**STUDENT RETENTION SERVICES**

Early Alert Workflow

**Fall 2014**

**Instructor Initiates Alert**

Based on course content and expectations, early alerts are initiated to provide timely feedback to students when they are not meeting expectations for course success.

**Alert Received by SRS**

Once the alert is recorded, it is assigned to a SRS Retention Specialist within 24 - 48 hours of submission.

**Intervention Cycle Begins**

The Intervention Cycle is a six (6) day window in which we attempt to make contact with the student, determine the factors limiting academic success, and create an Academic Improvement Plan.

**Alert Case Closed**

Based on the interaction with the student, the alert case is closed with stated resolution and case notes.

**Notification**

1. Upon initiation of an alert, the student is sent an automated e-mail message stating that an early alert has been issued for him/her in the specific course and that he/she should be in contact with his/her instructor at his/her earliest convenience. The e-mail also states that a Retention Specialist will follow up with the student regarding the concerns raised in the early alert.

**The Intervention Cycle**

1. The intervention cycle begins with a phone call to the student. If no contact is made, we leave a voicemail message (if available) and send the student an e-mail requesting them to make contact with us.
2. If student initiates the follow-up, the conversation determines whether or not we can support the issue via phone or if the student should come in for an in-person meeting. Appropriate actions are determined and taken accordingly.
3. If student does not initiate a follow-up within 24 hours, they are contacted again on day 3 of the intervention cycle.
4. If the student still does not initiate a follow-up within 24 hours of the second attempt, they are contacted again on day 5 of the intervention cycle.
5. After 3 unsuccessful attempts of contact, the case is closed with a designation of “no reply from student” on day 6.

**Case Resolutions**

All alert cases are assigned one of the following resolutions:

1. Administrative
   - Student’s enrollment is no longer active in the course due to cancellation.
2. Completed
   - Contact was made with the student. An Academic Improvement Plan was completed.
3. Meeting with Faculty
   - Contact was made with the student and the factors presented can only be resolved by meeting with the instructor.
4. Partially Completed
   - Initial contact was made; a follow up was necessary. Student did not follow up as needed.
5. No Reply from Student
   - Multiple attempts of contact were made; student did not reply.
6. Refused
   - Contact was made; student refused services.

**Efforts to contact students include phone, text message (where available), and UMSL e-mail account**