EARLY ALERT SYSTEM
FOR
STUDENT RETENTION

Presented by Ginger Robbins
and
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Defining the Need

- President's Council identified retention as a major focus area for strategic planning in August of 2010

- Team representing various areas of the institution collaborated to develop the Early Alert System

- Computer Services played a major role in creating a system that:

  - Is cost-sensitive yet effective for our institution

  - Enlists faculty members and advisors, who are often the first-and-only touch points with students

  > *Effective retention programs have to come to understand that academic advising is the very core of successful institutional efforts to educate and retain students. - Tinto (1987)*

  - Provides a low learning-curve for faculty and advisors

  - Requires low maintenance from Computer Services/Information Technology

Developing the Solution

• Early Alert/Retention System through Banner Web

• Slight modification of Banner Web code on mid-term grading screen, plus Web Tailor

• Faculty enter appropriate codes in modified column

• Argos-generated process emails student, instructor, advisor, Office of Student Success, and Office of Registrar (when appropriate) based on codes entered by faculty

• Appropriate action is taken based on feedback from student

Examining the Process

CODE 99: Never attended

This code is used when a student has never attended the class. The student may think they have dropped the class but has not completed the process to officially drop the class. The advisor may need to notify the student of the Registrar's office procedures needed to officially drop the class or meet with the student for explanation of why he/she has never attended this class and what next steps must be taken.

CODE 88: Excessive Absences

This code is used when the student's absences put him/her at risk for academic difficulty or failure. This may different for each course depending on the subject area and absence requirements, especially in science, accounting or math related courses.

CODE 77: Grades

This code is used when the student's academic performance indicates risk for failure. This code can be used at anytime during the semester, but the earlier the better. When the advisor contacts the student, suggestions may include finding a tutor and other advice on study skills and how to improve chances for academic success.

CODE 66: Other (financial, family, relationship or other psychological issues observed or shared with you)

This code is used when conversations with or observations of a student indicate a deeper personal or psychological issue. The student does NOT receive this email. If a student has shared a concern privately, instructors may still enter this code. The Office of Student Success will contact the instructor to discuss a referral plan to assist the student. This may include referrals to financial aid or Student Counseling Center for financial, relational, family or emotional/psychological problems. If the situation appears irreparable, a "care" team will assist in developing a plan in the student's best interests.

Examining the Process

Mid-Term Grading Screen – Banner Web

Mississippi College
A CHRISTIAN UNIVERSITY

Personal Information | Student | **Faculty Services** | Employee | Finance

Search [   ] [Go]

RETURN TO MENU   SITE MAP   HELP   E

Cynthia S. Hamp
Fall 2
Sep 12, 2012 10:44

Mid Term Grades

Enter mid-term grades and last attendance date and early alert/absences. If Confidential appears next to a student's name, the personal information is to be kept confidential.

Early Alert Codes
99 - Never Attended
88 - Excessive Absences
77 - Grades
66 - Other

Web Tailor to provide on-screen directions.

Course Information
Elementary Accounting - ACC 201 A
CRN: 10572
Students Registered: 1

Modification of Banner Web code for column heading.

⚠ Please submit the grades often. There is a 20 minute time limit starting at 10:44 am on Sep 12, 2012 for this page.

Mid Term Grades

Record Number	Student Name	ID	Credits	Registration Status	Grade	Last Attend Date MM/DD/YYYY	Early Alert/ Absences	Registration Number
1	Banner, Joan	012345678	3.000	**Registered** Aug 31, 2011	None ▾			1

Examining the Process

- Codes can be entered at any time.

- Automated email process runs every Tuesday and Friday afternoon.

- All codes except 99 are cleared weekly so that other codes can be entered as needed as the semester progresses.

- Code-specific emails are generated and disbursed to the appropriate recipients.

Alerting the Student

<u>*99 Code (Never Attended) Email:*</u>

Our records indicate that you have never attended this class.

STUDENT ID: 700-XXX-XXX
STUDENT: Last Name, First Name
CLASS: JOU 493 LO
INSTRUCTOR: Nicholas, Timothy A.
ADVISOR: Antizzo, Glenn J.

