**STUDENT RETENTION SERVICES**

Early Alert Workflow

**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 Support Office Staff**
Support office view Tracking items in their cohorts

**Intervention Cycle begins**
The Intervention Cycle is a 2 to 7 day window, in which we attempt to make contact with the student, determine the factors limiting academic success, and create an Academic Success Plan.

**Alert Case Closed**
Based on interaction with the student, case notes are added and alert is closed within 2-7 business days.

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**Notification**
1. An Early Alert has been issued for the student in a specific course. The student is to contact the instructor as soon as possible regarding the flag. The email also states that the support office will contact the student regarding the concern.

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**The Intervention Cycle**
1. The Intervention Cycle begins with a phone call to the student. If no contact is made, leave a voicemail message (if available) and send the student an e-mail in Starfish requesting them to make contact with the Support Office.
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 the 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 at contact, the case is closed with a designation of “no reply from student” between 5—7 business days.

**Efforts to contact students included phone, text message (where available), and an ECC e-mail account**

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**Case Resolution**
All alert cases are assigned one of the following resolutions:

1. **Positive**
   Contact was made with the student; student will follow up with recommendations such as contacting Instructor/Dept. Advisor or support office referral.
2. **Negative**
   Three attempts to contact student were made over a period of 2-7 days; student did not respond OR contact was made and student refused service.
3. **Irrelevant**
   Student is no longer enrolled in course due to cancellation or withdrawal.
4. **Mistake**
   Flag was raised in error (e.g. should have been a kudos, raised for wrong student, etc.)
5. **Unknown/Other**
   Initial contact was made and follow up was necessary; student did not follow up as requested.

* Additional clarification of resolution may be added in comment to flag raiser.*