## Standard Operating Procedure – CRM Advise Early Alert Manual

**Responsibility:**
Instructional Faculty, Student Services Advisors, Counseling Faculty, and other members of Tartar Success Teams.

**Time frame:**
Faculty can submit early alerts throughout the academic year, but early alerts should be submitted in week four and in week nine during a semester for timely support.
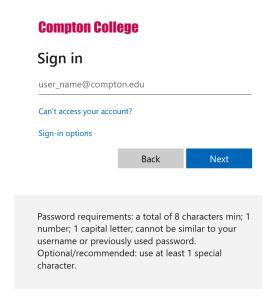
**Definition:**
Early alerts allow faculty members to be proactive, supportive, and involved in facilitating the academic components of student retention through early detection and intervention of students. The information is shared with Student Services Advisors, Counselors, and members of Tartar Success Teams. They work with students individually and assist in overcoming any barrier to college success and making appropriate referrals to campus resources.

**Procedures:**

**How to Submit an Early Alert**
1. Log into your MyCompton portal and enter your Compton College user ID and password.

**Compton College**

### Sign in

user_name@compton.edu

Can't access your account?

Sign-in options

Back     Next

Password requirements: a total of 8 characters min; 1 number; 1 capital letter; cannot be similar to your username or previously used password.
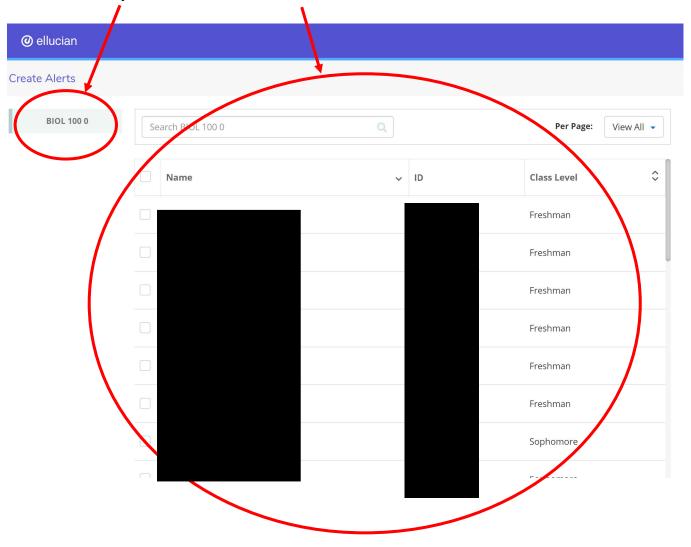Optional/recommended: use at least 1 special character.

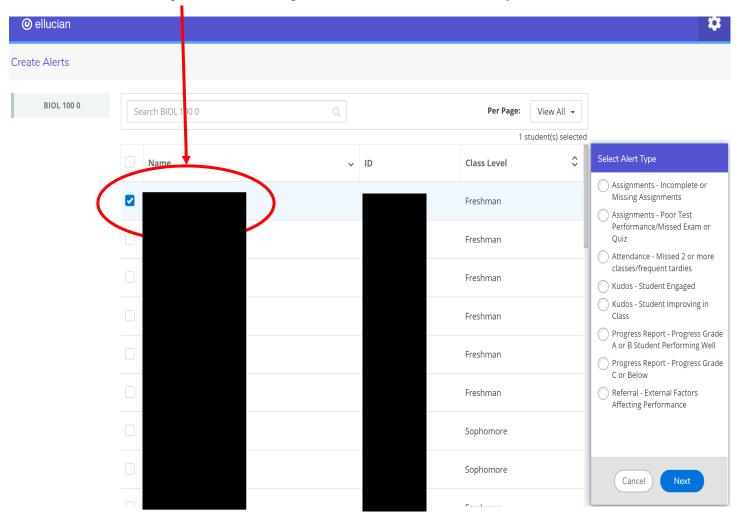2.  You will see an "Early Alert" tile. Please click on this tile.



