Early Alert System (EAS)

Welcome to the UC Denver Early Alert System (EAS). While the design of the program is intended to be intuitive and consistent with web-based systems, we have provided some instructions on how to navigate the EA software and how to identify student alerts based on academic performance, class participation and behavior.

Each semester, the Downtown Campus of the University of Colorado Denver conducts a campus-wide program to identify undergraduate students needing assistance from academic and student service offices. The program is called Early Alert and is the result of over two years of planning and testing by faculty, staff and programmers. Your participation in the Early Alert program is crucial to the improved student success and is very much appreciated.

The Performance Contract between the Colorado Commission on Higher Education and the University of Colorado Board of Regents requires the downtown Denver campus to improve student persistence and graduation rates. Freshmen who decide to not return for their second year often make that decision within the first six weeks of their first semester. Providing assistance early in the semester is very important to campus efforts to enhance student persistence and graduation rates. The academic advisor's role in this effort is to contact students during the seventh week of the semester and make appropriate referrals to campus resource offices.

Goals / Benefits
- Identify students needing assistance early in the semester
- Utilize both academic and student support offices to assist students
- Lower students going on academic probation
- Ultimately improve student retention and graduation rates

Early Alert Features
- Provides a quick and easy web-based interface for instructors
- Provides more detailed alert information from instructors
- Consolidates and summarizes student, course and Alert data for advisors
- Provides method for advisors to prioritize Alerts they are assigned
- Provides methods for group contact messages
- Provides information to Student Support offices to assist engaging students in Early Alert

Thank you for your participation!
Early Alert Access

The EA System may be accessed from on-campus or off-campus computers. Staff using a home computer should have a high speed Internet connection. It is also advised to use a full screen view to minimize scrolling.

Early Alert log-in is accessed through the UC Denver Undergraduate Experiences web site for Early Alert. The direct URL for the Undergraduate Experiences Early Alert page is given below, or you can navigate to the Undergraduate Experiences home page, click on the “Early Alert” task bar, then click on Early Alert Log-In.

http://www.ucdenver.edu/student-services/resources/ue/early-alert/Pages/default.aspx
Early Alert Log-In Instructions

Early Alert log-in is a two-step process to ensure the highest level of security for student information.

Step One
From the UC Denver ‘university’ domain, you will see the following pop-up screen.
Successful log-in will bring up the Early Alert Main page, and the Early Alert process can begin.
Main (Home) Page
Advisor Button

From the EAS home page, select the Advisor button (upper left-hand side). When the Advisor button is selected, alerts that are assigned to you are displayed.
Upon opening the Advisor Alert Update Page, you will notice a set of tabs (on the left) that will help you navigate your way through the EA System. Most of your actions will be limited to the “Advisor” Tab.

Student Names initially appear in alphabetical order. If you choose to change the alert order, you can click on any of the column headings (Auto Referral, Referred, Completed, Last Name, Full Name, ID, Major, Class, GPA, Quality Hours-CU Earned Hours, Attempted Contact-Number of times advisor has attempted to contact student, Responded, Last Contact, Status, Advisor, #Alerts and Priority). The page will be sorted by the data in the column selected. To reverse the sort order, (ascending to descending) click again.
If your alerts do not fit on a single page, the number of pages and total number of alerts are listed at the top and bottom of the Process Alerts page. You have the option to choose how many alerts are displayed per page.

**Prioritizing**

You have the option of assigning levels of priority to each student by right clicking your mouse on the **Priority column**. There are three Color Coded options; Low, Medium, and High. Low is green, Medium is yellow, and High is Red. For example, Probation/Restrictive Probation students and graduating seniors might be considered "High" priority.

Initially, when you open the Advisor Alert Page, alerts that are assigned to you are displayed. To see the alerts for your advising group/office, click on the Show Alerts for my Group button.
Alerts from a previous Term
If a student has been alerted before an "**" will appear next to the students’ full name.

Search - Advisors have the option to scroll through the list of alerts, or to search for a student using the filter option. Search options include Last Name, Full Name, Student ID, Course, Alert Date, and Advisor.

