

Early Alert Intervention Strategy

Intervention Strategy and Urgency Levels in MySuccess

Last Updated 8/22/2017

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

1. **Decide how you want to alert your students about their performance**

Based on course content and performance expectations, an instructor can raise early alert flags in MySuccess or by sending out individual emails.

2. **Flag is raised in MySuccess**

Alongside in-person conversations, MySuccess flags allows instructors to easily alert the student and their advisor to the problem, provide them with suggestions to improve their performance, and allow the instructor to more easily keep track of their students. See available flags under Urgency Levels.

3. **Student meets with instructor, advisor, or student service provider**

Based on the type of concern, the student is encouraged to meet with an instructor, advisor, or other student service provider to talk about strategies for addressing the issue. Advisors are also encouraged to contact their advisees that have flags raised to offer their assistance.

4. **Flag is cleared in MySuccess**

After a student has talked with someone to address the concern, the flag may be cleared. See Flag Clear Reasons to the right.

Flags that have not been cleared by the end of the semester will be administratively cleared after classes have concluded and will not be carried into the next semester.

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 *Administrative; Student has dropped or withdrawn from the course*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:

Informational

Advisor **may** reach out to student:

- Attendance concern
- Attendance – 2 or more

Action

Advisor **should** reach out to student:

- Unsatisfactory Coursework
 - Low Exam Score
 - Attendance – 4 or more
 - 3 Active Flags

Urgent

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/>