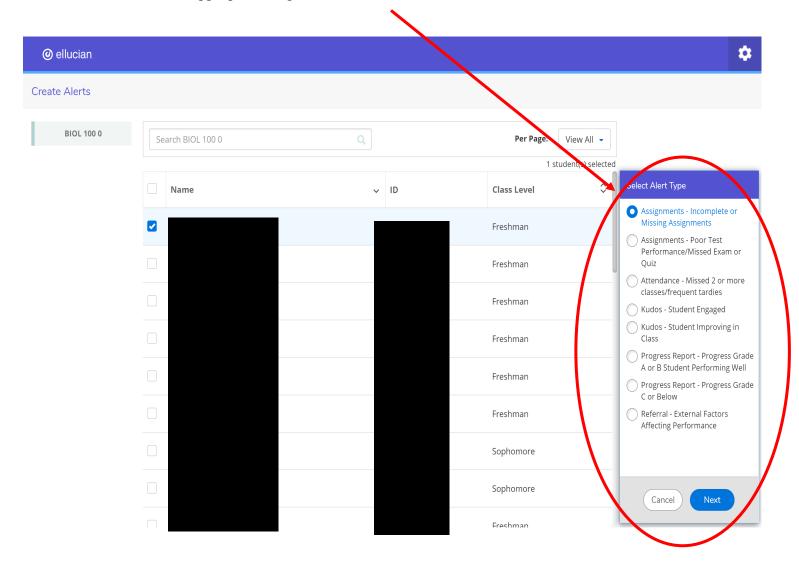3.  Access your course sections and rosters.

4. Click on the student you want to acknowledge student success and/or who you want to raise a flag, a student whose pattern of behavior that concerns you.
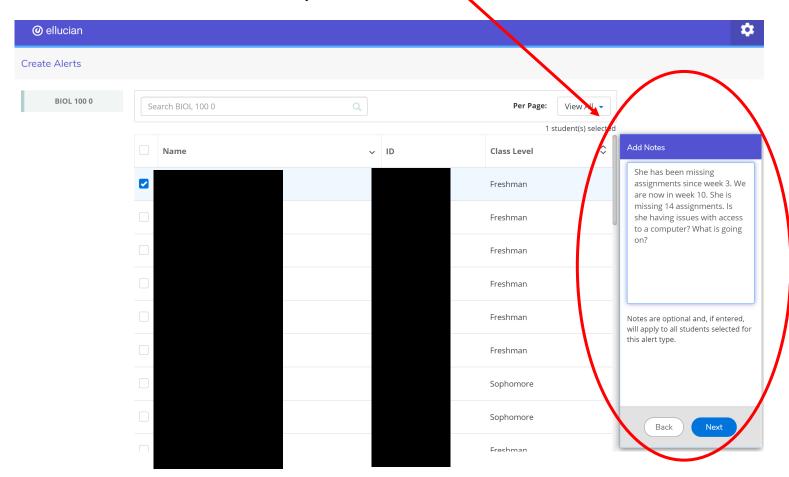
5. Raise the appropriate flag and click on it.



**Create Alerts**

BIOL 100 0

Search BIOL 100 0

Per Page: View All

1 student(s) selected

| | Name | ID | Class Level |
|---|---|---|---|
| ☑ | | | Freshman |
| ☐ | | | Freshman |
| ☐ | | | Freshman |
| ☐ | | | Freshman |
| ☐ | | | Freshman |
| ☐ | | | Freshman |
| ☐ | | | Sophomore |
| ☐ | | | Sophomore |
| ☐ | | | Freshman |

**Select Alert Type**

- ● Assignments - Incomplete or Missing Assignments
- ○ Assignments - Poor Test Performance/Missed Exam or Quiz
- ○ Attendance - Missed 2 or more classes/frequent tardies
- ○ Kudos - Student Engaged
- ○ Kudos - Student Improving in Class
- ○ Progress Report - Progress Grade A or B Student Performing Well
- ○ Progress Report - Progress Grade C or Below
- ○ Referral - External Factors Affecting Performance
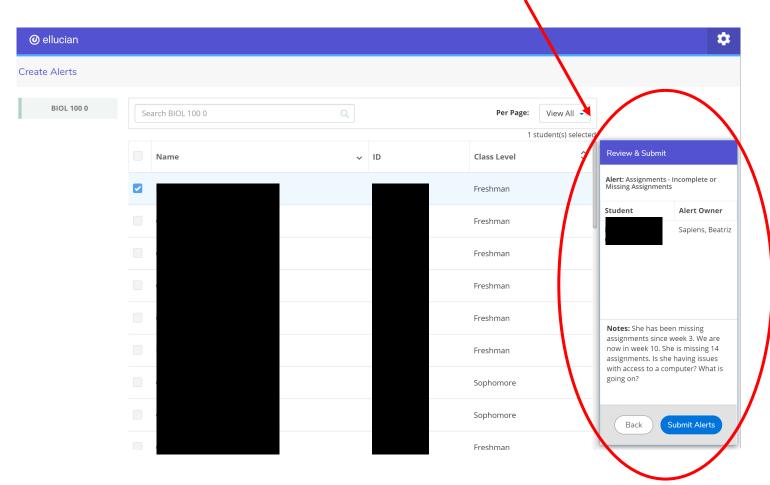
Cancel    Next

6. Write notes for the Student Services Advisor and the Guided Pathway Counselor to address. The notes are **not** going to be seen by the student, only the Student Services Advisor and Guided Pathway Counselor.

