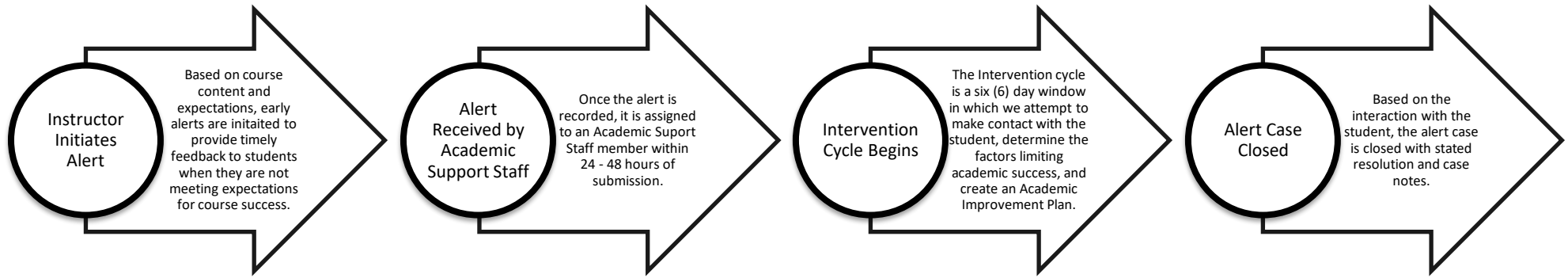


EARLY ALERT WORKFLOW



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/them in the specific course and that he/she/they should be in contact with his/her/their instructor at his/her/their earliest convenience. The e-mail also states that an academic support staff member will follow up with the student regarding the concerns raised in the early alert (if applicable).

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 "Unable to contact student" on day 6.

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

Case Resolutions

All alert cases are assigned one of the following resolutions:

1. The Concern was successfully addressed
Contact was made with the student. Actions to support the student were determined.
2. Unable to contact student/Student refused service/Appeal denied
Multiple attempts of contact were made; student did not reply. Contact was made; student refused services.
3. The student has been administratively dropped from the course or withdrew from the course
4. The flag was raised by mistake
5. The student plans to or has contacted the instructor
Contact was made with the student and the factors presented can only be resolved by meeting with the instructor.