

Student Success Early Alert System - Advising Pathways

The pathways shown below are guidelines for advisors on what to include when reaching out to an advisee who receives an early alert. If an advisee is well known to an advisor, we encourage the advisor to choose any intervention they believe will work best.

System Early Alert Reasons	Advisor Intervention Pathway
This student demonstrates exceptional classroom engagement. This student is submitting exemplary work. This student is showing improvement.	Consider providing positive feedback using the Early Alert system or pairing a positive feedback item with one of the other alert items below. It is perfectly fine to send an alert with only positive feedback to a student or student you think meets one of the positive alert reasons listed
Student's class punctuality and/or attendance is irregular	Via an email, suggest the student to contact their course instructor and ask to review class expectations. If student does not respond to this outreach, consider forwarding the alert to Bryn Schofield in the CAS Dean's Office or the CARE team.
Student is not prepared for nor engaged with material during class	
Student seems to struggle with material and should consider a tutor	Via an email, recommend tutoring to the student and provide website link with instructions on how to request a tutor: <a href="https://www.scranton.edu/academics/osss/tutoring/index.shtml">https://www.scranton.edu/academics/osss/tutoring/index.shtml</a>
Student is advised to contact OSSS about existing academic accommodations	Via an email, recommend the student follow the following website link to read about academic accommodations: <a href="https://www.scranton.edu/academics/osss/disabilities/index.shtml">https://www.scranton.edu/academics/osss/disabilities/index.shtml</a>
Student is not submitting homework or other class assignments	Via an email, encourage the student to reach out to the course instructor to discuss ways to better prepare for class assessments, discuss a plan for improvement, and/or review the course grading policy and suggest tutoring to the student
Poor performance on quiz(zes)	
Poor performance on exam(s), paper(s), or other major class assignment(s)	
Student is exhibiting nonacademic concerns	Review the notes from instructor included with the early alert. Professional academic advisors should consider the urgency of the matter and refer the student to the University CARE team (non-urgent) or to the Dean of Students Office (urgent). CAS Faculty should consider forwarding the alert to Bryn Schofield in the CAS Dean's Office and she will identify next steps.
Other (see instructor notes)	

Guidance on referring to CARE team on next page!

If **three or more** early alert reasons were chosen by the instructor, professional academic advisors in the college advising centers should consider submitting the student to the CARE team. Students will receive the early alert notice via email and for CAS first-year students, it will also be automatically sent to the CAS Advising Center.

If a student receives an early alert in **two or more courses**, professional academic advisors in the college advising centers should consider submitting the student to the CARE team. All students will receive the early alert notice via email and for CAS first-year students and it will also be automatically sent to the CAS Advising Center.

CAS Dean's office contact: Bryn Schofield's contact information [bryn.schofield@scranton.edu](mailto:bryn.schofield@scranton.edu) or x7561.

If an advisor has any questions or concerns about an early alert, please contact Julie Ferguson at [Julie.ferguson@scranton.edu](mailto:Julie.ferguson@scranton.edu) or x7721.