3. Email is sent to the student, copying tlc@delta.edu, to notify the student that the TLC will be reaching out to them.
4. TLC calls the student to set up an appointment within 24 business hours of the alert being created. TLC staff tracks phone call in TracCloud. Follow up one more time, the Friday after the alert was submitted.
5. Alert is completed in CRM Advise by TLC. A summary email is sent to the faculty member and the student upon completion of the appointment.
6. Alert is canceled in CRM Advise by TLC if the student does not make an appointment or contact has not occurred after 14 days.
Email to the student upon creation of the Academic Referral alert:

From: tlc@delta.edu
Subject: Academic Referral to Teaching & Learning Center for [Course]

Dear <FirstName>,

This email has been sent to you regarding your [Course]-[Number] with [Alert Owner]. An academic referral was initiated because your instructor believes that receiving additional assistance with the following will help to improve your success in class: [AlertSubject]

Within two business days, Teaching & Learning Center (TLC) staff will attempt to contact you by phone and/or Delta Outlook Email to arrange an appointment with one of our learning consultants. Should you wish to contact the TLC directly, you are welcome to make an appointment by visiting our Tutoring Services webpage, email us at tlc@delta.edu, or call 989-686-9314. We care about your success and look forward to working with you!

Sincerely,
The Teaching & Learning Center (TLC)
E: tlc@delta.edu
P: 989-686-9314
Advising Referrals
Advising referrals are directed to the Advising office, specifically to the student’s assigned Student Success Advisor. Caseloads for the advising team are based on the student’s program of study.

Process:

1. Faculty submits early alert through Faculty Portal
2. Alert and task are created in CRM Advise for the Student Success Advisor to review
3. Email is sent to the student upon creation of the alert to give the student a chance to schedule an appointment with the advisor on their own.
4. The advisor will review the task in CRM Advise within 14 business days. If the student has not made an appointment or reached out for assistance via email, the advisor will call and email the student within the 14 days.
5. Alert is completed in CRM Advise by the Student Success Advisor. A summary email is sent to the faculty member and the student upon completion of the appointment.
6. Alert status is canceled in CRM Advise by the Student Success Advisor if the student does not make an appointment or two-way contact has not occurred after 14 days.

Email to the student upon creation of the Advising Referral alert:
From: advising@delta.edu
Subject: An Advising Opportunity

Dear [StudentFirstName],

Your instructor, [Alert Owner], has submitted your name to the Advising office indicating that you may benefit from a conversation with your Student Success Advisor regarding the importance of the following topics:

• [AlertSubject]

I am your Student Success Advisor, and I encourage you to schedule an appointment with me to discuss steps you can take to be better prepared for success in your courses. You can use [my calendar link] (= hyperlink to Primary Advisor Calendar) to schedule an appointment that works best for you. Please put “Early Alert Discussion” as the purpose for the appointment.

If I do not hear from you, please watch for another communication from me in the next few business days. Use this as an opportunity for growth in your college education and overall life balance.

If you have any questions about Delta resources, feel welcome to visit the Pioneer Connect Center located in D-102, or virtually, to get your questions answered Monday-Thursday 8am-6pm or Fridays 8am-4pm.

Advisor’s Signature
Counseling Referrals

Counseling referrals are directed to our Personal Counseling Services, which is staffed by our Licensed Personal Counselors (LPC), to work with students’ mental health.

Process:

1. Faculty submits early alert through Faculty Portal
2. Alert and task are created in CRM Advise for a Counselor to review.
3. Email is sent from confidentialcounsel@delta.edu to the student upon creation of the alert to inform the student that a Counselor will be contacting them within 48 business hours.
4. Once the Counselor connects with the student or the student attended an appointment, the Counselor will send an email to the student from Titanium and a separate email to the faculty member to let them know the status is complete.
5. Alert status is completed in CRM Advise by the Counselor if the student attends the appointment.
6. Alert status is canceled in CRM Advise by the Counselor if the student does not make an appointment or two-way contact has not occurred after 14 days.

Email to the student upon creation of the Counseling Referral alert:

From: confidentialcounsel@delta.edu
Subject: Personal Counseling Services Are Available
Dear [StudentFirstName],

Your instructor [AlertOwner] has referred you to Personal Counseling Services for [AlertSubject]. One of the counseling staff will contact you within 48 business hours.

If you would like to contact us, please email confidentialcounsel@delta.edu.

Personal Counseling Services Staff

Personal Counseling Services
Delta College | Main Campus | D-102
(p): 989-686-9330 | (e):confidentialcounsel@delta.edu
Engage | Educate | Empower

Email is not a confidential means of communication. Since we value the privacy of our students, staff members at Delta College Personal Counseling Services do not use email to provide counseling or communicate clinical information. We only use email to schedule appointments.
Kudos Referral
These alerts are meant to send a positive note to students to say they are doing great in your class. The alert will send an email to the student with the subject “Keep up the great work” and have a greeting line of “Dear <FirstName>,” which will insert the students first name from the alert.

Process:
1. Faculty submits early alert through Faculty Portal
2. Alert is created in CRM Advise
3. Email is triggered to student immediately.

Email to the student upon creation of the Kudos alert:
From: the faculty member’s email address
Subject: Keep up the great work!
Dear <FirstName>,
<Note from instructor>
Tracking Your Alerts
You can see the status of each alert in two ways: Faculty Portal and the summary email. Alert history is not available in Ellucian Experience.

Faculty Portal:

1. Open Faculty Portal
2. Click the gear icon in the upper, right corner > Alert History
3. Choose the course.
4. View list of students, the alert submitted, the term, owner of the alert, and the status of the alert.

Summary email:
If you have submitted alerts, you will receive an email from earlyalert@delta.edu with a summary of your alert statuses.
If you wish to no longer receive early alert summary emails, contact OIT at help@delta.edu.