



# EAB

## Student Success Collaborative Campus

### Quick Guide for Issuing Early Alerts in EAB

**Login to EAB Campus using your UA credentials**

<https://uas.campus.eab.com>

#### Early Alerts vs. Care Team Reports

There are times when a Care Team report is more appropriate than an Early Alert. Below are descriptions of each to help you make a determination on which to use.

##### → CARE TEAM

If you are concerned about a UAS student who may be personally struggling or whose behavior is concerning, disruptive, risky, or potentially harmful to him/herself, or others please submit a CARE team report.

<http://www.uas.alaska.edu/students/careteam/index.html>

##### → EARLY ALERT

Early Alert is a faculty-initiated referral system that allows instructors to engage with professional staff advisors to check in with students who might be struggling in the classroom. The referral is FERPA-protected and triggers the advisors to reach out to students, offering support for their academic success at UAS. It is beneficial to refer any student who is struggling or has low attendance as it helps establish a pattern of behavior that can be used to track and support the student throughout their academic career.

##### **What happens when an Early Alert is issued?**

1. Within 2 academic days, a reach out (email or phone depending on the relationship with the student) will be made;
  - a. If no response within 2 academic days of days, another call or email will be made;
  - b. If still no response after 3 of days, one more outreach will be made;
  - c. If the student does not respond within 4 days after the 3rd outreach, the alert will be closed.\*
2. When contact is made, the student will be alerted to the concern indicated by the faculty and support resources will be offered.

3. The alert will be closed with brief notes, referral notices

Note: All notes and documentation in EAB is considered part of the student record and should be treated carefully.

\* There are times when we will follow this process as closely as possible; however, it may not be completely realistic to follow this process in every scenario.

## Issuing an Early Alert

Once you've identified that an Early Alert is your best avenue, follow the *Three ways to issue an Alert* below to access the Early Alert system. When issuing an alert, please select one of more alert reasons (see below for how best to use each). Associate the Alert with a course. For the best possible response, **please add additional comments** to the alert about the prevalence of the issue, what you have done to attempt to remedy the issue, and, if possible, **the ideal outcome** you would like to see as a result of the alert.

ISSUE AN ALERT
✕

Student Test Test

Please select the reason you believe this student needs assistance Select at least one

Is this alert associated with a specific class? Optional ▼

Additional Comments

Please enter a comment.

Submit
Cancel

## Three ways to issue and Alert

**1. Blackboard:** As you did in the past, your Blackboard classroom has a link to EAB. Clicking that link will direct you to the [EAB login](#) screen. Login, then you will need to search for your

student in the top right quick search function. Once on the student's profile, navigate to the right hand menu. In the "I Want To..." actions section there will be an option to Issue an Alert.

The screenshot shows the 'Professor Home' page. At the top, there is a navigation bar with 'Campus Student Success Collaborative\*' and a search bar set to 'Fall Semester 2018'. On the left, a blue sidebar contains icons for home, messages, calendar, and documents. The main content area is titled 'Professor Home' and 'Class Listing'. A table with columns 'CLASS NAME', 'TIME', and 'ROOM' is visible. On the right, there is an 'Actions' section with a dropdown menu 'I want to...' and an option 'Issue an Alert'. A larger dropdown menu is shown below, listing various actions: 'Message Student', 'Add a Note on this Student', 'Add a Reminder to this Student', 'Report On Advising Appointment', 'Report On Tutoring', 'Schedule an Appointment', 'Add to Watch List', and 'Issue an Alert' (which is highlighted with a blue box).

**2. Professor Home:** Login to [EAB](#). On the right hand side of the professor homepage, click Submit an Alert. When using this method a student must be selected using a name or student ID to search for them. The alert dialogue box also asks for the reason(s) the student needs assistance, users will choose from a pre-set list of reasons that the SSC Leadership Team has created (see below for when to use each reason). Additional fields on the alert dialogue box are the option to select if the concern is related to a specific course and to add any comments related to the issue or referral.

The screenshot shows the 'Professor Home' page with a red sidebar. The 'Class Listing' table is populated with the following data:

CLASS NAME	TIME	ROOM
(ECON-5100) *Intro to Economics		<a href="#">Progress Reports</a>
(ECON-5201) *Principles of Macroeconomics		<a href="#">Progress Reports</a>
(ECON-5202) *Principles of Microeconomics		<a href="#">Progress Reports</a>
(ECON-5450) Money and Banking		<a href="#">Progress Reports</a>

On the right, the 'Actions' section shows the 'I want to...' dropdown menu with 'Issue an Alert' highlighted by a red box. Below it is a 'Quick Links' section with options like 'Take me to...', 'Schedule General Event', and 'School Information'.