You will be removed from this class, which may impact your financial aid eligibility and academic standing. Please contact your instructor immediately if you have any questions or need to discuss your situation.

Alerting the Student

88 Code (Excessive Absences) Email:

You have been reported to have excessive absences in this class:

STUDENT ID: 700-XXX-XXX
STUDENT: Last Name, First Name
CLASS: JOU 493 LO
INSTRUCTOR: Nicholas, Timothy A.
ADVISOR: Antizzo, Glenn J.

Your absences put you at risk for academic difficulty or failure. Please contact your professor immediately to discuss steps you need to take.

Alerting the Student

77 Code (Academic Issues) Email:

Your current grade indicates you may be in academic trouble in this class:

STUDENT ID: 700-XXX-XXX
STUDENT: Last Name, First Name
CLASS: MUS 468 A
INSTRUCTOR: Dacus, Harold E.
ADVISOR: Johnson, Kristen P.

Please contact your professor to discuss and determine steps you can take to improve this grade. This may include finding a tutor and other advice on how to improve in the class.

Alerting the Student

66 Code (Other Concerns) Email (NOT SENT TO STUDENT):

There is a personal issue and concern with this student:

STUDENT ID: 700-XXX-XXX
STUDENT: Last Name, First Name
CLASS: BIO 106 DOL
INSTRUCTOR: Farrow, Jaime R.
ADVISOR: Peeples, Rachel T.

Please contact me to discuss recommended opportunities to assist him/her. This may include additional study skills training, referrals regarding financial aid, or the services of our Student Counseling Center for personal/relational problems. If the situation appears irretrievable, you may recommend a student drop the class or classes.

Utilizing the Information

Spring 2012 Snapshot:

- 1,035 codes entered

- 118 unduplicated faculty members utilized system

- 471 unduplicated students received early alert emails

Expectations:

- Advisor follows up with student

- Office of Student Success follows up with advisor

- Director of Student Success personally follows up on all 66 codes

Utilizing the Information

Absences Report created in Argos shows CURRENT codes

Absence Report
8/28/12 - 3:15 PM

STUDENT_ID	STUDEN	CRN	SUBJ	CRSE	SECT	TOTA	MC	TUE	WEC	TH	FRI	REGISTRATION_STAT	INSTRUCTOR	ABSENCES	SPORT
700-540-072		10225	MAT	101	A	16	M		W			**Web Registered**	Watson, Daniel	99	
700-542-412		10184	ENG	101	D	15	M		W			**Web Registered**	West, Jennifer M	99	
700-531-680		10216	ENG	102	B	16		T		R		**Web Registered**	Melancon, Kristi	99	
700-524-184		10573	ACC	201	B	18		T		R		**Web Registered**	Poole, Van B.	99	
700-544-216		12611	MAT	101	G	15			W			**Web Registered**	Watson, Daniel	99	
700-526-683		10574	ACC	201	C	14		T		R		**Web Registered**	Poole, Van B.	99	
700-538-250		12611	MAT	101	G	7			W			**Web Registered**	Watson, Daniel	99	
700-530-147		10212	ENG	101	F	15	M		W			**Web Registered**	West, Jennifer M	99	
700-521-258		10573	ACC	201	B	17		T		R		**Web Registered**	Poole, Van B.	99	
700-325-144		11771	MKT	383	CA1	6	M			R		**Web Registered**	York, Rice P.	99	
700-543-439		12611	MAT	101	G	16			W			**Web Registered**	Watson, Daniel	99	
700-539-628		10247	MAT	207	A	16	M		W		F	**Web Registered**	Watson, Daniel	99	
700-528-829		10312	BIO	251	A	17	M					**Web Registered**	Graves, Joe O.	99	
700-540-702		10192	ENG	101	J	13		T		R		**Web Registered**	White, Daniel J.	2	
700-537-872		11858	MGT	371	FF1	17	M			R		**Web Registered**	Kimmel, Sara B.	2	
700-534-491		12099	KIN	286	A	12	M		W		F	**Web Registered**	Conkle, Martin T	2	

Addressing the Future

• Investigate opportunities to integrate this system with retention efforts in other areas within the institution (residence life, counseling center, etc.)

• Banner provides the platform for the Early Alert System, but does not guarantee its success.

Questions?

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