

# PROCEDURE

**Number:** 51-10  
**Title:** Early Alert Intervention  
**Responsibility:** Student Services  
**Original Approval Date:**  
**Last Cabinet Review:** 6/3/2025  
**Last Revision:** 6/3/2025

## Reference (Policy and/or Procedure)

### SBTCE:

**FDTC:** 50-26 Administration of Student Affairs

### Other:

## Procedure Description

### Purpose

Early alert is an intervention process designed to promote student success and retention. This online process is initiated by faculty or staff to notify program advisors or support staff of students who would benefit from assistance in the areas of:

- \*Childcare
- \*Transportation
- \*Financial Aid
- \*Mental Health or Counseling
- \*Missing
- \*Low grades
- \*Tutorial Assistance

### Early Alert Procedures:

1. The faculty or staff member converses with the student to determine needed assistance.
2. The faculty or staff member informs the student that an Early Alert referral is being sent to support staff who can help in the area of the identified assistance.
3. The faculty or staff member accesses and completes the online Early Alert form and submits it to the appropriate program counselor.
4. Upon receipt of the Early Alert referral, the support staff member identified as the contact for the requested assistance will make an initial phone and/or written contact with the student within 3 working days to schedule an appointment.
5. The support staff member will document a referral follow-up message in the advising software indicating what action has been taken within 5 working days. Faculty members will also be informed of assistance given to students who voluntarily choose to participate in programs or services offered through the Student Services Division.
6. A log will be kept of all Early Alert activities in the advising software's platform and submitted to the student services leadership team at the end of each month.

**Excessive Absences:**

If the counselor support staff determines that it is unlikely that any intervention may be successful, a letter will be sent informing the student that they are in danger of receiving a failing grade and that they should consider formally withdraw from the course by the designated date in the semester. This communication will direct them to go to the registrar's office to complete the official withdrawal form.