Instructors are encouraged to intervene as early as possible by raising an alert whenever they are concerned about the performance of their students, and may use the following strategy for managing these alerts.

### Intervention Strategy

1. **Poor Student Performance**
2. **Alert Raised by Instructor**
3. **Student Takes Action**
4. **Alert Case Closed**

#### Flag Clear Reasons
All alert cases are assigned one of the following resolutions:

1. **Completed; Contacted student; An academic plan for improvement was discussed.**
2. **No Reply from Student; Multiple attempts of contact were made, student did not reply.**
3. **Meeting with Faculty; Contacted student and they will follow up with instructor directly.**
4. **Administrative; Student has dropped or withdrawn from the course**
5. **Refused; Contact was made; Student refused services.**

### Urgency Levels
Flags in MySuccess fall into three general categories:

<table>
<thead>
<tr>
<th>Informational</th>
<th>Action</th>
<th>Urgent</th>
</tr>
</thead>
</table>
| Advisor **may** reach out to student:  
- Attendance concern  
- Attendance – 2 or more | Advisor **should** reach out to student:  
- Unsatisfactory Coursework  
- Low Exam Score  
- Attendance – 4 or more  
- 3 Active Flags | Advisor should reach out **immediately** to student:  
- In Danger of Failing |

Questions?  
Email us at mysuccess@ku.edu  
Resources available at [http://mysuccess.ku.edu/](http://mysuccess.ku.edu/)

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**Early Alert Intervention Strategy**

**Intervention Strategy and Urgency Levels in MySuccess**  
Last Updated 8/22/2017