COMMUNITY COLLEGE OF DENVER

Center for Math, English & the First-Year Experience
Confluence Building – Room 301
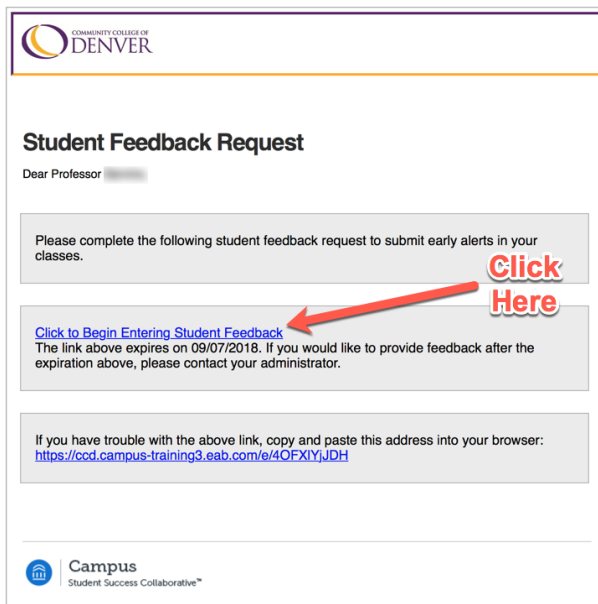800 Curtis Street Denver, CO 80204
303.352.6812

# EAB Navigate – Early Alerts

This guide provides an overview of the Early Alert process and how to submit Alerts at CCD.
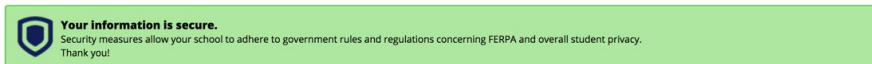
## Early Alert Requests

Faculty and Instructors will receive an automated email with a link to the Student Feedback page on EAB Campus.



Click the link in the email to open the Student Feedback page, where each class roster will be listed.

# EAB Navigate – Early Alerts

## Submitting an Alert on a Student

For the Early Alert request, alerts should focus on attendance issues, missed assignments, or missing textbooks/course materials. If no alert alert is need, select the "No" radio button.



**Please note:** the submit button at the bottom of the page gives the option to auto-populate blank responses with the "No" radio button, saving you time filling out the report.

Select the "Yes" radio button to submit an alert by selecting from the dropdown menu. Multiple alerts can be selected if applicable.



Fill in number of absences, grade (dropdown menu includes N/A if a grade cannot be determined at this time), and comments for the advisor indicating what steps have already been taken to address the issue.

To submit, select the appropriate button at the bottom of the page.
**Please note:** click the second button when you are finished with all alerts.



## Follow Up

You will receive a confirmation screen that your report has been successfully submitted.



You will also receive a confirmation email.
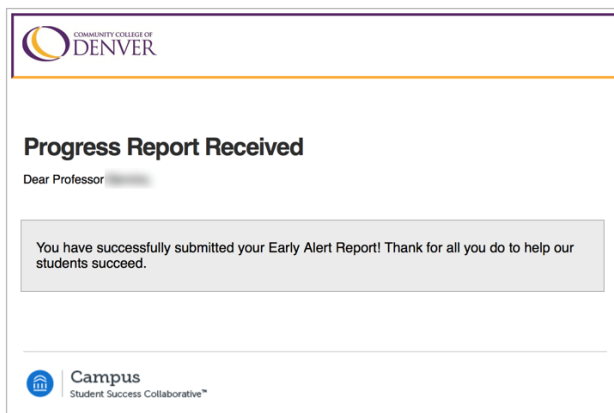
Another confirmation email will be sent when the advisor closes the alert.

Remember that you can always log into the platform directly to see progress on any alert submitted and submit additional alerts outside the early alert campaign periods.

## Checking on Students in Navigate

From your Professor Home page in Navigate, scroll down to My Issued Alerts and click on the student you wish check in on. Then, select History.
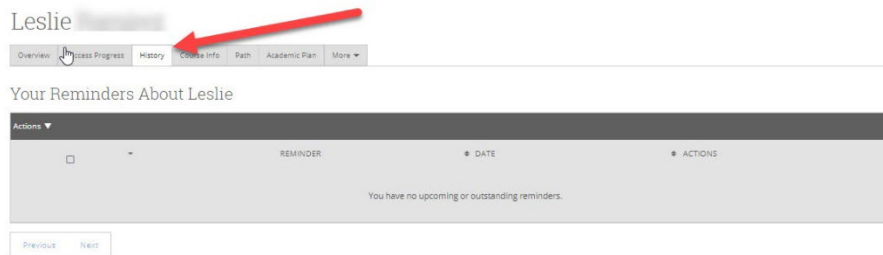
Scroll down the history to the Case Opened or Closed associated with your issued alert. Click on dropdown carrot and then select Manage Case.
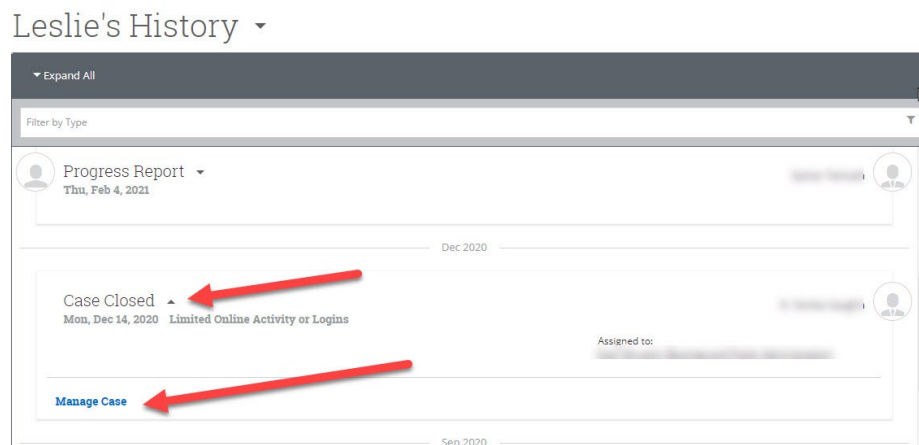
You will see notes from the advisor.

