

Early Alerts FAQ

1. What is the Early Alerts System?

The Early Alerts System is a proactive tool designed to identify students who may be facing challenges in their academic progress. It allows faculty to provide timely feedback on students' performance, triggering support interventions from academic coaches and academic advisors, allowing for a collaborative approach to enhance student success.

2. How do I access the Early Alerts System?

You can access the Early Alerts System through your Jagwire account. For detailed instructions, please reference the Early Alerts Training Manual.

3. When should I submit an early alert?

Submit an early alert when you observe signs of academic struggle, attendance issues, or other concerns impacting a student's success. Early Alerts are most effective when submitted after attempts to communicate concerns with students result in no change or when unable to contact the student. The Student Academic Success Center and professors work in tandem to resolve alerts.

4. What information should I include in an early alert?

Include specific details about the student's performance, attendance, or other relevant observations. Clearly state and communication attempts made with the student.

5. What are the Early Alert Windows and what should be reported?

Alert Type	Alert Window	Reporting Guideline
Start of Term	The first two weeks of term	Report attendance issues, missing assignments, and other academic concerns
Mid-Term	Week after mid-term exams	Report students who may potentially fail, either due to poor test performance, missing assignments, or attendance issues
General	Anytime outside other reporting windows	Used to raise concerns not within the normal alert windows. Alerts should be actionable by the academic coach/advisor.

6. What are the differences between Alert types?

- **Medium Alerts:** address concerns that could potentially have negative consequences for student success if not addressed.
- **High Alerts:** indicate that a student is in immediate danger of failing or facing other dire consequences.
- **Commendations:** provide positive feedback to students and go directly to them.

7. How are early alerts addressed?

Early alerts prompt the academic coach or academic advisor to offer assistance and resources. The support team collaborates with the student to address challenges, providing access to tutoring, financial support services, and academic coaching, such as time management and study habits.

8. When should alerts not be submitted?

Only submit an alert after attempting to communicate concerns with the student. Alerts are proactive measures, not for tracking student data, and should be actionable by the support team.

9. Are early alerts anonymous?

Students are aware that the professor submitted the alert out of concern for their success in the course.

10. Can students view their early alert status?

Students do not receive automatic contact when an alert is submitted. A retention specialist, academic coach, or academic advisor contacts them sharing information on the alert.

11. How do I follow up after submitting an early alert?

Continue reaching out to the student directly. Expect an update on the alert within 5 business days as the Student Academic Success Center connects with the student.

12. What should be done if the academic coach/advisor is unable to establish contact with the student?

Despite our extensive efforts, including emails, direct phone calls, and text messages, there may be instances where direct contact with the student is not possible. In such cases, the alert will be appropriately resolved by our team. However, we encourage the professor to continue their proactive outreach efforts to engage with the student and address any concerns.

13. Where can I find additional resources on the Early Alerts System?

For more information or assistance, please contact the Student Academic Success Center at Student.Success@tamusa.edu.