Student Group Filter - This Filter includes a list of specific on campus Student Support Groups (Office of International Education-AT, Denver Transfer Initiative-DTI, Pre-Collegiate (matriculated UC Denver students; previous pre-collegiate participation)-PCOL, Student Support Services-SSS/TRIO, Veteran’s Affairs-VET, Aurora Lights, the Scholarship Resource Office and University Honors and leadership-UHL). You should utilize this feature to identify if any of your alerted students are part of these groups. These groups will play an important role in providing these students with additional support. **Please see “General Roles and Responsibilities” handout for special services and options for these students.

Auto Referral Column - This feature will help advisors determine if a student belongs to a specific on campus Student Support Group at a glance.
You have the option of viewing more detailed information (initially) about each student from the Advisor Update Page. You can choose to click on the “>” icon on the left of each students’ name or by clicking on the “Expand All” button.


**“>” Icon View**

If you choose to click on the “Expand All” button, the system usually takes a few seconds to update.

**“Expand All” button view** - If you choose to click on the “Expand All” button, the system usually takes a few seconds to update.

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**Advisor Alert Update Page (cont.)**

**Sending E-mail**

To e-mail students you must select students to e-mail, by clicking the checkbox under “E-mail” or by clicking on individual students. If you choose to utilize the “E-mail” box all students on that page will be sent an e-mail. If you want to e-mail all of your students at once, set the page to display “All” by clicking on the “Number of records per page” option. The system will send an e-mail to 50 students per message. For example, if you have 150 alerted students, 3 e-mail messages will be created automatically in Microsoft Outlook.

Once you have selected the students you want to e-mail, you can click on the “E-mail Selected Students” button.
Use the selection boxes in the first column to add or remove checks from the “to be emailed list.”

Note: When you send a group email, the email is addressed to you and all students are BCC’d. In this manner the student’s privacy is protected.

Processing an Alert
To process an alert, click on the Student Last Name. The Advisor Update Form will open.
**Advisor Update Form**

The top section with the light blue background contains the student information. Most of this data is loaded from ISIS. **Note:** If a student has two e-mail addresses or two phone numbers listed in ISIS all information will be listed in this section.

<table>
<thead>
<tr>
<th>College</th>
<th>CLASU</th>
<th>Quality Hours:</th>
<th>3</th>
<th>Tentative Graduation:</th>
<th>N</th>
</tr>
</thead>
<tbody>
<tr>
<td>Major 1:</td>
<td>COMM 9A</td>
<td>Cumulative Credits Earned:</td>
<td>12</td>
<td>PS:</td>
<td>N</td>
</tr>
<tr>
<td>Major 2:</td>
<td>EVSC-MIN</td>
<td>Institution Earned Hours:</td>
<td>12</td>
<td>AT:</td>
<td>N</td>
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<tr>
<td>Cumulative CU GPA:</td>
<td>2.66</td>
<td>Transfer Credits:</td>
<td>0</td>
<td>FA:</td>
<td>N</td>
</tr>
<tr>
<td>Classification:</td>
<td>JR</td>
<td>Term Attempted Hrs.:</td>
<td>18</td>
<td>Privacy:</td>
<td>Y</td>
</tr>
</tbody>
</table>

The bottom section of the Advisor Update Form contains the students’ current course schedule.
Advisor Update Form (cont.)

There are three tabs in the Advisor Update Form; Course/Alerts, Contact and Workflow.

1) Course / Alerts Tab

This is a list of the students’ courses for the term. Alert data follows the course and Instructor. Two fields display the alert data the instructor entered.

- **Alert Information** contains the Type (Participation, Performance, Behavior) and Comments.
- **Notes** – Any notes written by the instructor.
New Alerts show the **Alert Status** of "Submitted". When you send an email from the Advisor Update Screen, the Alert Status will show "Initiated Contact".

