Early Alert/
Retention Alert

11/06/2013
EAP Advisor Training:
Retention Alert Pilot
Early/Retention Alert Presentation Summary

• Defining Early Alert
• Process of Early Alert
• Early Alert Case Types
• HCC’s Plan for Early Alert
What is Early Alert?

- **What is Early Retention Alert?**
  
  Early Retention Alert is a student retention program being piloted by the Connections Center, Admissions Department, Counseling Department, Financial Aid Department, and EAP (English for Academic Purposes) Faculty at the Dale Mabry campus of HCC.

- **What is the purpose of Early Retention Alert?**

  By identifying “at risk” students early, help can be provided to these students immediately. As a result, the likelihood of these students completing their academic program is increased.
What Early Alert Is Not

• This is not a ‘baby-sitting’ tool as the student’s engagement and follow-through is pivotal for success.

• This is not a ‘staff monitoring system’. Staff will not be expected to be the all-in-all solution for students identified. Students will be referred as needed.
Early/Retention Alert Process
Overview of Current Process

- Student case is opened once a student is identified & Referred to Retention Alert
- Notes of meeting, referrals & resources provided to the student are entered on Webadvisor.
- Student’s Case is received at The Connections Center (DLRC 105)
- Student attends appointment and receives resources, referrals and follow-up tasks (as needed).
- Within 24 hours, the Student Case is assigned to Connections Center Staff
- Student is contacted and an appointment is made for an in-depth Advising session with Connections Center Staff.
- Reassign (add) case to include appropriate departments for follow-up advising.
- Each department adds notes to case as they interact with students
- These steps are repeated as needed until Case meets closure criteria and is closed by Connections Center Staff.
The Connections Center Process for Initial Case Creation

(For Manual Cases)

Triage (to be completed by Maribel, Eric & Laurimar):

• Case will be reviewed within 24 hours
• Case is reassigned to Connections Center Staff

Follow-up with Reassigned cases to verify follow through:

• Connections Center Staff will begin follow up within 2 business days.
• **Follow up:**
  • Case Notes
  • Other reassignments
  • Referrals
  • Case closing

Follow up with other departments as they work the case:

• **Check that Follow up has happened within 5 business days:**
  • Case Notes (to include next step)
  • Other reassignments
  • Referrals
  • Case closing
Who will do what in the Current Process
Who does What

Retention Alert

New & EAP Students

Welcome!
Staff with access to “Work” a Retention Alert case

<table>
<thead>
<tr>
<th>Department</th>
<th>Access Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Connections Center</td>
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<tr>
<td>EAP Advisors</td>
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<tr>
<td>Academic Advising</td>
<td>3</td>
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<tr>
<td>Financial Aid</td>
<td>3</td>
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<tr>
<td>Counselors</td>
<td>3</td>
</tr>
<tr>
<td>Admissions</td>
<td>1</td>
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</table>
Departmental Differences in Process

• Specifics of each Department’s process has to do with:
  – How is a case assigned within the department?
  – The length of time to finish certain tasks (such as opening a case, contacting & meeting with the student, follow-up, case closure, etc.).
  – What will the “in-depth” advising session consist of?
  – Referrals that will and will not be accepted by each department.
  – Resources provided to students by each department.
  – How cases will be re-referred to other departments?
  – What constitutes case closure?
  – Who will be contacted at the time of the case closure?
The Connections Center Process for on-going Case Management

• The process of following up with the student & referring to other departments, continues until next Fall.
Early/Retention Alert
Case Types
Definition of Case Types

• **Deficiencies in Student’s Work:**
  – Missed class(es)
  – Missed assignment(s)
  – Not prepared for class (based on syllabus)
  – Student expressed difficulty keeping up
  – Student appears withdrawn, distracted, does not ask questions, or is disengaged in class.
  – Class average has fallen below a “C”
  – Student earned a non-passing grade on a quiz, test, or assignment
HCC’s Plan for Early Alert

• What is the future of Early Retention Alert?

  – Currently, Early Retention Alert is being piloted by specific departments at the Dale Mabry campus of HCC. However, it is expected to be institutionalized at all HCC campuses after 2015.

• *This process may change if we see something is not working, is not practical, or if better process is evident so please share your ideas!
Questions????