7. Hit "Submit Alerts" for your student(s). Once you hit submit alerts, you will see the alert, the student information, your notes, and the Student Services Advisor assigned to the alert.

8. Click on the Settings icon to see your "Alert History".



9. You can click on the "i" icon to see your notes



10. You will get an automated email every Friday from Dr. Blonshine. This email is a compiled report on the status of your alerts. This will help us in closing the loop.

**How to look up CRM Advise Early Alert Notes**

1. To review alert status, faculty select the Tartar Advise tile on MyCompton portal



2. Once Dashboard appears Change "Advising All Student Access Dashboard" to "Advising Dashboard" to access all students across Guided Pathways



3. Search for student by Last Name, First Name or Compton College Student ID Number

4. Click on Student name and change "Person: Student" to "Person: Compton Student"



5. Faculty can check the "Indicators" column to see if the student is a part of any specialized program (SRC, CalWORKS, EOPS/CARE, Athlete, FIST, Guardian Scholars, or Veteran)

6. Scroll down to student history and select "Activities". Faculty will have to search through the activities to find the alert pertaining to their course.

| POSTS | ASSISTANT | **ACTIVITIES** | NOTES |
|---|---|---|---|

All ▾ | Add Phone Call   Add Task   ••• 　　　　　　　　　　　　　 ↓ 🔻 ▤

▷ ✉️ **\<Financial Aid>;** ████████
CARES Act Emergency Grants: Apply Now! 　　　　　　 7/23/2020 5:57 PM
Dear Compton College Student, In support of current Compton College students, CARES Act emergency grants will be pro...

▷ ✉️ ████████ **Martinez, Elizabeth;**
Race Matters Workshop Series 　　　　　　　　　　　 7/20/2020 2:22 PM
Dear Students, Last month I reached out to you as people were taking to the streets to protest the endemic racism and viol...

◢ 　　　　 ████████ **Thompson, Chabree;**
Early Alert - CH 101

7. Click on Submitted Alert to review.

**ALERT : INFORMATION**
Missed 2 or more classes/frequent tardies ▾≣

| | |
|---|---|
| Subject * | Missed 2 or more classes/frequent tardies |
| Message | -------------------------------------------------- |
| Regarding * | 📇 ████████ |
| Severity * | High |
| Category | Attendance |
| Source | Faculty Experience |
| Alert Rule | Missed 2 or more classes/frequent tardies |
| Section | ████ |
| Owner * | 👤 Thompson, Chabree |
| Created By | ████████ |

8. Scroll down to notes to review any notes, next steps, or intervention plans that were left by advisors.

NOTES ←

**Attempt #2 - Successful**
Student emailed CT back. Student is very ill and have been hospitalized due to COVID-19. CT responded and suggested speaking with a counselor regarding drop options like EW.
Thompson, Chabree - 7/22/2020 10:37 AM

**Attempt #1 - Unsuccessful**
Student answered CT call and after stating she was from Compton College student hung up the phone. Follow-up email sent. CT
Thompson, Chabree - 7/16/2020 9:38 AM

9. To review emails sent by advisor, scroll down to activities

▲ Activities

Email Messages

| Subject ↑ | From | To | Regarding | Priority | Activity Status... | Status Reason | Modified On | |
|-----------|------|-----|-----------|----------|---------------------|----------------|-------------|---|
| Early Alert - ▮ | Thompson, Chabree | ▮ | | Normal | Completed | Sent | 7/16/2020 9:54 AM | |

10. Click Subject title to open sent email

Good Morning ▮

My name is Chabree Thompson and I am your Student Services Advisor at Compton College. I attempted to call you and was unsuccessful, therefore, I am sending you this follow-up email. **Professor ▮ from ▮ stated you have not been active in the course since June 30th. Professor ▮ expects students to be active in the course at least one time per week.** The purpose of Early Alert is to inform you of this concern early in the semester so that support systems can be sought out and implemented. I encourage you to reach out to Professor ▮ directly via email if you have any questions about course meeting times, materials, and assignments. We are all here to ensure your success. Should you need anything, please feel free to call or text me at ▮ email me at cthompson@compton.edu or contact me online via Cranium Cafe if you have any questions, comments, or concerns.

With Gratitude,

Chabree Thompson, MPA | Student Services Advisor

*If a student responds to the email sent via CRM Advise the response will go directly to the advisor email inbox. Advisors update the notes to reflect the student's response and the discussion that was had.

11. To exit, click the "x" on the top right