<table>
<thead>
<tr>
<th>Course Schedule</th>
<th>Instructor</th>
<th>Alert Information</th>
<th>Notes</th>
<th>Alert Status</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>BIOL2051301</td>
<td>CHARLES FERGUSON</td>
<td>Low test or quiz scores, Missed test or quiz, Missed lab/assignments, Absences affecting grade</td>
<td></td>
<td>Initiated Contact</td>
<td></td>
</tr>
<tr>
<td></td>
<td><a href="mailto:charles.ferguson@ucdenver.edu">charles.ferguson@ucdenver.edu</a></td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>BIOL2071303</td>
<td>MEHTAP CANASTAR</td>
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<td></td>
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<tr>
<td>CMU2101106</td>
<td>DAVID STROUBERG</td>
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<tr>
<td>ENGL1020016</td>
<td>DANIEL YOCEL</td>
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<td></td>
<td><a href="mailto:daniel.yocele@ucdenver.edu">daniel.yocele@ucdenver.edu</a></td>
<td></td>
<td></td>
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</tr>
</tbody>
</table>

### 2) Contact tab

All advisor actions are in the contact tab. You will find that most of the data is pre-loaded from ISIS; however, data shown for **Financial Aid, Privacy is not pre-loaded**.

The data student entered into ISIS for Additional Phone (Non ISIS phone) and Additional Email (Non ISIS email) will be displayed. **Advisors have the option to enter the additional phone number and email.**
**Advisor Update Form**

### Student Information:
- **Name:** Mary Radi
- **Student ID:** 210154289
- **Telephone Number:** 303-869-5289
- **Email Address:** Mary.A.Radi@du.edu
- **Advisor:** Bret Lagerblade
- **Cumulative Institution Earned Hours:** 40
- **Transfer Credits:** 54
- **Term Attempted Hrs.:** 11
- **Quality Hours:** 40
- **Cumulative Credits Earned:** 94
- **Institution Earned Hours:** 40
- **AT:** N
- **Tentative Graduation:** N

### Contact
- **Tentative Graduation:** N
- **Staying:** Yes
- **FA:** No
- **Privacy:** Yes

### Additional Information
- **Notes:**
  - Advisor Notes: Notes shared internally with your advising group
  - Referral Notes: Notes for ALL referral offices and for your Advising Group

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### Save

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### Close
a) Contact Options

Contact Options screen with options for contact, referral, status, and reassign. The screen shows fields for contact, referral, status, and reassign with dropdown options for each. The contact options include contact methods such as email, phone, and text. The referral options include referral methods for all referral offices and advising group. The status options include standing, and the reassign options include privacy. The screen also includes save and close buttons.
b) Referral Options:

Referral: Use the drop down list to select the referral office, group or item. If you refer a student to more than one resource you must click on the referral resource and utilize the “Save” icon each time.

Dates: The system will enter the current date if another date is not entered.

c) Status Options:

Status: Many status options are automatically updated as advisors process the alerts.

Other status options, such as Withdrew, Completed and Closed must be selected by the advisor.

Dates: The system will enter the current date if another date is not entered.
d) Reassign Option:

Reassign

[Select Advisor]

Notes Options:

Advisors should utilize the “Notes” section of the system to track progress with a student, as well as alert actions and referrals. In the current system there are two types of Notes:

1) **General Notes** (this will read “Advisor Notes” on your system)-These notes are shared internally with your Advising Group only. Referral Offices **can’t** see these notes. **Utilize the “Save” icon after entering your notes.**
2) **Referral Notes** - These notes are intended for Referral Offices (SSS/TRIO, PCOL, AT, VET, DTI etc.) and can also be seen by your Advising Group. This provides you with the opportunity to provide some background and an explanation for the referral. **Utilize the “Save” icon after entering your notes.**

3) **Workflow Tab**

The workflow tab contains a list of all actions for each Master Alert. The actions are listed in date order as a record.

Advisors can choose to edit their **own** Actions by clicking on the pencil icon or the trash can.
Workflow Tab (Cont.)

The “Workflow Tab” also allows you to see if a student has had passed alerts. Simply place your cursor in the “Past Alerts” box and click.

NEW FEATURE!!!
Under the Past Alerts component of the page, background grade data has been loaded.
After your notes have been created and saved, and you have reviewed the workflow tab, simply hit the cancel icon at the top of the Advisor Update Form. You will return to the Advisor Alert Update Page.

Thank you for your Participation!