ISSUE AN ALERT
✕

Student

Please select the reason you believe this student needs assistance

Is this alert associated with a specific class?

Additional Comments

Submit
Cancel

**3. Professor Home:** Login to [EAB](#). On the professor home page, scroll down to Students in My Classes. Click on the box beside a student name. Click on Actions on the gray toolbar and choose Issue Alert. When using this method the student's name will be auto-filled in the dialogue box.

### Students In My Classes

Actions		STUDENT NAME	CATEGORY	COURSE(S)	AT RISK?
Send Message		Student A	Campus - UAS	ECON-S202-KD1	No
Issue Alert		Student B	Campus - UAS	ECON-S100-KD1	No
Note	<input checked="" type="checkbox"/>	Student C	Campus - UAS	ECON-S100-KD1	No
	<input type="checkbox"/>	Student D	Campus - UAS	ECON-S202-KD1	No

ISSUE ALERT
✕

Student Hannah Mitchell

Please select the reason you believe this student needs assistance

Is this alert associated with a specific class?

Additional Comments

Submit
Cancel

- Drop - Student Never Commenced Attendance
- Challenges with Technology Related to Course
- Academic Difficulty Due to Personal Issues Outside Classroom

## Drop-Down Alert Reasons and When to Use

Drop down alert options	Examples of when to use
Current options	
Academic Difficulty Due to Personal Issues Outside the Classroom	Student has shared that they are facing challenges in life that are impacting their academics.
Challenges with Technology Related to the Course	<p>Student doesn't have necessary tools like a calculator, laptop, etc. to complete classroom work.</p> <p>Student isn't utilizing Blackboard (specific details about what ways they should be using the platform would be helpful for advisors). Student doesn't seem to understand that there is electronic feedback (track changes, comments, etc.).</p> <p>Student doesn't have necessary equipment for eLive.</p> <p>It seems that internet connectivity is not sufficient for course.</p> <p>Student doesn't seem to know how to use required iPad or other similar technology.</p>
Drop - Student Never Commenced Attendance	<p>Student has never been to class and has not communicated with you.</p> <p>This alert goes directly to the Registrar to drop the student. Advisor will NOT reach out to the student. <b>This would be used during the add/drop period only.</b></p>
Drop/Withdraw - Need last date of attendance	Student showed for class at some point, but has since stopped attending and you are requesting for the student to be withdrawn or dropped. Please note that faculty withdraws can impact students' funding such as financial aid and Veterans benefits. Advisor will NOT reach out to the student.

Inadequately prepared for the level of course	Ideally this selection would be used during the first week or two of a semester in hopes that we can move a student to the more appropriate course, and make any additional schedule modifications necessary while trying to maintain necessary course loads for other requirements such as VA Benefits and On Campus Housing. Please provide advisors with some insight as to what is leading you to believe that a student is incorrectly placed and what what would be a better fit.
Incomplete Grade	Student is receiving an Incomplete grade in the course, with the expectation that they will work toward completing course requirements after the end of the regular semester. This alert lets the instructor share concerns they may have with an advisor that the student may need to dedicate additional study time completing coursework from a previous semester, and in some cases, the Incomplete may delay meeting future course prerequisites, course planning, graduation timelines, etc.
Low or Irregular Engagement	Student is not consistently attending (or has not attended if in the drop period); Student is not coming to class prepared, not watching video lectures/course content, not doing readings, not doing homework, homework is not completed on time or well, student did not do well on quiz, student did not do well on test. Please provide as much detail as possible.
Missed or Low Scores on Tests/Quizzes/Assignments	Student has low quiz scores, missing assignments, or poor or failing grades on major tests.
Other (please describe in Additional Comments)	Alert is issued for reasons not included in the required drop-down menu. Instructor is asked to provide a more full explanation for the alert in the Additional Comments box.
Poor Attitude and/or Disruptive Behavior	Students actions are not conducive to their learning and/or other students in the class.

Student Stopped Attending - note last day of attendance

Student was attending class at some point but has since stopped.

Last date of attendance is requested for this alert to help financial aid be more efficient but does not mean the student will be dropped or withdrawn from the course.

An advisor will reach out to try to help the student correct course.