Early Alert Guidebook

Things to know:

Six types of alerts and the office associated:

1. Advising: Failing Grades Due to Attendance or Engagement
2. Counseling: General Well Being
3. Tutoring: Content-Specific Course Support
5. Tutoring: Academic Writing and Reading

Please submit only one alert per student per office within a 10-business day period.

Adding notes* - When submitting an early alert, include specific notes about the conversation that may have occurred with the student prior to submitting the alert and/or any additional information that may be helpful for the SES staff professional to know before they reach out to the student.

Notification - The student will be notified that a referral has been made. It is recommended to speak with the student prior to submitting an early alert. Additional communications have been created to inform faculty regarding completion of their student referral.

*Kudos are the only alerts that will send your note directly to the student. All other alert notes are private and will only be seen by the SES professional.

Reason for Referral

It is recommended that faculty have a conversation with the student prior to submitting an alert regarding their reason for concern and know that the student will be notified upon creation of the referral.

Please include a reason for your referral when submitting the alert to include the following information:

- What was discussed with the student about this issue?
- Any other details you think may be relevant?

Example of an informative note: I had a conversation with Joe today regarding his tardiness to class. We have had three class sessions, and he has been 15-30 minutes late each time. Joe disclosed that he can’t afford a car, and it is the only time he can be dropped off by his grandparents. I mentioned possible public transportation and he seemed hesitant but open to the idea. Perhaps you can provide more detail and assurance of transportation resources.
Which is the best early alert to choose?

Advising – Failing Grades due to Engagement or Attendance

- Student is receiving failing grades due to issues related to
  - Engagement in the course
    - i.e. student shows up to class, but is not actively participating or appear distracted
  - Attendance patterns
    - i.e. they are not showing up to class at all, they are arriving late, or they are leaving early
- Interventions may address:
  - Attendance patterns and strategies for improvement
  - Resources to assist with non-academic factors
    - Such as transportation, caregiving duties, food or housing insecurity
  - Evaluating implications of withdrawing from the course
  - Considering a leave of absence for sudden or traumatic life events

Counseling – General Wellbeing

- The student is struggling with the loss of a loved one, a relationship ending, test anxiety, coping with a situation, or needs to be connected to campus or community resources (Food Pantry, Disability resources, Delta’s Closet, Student Success Workshops).
- Interventions will be assessed as appropriate by a Licensed Professional Counselor and are confidential.
- This alert is not appropriate for crisis situations, BIRB, or Disruptive Student/Conduct. Please see (insert link once developed).

Tutoring – Learning, Study, & Testing Strategies

- Approach to college-level learning. Possible interventions: individual or group assistance developing evidence-based learning, study, and metacognitive strategies.
- Focus or Concentration: their focus related to academic tasks.
  - Possible interventions: demonstrating techniques to manage time/priorities, monitor concentration, direct and maintain attention, eliminate distractions, and redirect focus.
- Quiz/Exam Scores: information retrieval (to demonstrate course-related knowledge, skills, and abilities during testing).
  - Students know content but have difficulty accessing it during a test.
  - Possible interventions: individual or group review of effective test preparation tips and test-taking strategies.

Tutoring – Content-Specific Course Support

- Additional review/practice in subject area. Possible interventions: individualized explanations of content, assistance utilizing resources, practice problem-solving and/or applying course concepts.
- Technology Use. Familiarity with basic technology use: Navigating Inside Delta, utilizing MS Office applications, managing the eLearning course environment.
  - Possible interventions: Helping students acquire tech skills needed to access, complete and submit class assignments; receive other College services.

Tutoring – Academic Writing and Reading

- Any stage in the writing process for any discipline from gathering ideas to reviewing final drafts.
  - Possible interventions: review of idea generation techniques, content development/organization strategies, and/or appropriate source integration/citation in MLA or APA format.
- Reading Comprehension: understanding of academic reading material, especially in the textbook and/or peer-reviewed articles.
  - Possible interventions: review of various reading strategies, including those related to text interaction, vocabulary development, and content analysis.

For more information, visit https://www.delta.edu/employees/early-alert/index.html or send an email to earlyalert@delta.edu with any questions, comments, or concerns.
How To Submit an Alert via Faculty Portal

1. Go to the Early Alert webpage: [https://www.delta.edu/employees/earlyalert/index.html](https://www.delta.edu/employees/earlyalert/index.html)
2. Click the “Submit an Alert” button.
3. 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.

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

5. **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.
6. **Add Reason for Referral** explaining purpose of referral and discussion with the student. Only Kudo Referral Reasons are seen by student. 
*If you selected multiple students, the same reason would appear for all students.*

7. You will get a **Review & Submit** screen to show you the student, who the alert is going to notify, and your reason for referral. Click the **Submit Alerts** button to activate alert.
Responding to Urgent Situations

*If the student discloses suicidal ideation, attempting suicide, or any negative patterns of behavior that could also harm others, please follow the protocol below. Do not submit an early alert.*

**Information For Faculty:**

The Personal Counseling Services staff appreciates the care and concern faculty have for their students. Counseling staff will review the faculty note and determine the best mode of outreach to students on a case-by-case basis. The use of email allows for maintenance of confidentiality and safety. Email ensures the ethics and legalities of licensure are upheld by the Delta College Counseling staff. Certain more urgent situations may require a telephone call. If a faculty member feels it is in the student’s best interest to receive a phone call as the primary source of contact please let us know within the notes section of the Early Alert.

