

OAA Early Alert Protocol

Flags:

Type	Name	Reason
Flag	Low Quiz/Test/Assignment Scores	This should be raised when a student has not performed well on tests, major quizzes, and/or assignments and it is having a significant impact on their overall course grade
Flag	Missing/Late Assignments	This should be raised when a student has not turned in assignments or has developed a habit of turning them in late.
Flag	Attendance Concern/Low or Infrequent Access of Online Course Content	This should be raised when it is noticed that a student is frequently missing class sessions, not accessing online course content regularly, or is frequently tardy. In addition, the student has not provided a valid reason for absences or has not been in communication with the professor at all.
Flag	Non-Academic Concern	Raise this when you have a concern with a student's behavior (non-academic related). **This flag and the comments will NOT be viewable by students.
Flag	Could Benefit from CSS Support Services	Raise this flag for students who could benefit from CSS support services (subject tutoring, peer advisors, writing consultants, etc.)

Students with one to two flags

- For students that have one to two flags for courses, advisors will email student and encourage them to schedule a meeting OR check in via email for status update.
 - Advisors will also encourage students to discuss Early Alert feedback with their instructor(s)
- If student is not responsive to initial outreach, additional attempts (including a phone call) to contact student are made (and noted in Starfish).
- After three unsuccessful attempts of contact, flag is cleared and "no reply from student" is noted.
 - Faculty can submit a new flag if concerns persist.

Students with three or more flags

- For students that have three or more flags for courses, advisors will call student and encourage them to schedule a meeting.
 - Advisors will also encourage students to discuss Early Alert feedback with their instructor(s)
- If student is not responsive to initial outreach, additional attempts to contact student are made (and noted in Starfish).
 - Advisors will also attempt to connect with other members of the student's Success Network, such as Residence Life, Athletics, other advisors, etc. to reach the student.
- After three unsuccessful attempts of contact, flag is cleared and "no reply from student" is noted.
 - Faculty can submit a new flag if concerns persist.

Kudo:

Type	Name	Reason
Kudo	Student is Doing Well in Class	Raise this kudo for students who are performing well in your course so far.
Kudo	Acceptable Performance	Raise this kudo for students who are demonstrating sufficient performance in the course so far.

Advisors do not conduct outreach to students with kudos, however, in future academic advising meetings with the students, the advisor(s) may acknowledge the kudos received.