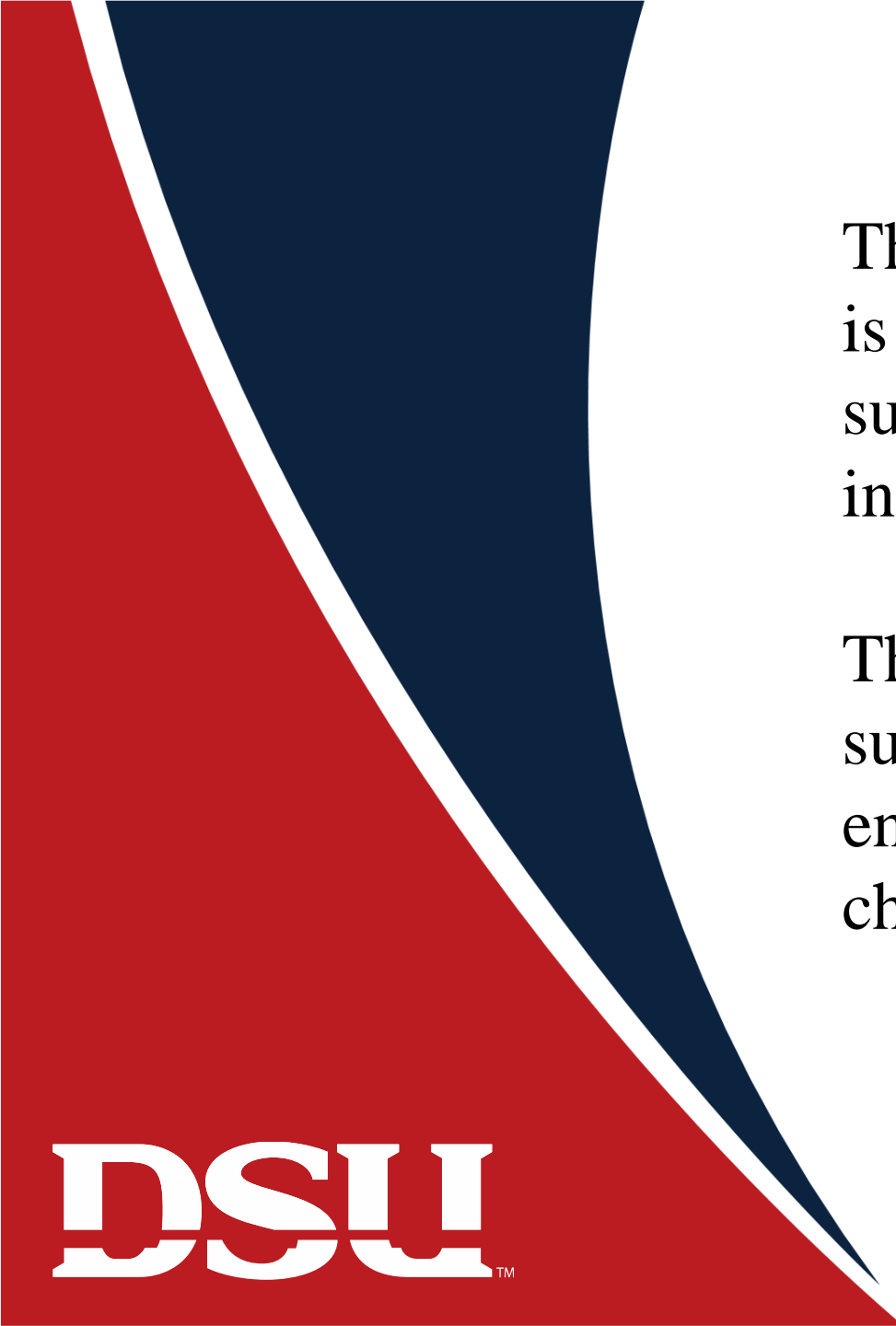




# *Early Alert for Student Success*

**DSU**<sup>TM</sup>



The Dixie State University Early Alert Program is a communication system for instructors, support staff, students, and parents, used to increase student success and retention.

The partnership and participation of all student support parties will ensure that each student enrolled at our institution has the best possible chance to succeed.

# Two Key Components to Early Alert

- Alerts
- Intervention



# DSU's Early Alert Includes

- Peer Mentoring & Orientation
- Student Communication Network
- Student Communication Network Tools



# Early Alert: Peer Mentoring & Orientation

## Problem

- Limited early connection and contact
- Losing students before they get here
- Hasty, inadequate relationships at start of semester

# Early Alert: Peer Mentoring & Orientation

## Solution

- Start contact and connection upon admission
- Connect students to interest groups
- Meet students at orientation
- Attend FYE with students
- Meet with students throughout semester individually and in interest groups

# Early Alert: Peer Mentoring & Orientation



# Student Communication Network

- Faculty
- Support Staff
- Students
- Parents





# Student Communication Network: Tools

- Starfish
  - Progress Survey
  - Referrals
  - Appointments
- Student Concern Form



# Progress Surveys: How To

The most convenient way to raise flags for a group of students is to respond to a progress survey. You will receive an email reminder when there is a new survey for you to complete. Each individual survey presents you the roster of students for one course.