Please be aware that counseling staff is limited in the amount of information that we can share with faculty or administration due to professional ethics and confidentiality obligations. We encourage students to be transparent about their situations with their faculty members to the extent that they’re comfortable with. Any information shared around their work with our office would need to be disclosed by the student themselves and cannot be clarified or corroborated by a member of our staff.

For questions or concerns please contact 989-686-9330 or email confidentialcounsel@delta.edu.

**Additional Resources for Concerning Behavior**

**Crisis:**

The Early Alert system is not the best way to connect with our staff if a student is experiencing a mental health crisis. If the student discloses suicidal ideation, attempting suicide, or having a plan to do so the faculty member should consider the student in crisis and contact the Counseling staff immediately if during business hours (8am-4:30 Monday through Thursday and 8am-4pm on Friday). **If it is after business hours please contact Public Safety (ext. 9113 or 9111) for assistance.**

- Bay-Arenac 24 hour Crisis Hotline 1-800-327-4693
- Midland County 24 hour Crisis Hotline 1-800-317-0708, TDD 989-631-0870
- Saginaw County 24 hour Crisis Intervention 989-792-9732
- Suicide and Crisis Line 988
BIRB (Behavioral Intervention Review Board)

Student behavior or a pattern of behaviors, which raise a concern about risks to others or negatively impact on others while on campus should be referred to BIRB. Students displaying strange responses, odd behaviors or indications of distress which do not raise concerns about a threat to others, should be referred to the Counseling/Advising Office in D 102 (Ext. 9330) for further assessment and assistance.

Please see BIRB Handbook

Disruptive Student and/or Conduct

Faculty members who experience student behavior or a pattern of behavior that interferes with a positive educational atmosphere, the civil exchange of ideas, classroom/campus order or may endanger the safety of students and staff should follow the steps outlined on the Disruptive Student Inside Delta page. This Board policy and these procedures identify the progressive steps designed to remedy situations in which a student’s behavior is judged to be disruptive or threatening. If the behavior is such that the faculty/staff member reasonably fears immediate harm, then campus police should be called and Board Policy Student Violation of College Rules and Regulations will be followed.
Early Alert Procedure Summary

Faculty submits alert

- Automated email to student immediately that a referral has taken place.
- Automated email to faculty immediately upon creation of the alert as a confirmation.

The SES professional that manages the alert will take action within 5 business days via phone call or email. If alert is still open after 5 days, second outreach (phone or email) occurs.

Is connection made with student within 10 business days?

- Close alert
  - Advising: automated email to student, copying faculty
  - Counseling: automated email to faculty that contact was made.
  - TLC: automated email from TracCloud to student and faculty.

- Cancel alert
  - Advising and Counseling: automated email from advisor to student and automated email from advisor to faculty
  - TLC: automated email from TracCloud to student and faculty.

End
Early Alert Advising
Process Procedure Map

Referral Type(s)
Failing Grades Due to Attendance or Engagement

One of Three Possible Outcomes:
- Student is seen (Closed in ADVISE)
- Student is Not reached/Declines or Misses/Cancels (Canceled in ADVISE)
- No actions taken [Pending] (Open in ADVISE)

* Action plan summary indicates next steps for student with class. Action plan summary advisor process in review, exploring how/if a note can be included in automated alert status change email.

As of: 1/5/2023
Early Alert Non-Urgent Counseling Process Map

Procedure Elements

Referral Type(s)
General Well Being

One of Three Possible Outcomes:
- Student is seen (Closed in ADVISE)
- Student is Not reached/Declines or Misses/Cancels (Canceled in ADVISE)
- No actions taken [Pending] (Open in ADVISE)

* Action can be workshop, counseling services, etc.
Early Alert TLC Procedure

Procedure Elements

Referral Types

TLC Admin receives Advising EA and copies faculty category choice and notes to TracCloud Internal Academic Referral form. TLC process may take up to 10 business days to complete.

TLC Admin attempts to contact by phone. Depending on result of first attempt, a second call and email will be attempted.

One of Four Possible Outcomes & Summary Notes occur:
- Student is seen (Closed in TLC – CLOSED in ADVISE)*
- Student is not reached (“closed in TLC” - CANCELED in ADVISE))*
- Student refuses (“closed in TLC” - CANCELED in ADVISE)*
- Student Misses/Cancels (“closed in TLC” - CANCELED in ADVISE)*

*When situation occurs, ADVISE status may be identified as “Closed”, “Open”, or “Canceled” based on guidance from Advising.

As of: 1/12/2023
Early Alert KUDOS
Process Map

Referral Type(s)

Kudos

Part of ADVISE Early Alert system but does not require response from any department. Faculty may create these and submit to system at anytime.

*Reminder: The note typed by the faculty member when submitting the Kudos referral is directly inserted into the email to the student.