1. Access Starfish through your Canvas course menus or by logging into “**MyDixie**” located on the DSU homepage (dixie.edu). It is located under the “**Faculty Services**” tab and is at the bottom of the menu.
2. Select the link to a progress survey from your Starfish Dashboard. (Or select **Students** from the top navigation; then click the **Progress Survey** tab.)
3. Your progress survey opens, listing your student roster for the course and specific flags for you to consider.
4. Check the boxes to raise concerns about students in your course. A “**sticky note**” will appear next to the student’s name if you wish to provide comments. Students will be able to view your comments.
5. Click the **Submit** button when you are finished providing feedback. (Use Save Draft to save your work without submitting.)

**Note:** Once you have submitted the survey, you will not have an opportunity to edit it.

Survey Study Skills (SSC-1020-42101.201740): Test Survey 2

[Save Draft](#)
[Never Mind](#)
[Submit](#)

Please report any concerns you have for the students listed below by checking the appropriate boxes. Your feedback will be used by Academic Advisors and the Student Success Center to reach out to students who need additional support.

Search  [Go](#)

Name	No Feedback	At Risk of failing academically	At Risk of Leaving the University (non-academic reasons)	Keep up the Good Work
0	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
00	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
00	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
00	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
00	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
00	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

# Progress Surveys: What Happens Next?

Short answer:

Advisors manage the “at risk of failing academically” flags.  
Student Success Coaches manage the non-academic flags.

Long answer...

# Progress Surveys: What Happens Next?

Advisors and coaches clear flags after they have reached out to the student to address the concern. If a faculty member can't reach the student, how is it any different coming from an advisor or success coach? Sometimes we can't reach the student either. But sometimes we can. As advisors and coaches clear flags, they are required to write notes regarding their outreach. Those notes are then saved on the student's information in Starfish for those in the student's network to view. And an email response is sent to the flag raiser with those same notes to close the loop. In years past, this was not always done correctly or done by the correct people. This is one process that has been refined for better communication to faculty, transparency to faculty, and privacy of student information. The members of each student's network in Starfish have different levels of access to student information to also maintain student privacy. Students are emailed the academic flag information, so the information should be generalized. Students do not see the nonacademic information or notes unless shown by someone with access. However, with that said, should a student ask for his/her records, he/she would be allowed to have the information about him/her in Starfish. So we ask that the information faculty members, advisors, and coaches input on Starfish be generalized info that does not violate confidentiality.

# Flag Clearing Process

1. Advisor reviews student's notes in Starfish (both regular notes and notes regarding flags).
2. Advisor can reach out to the student's network for more info if needed or desired (peer mentor, resident assistant, instructor).
3. Advisor reaches out to student via phone, email, text, carrier pigeon, etc.
4. If advisor cannot reach student on first attempt, advisor tries again later. We understand that if an instructor has not been able to reach the student, we might not be able to either. But that's what is great about the student network. One person in the student's network might be able to make a connection.
5. Upon connecting with student and providing the needed counseling, advisor will enter notes in Starfish when clearing the flag.
6. If unable to reach the student after 3 attempts and at least a weeks time to allow the student to respond, enter those notes into Starfish when closing the loop for the flag raiser.
7. Upon clearing flag, send a copy of the notes to the flag raiser to close the loop.

# Starfish Referrals

- Writing Center
- Academic Performance Center
- Library Services
- Career Services
- Student Success Center



# Starfish Referral Instructions

## 1. Access Starfish via MyDixie

After logging into MyDixie, select the “Faculty & Advisers” tab. At the bottom of the page, select “Starfish Early Alert.” Select “Click here to open Starfish” to be redirected.

## 2. Find the Student You’d Like to Refer

After accessing Starfish, select the “Students” tab at the top of the screen to bring up a list of your students. Either select a student from the list or use the “Search” feature immediately above the list on the left-hand side of the screen to search for a student by name. Once you’ve identified the student you’d like to refer, click his or her name.

## 3. Create the Referral

Below the student’s name, in the upper left-hand portion of the screen, select “Referral.” From the first drop-down menu, select “Writing Center Referral.” Add comments to the referral regarding the topics you’d like a tutor to work on with your student (these comments will also be visible to your student). To submit the referral, click “Save” in the lower right-hand corner of the screen.



# Starfish Appointments

- Connects to Outlook
- Receive email notifications for appointments
- Kiosk walk-in appointments function is set-up
- Students can set up appointments with advisors through Starfish
- Faculty and Staff can set appointments with advisors for students via Starfish
- Speed notes allow for quick and easy appointment documentation
- To get started, all we need to do is have everyone set their office hours in Starfish and continue training (faculty, staff, & students)

# Why & Results

According to research, most schools use early alert systems in order to “improve retention and graduation rates.” However, the believed effectiveness of the early alert programs has a varied response.

“Collectively, the data suggests that early alert systems have an important role to play in retention and graduation strategies, but are not necessarily a panacea for these problems.”

# Why & Results

Our approach needs to be different in order to achieve success.

DSU's Early Alert Program is NOT about improving retention and graduation rates.

Our Early Alert Program is a tool for communication to connect students to the right resources each individual student needs. Our focus should be on students. The retention and graduation rates will be a result of our shifted focus.

# Best Practices

8 Strategies for a successful early warning system:

1. Make it simple
2. Make it all-inclusive
3. Make it flexible
4. Ensure privacy
5. Keep it positive
6. Hold faculty accountable
7. Close the loop
8. Illustrate the impact

# Outcome Measurements

Three broad categories: academic/social/personal, for example:

- Student satisfaction with program and services
- Retention rates
- DFW rates
- Faculty impressions of early alert success
- GPA
- Utilization of support services
- Mitigation adjustment issues and feelings of belongingness to campus community

# Works Cited

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# Questions?

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