# EAB Navigate – Early Alerts
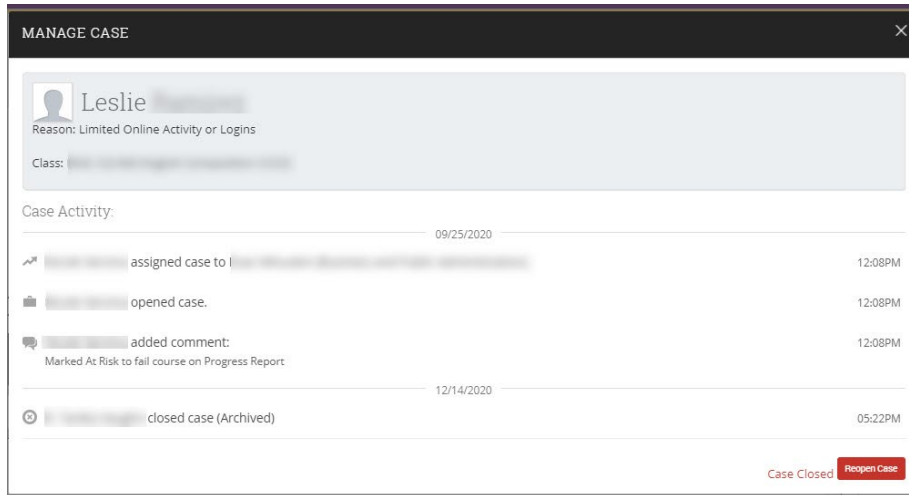


## Early Alert Process

For classes in terms 10-weeks or longer, the Early Alert Request will be sent at the beginning of the third week and responses are due by the following Monday. This is the same week when Census is done, so it coincides when professors are also reporting on no-shows. Alerts should focus on **Limited Online Activity / Poor Attendance**, **Missing Assignments**, and **Need School Supplies / Technology.**

A Mid-term Progress Report for 15-week classes will be sent on the Monday of week seven with responses due the following Monday. Mid-term grades are requested at this time for all students and alerts can also be submitted that focus on the same issues as above, but may also include **Low Grade / Refer to Tutoring**.

## Notes on Mid-Term Grades

- **Why mid-term grades?**
  - Letting students know where they stand is a best practice to ensure that each student knows how they are doing (in many cases, gradebooks do not include assignments recently turned in and students may not understand how weighted grades work)
  - Identifying students who are the "on the cusp" of certain grades and/or passing the class is best done early so there's time to make improvements
  - Collecting mid-term grades as a data point helps us understand the connection between early student performance/behavior and success in a particular class.
- **How to enter mid-term grades in the Progress Report request:**
  - Enter grade for all students on roster, even those who are "not at risk."

- o Indicate students who require an Alert
- o Submit report

If an alert needs to be submitted outside of these windows, please log into [EAB Campus](#) directly. See the [EAB Campus - Faculty Guide](#) for more information about logging in directly to Campus.

## Types of Alerts

### 1. Need School Supplies / Technology
- When to use: if a student lacks access to a textbook, computer, and/or reliable internet. Typically, only used if needed for the particular class, especially if the class is online.
- What happens: an automated email goes to the student informing them of the concern. A case in EAB Navigate is created and directed to Student Programming, Activities & Resource Center (SPARC) to follow up with the student. Students are made aware of the Emergency Fund and other resources for technology support

### 2. Human Services Referral
- When to use: if a student seeks financial assistance for living expenses, utilities, food, seeking counseling/mental health resources.
- What happens: an automated email goes to the student informing them of the concern. A case in EAB Navigate is created and directed to Student Programming, Activities & Resource Center (SPARC) to follow up with the student. Students are made aware of the Emergency Fund and other resources for technology support.

### 3. Financial Aid Concern
- When to use: if a student states that they are having difficulty with their financial aid award. Typically, only used if the student explicitly states they are having issues with financial.
- What happens: an automated email goes to the student informing them of the concern. A case in EAB Navigate is created and directed to the office of Financial Aid to follow up with the student. Financial Aid advisors reach out to the student to set up an appointment.

### 4. Low Grade / Refer to Tutoring
- When to use: if a student has submitted work and/or participated in classroom discussions in such a way that raises a concern about how well they are understanding the content of the course to date.

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- What happens: an automated email goes to the student informing them of the concern. A case in EAB Navigate is created and directed to the Excel! Tutoring Center, who reaches out to the student to invite them to either in-person or virtual tutoring sessions.

## 5. Missing Assignments
- When to use: if a student has not turned in an assignment by the due date and has not met with the professor to discuss the issue. Can also be used if the student has discussed the issue with the professor but the it is not clear that the issue will be resolved for future assignments.
- What happens: an automated email goes to the student informing them of the concern. The message encourages the student to reach out to their professors and also states that their advisor is available to assist, providing them information on how to schedule an advising appointment.

## 6. Limited Online Activity / Poor Attendance
- When to use: if a student has not been participating in the "rhythm" of an online class by not engaging with learning activities such as discussions, low-stakes assignments, or synchronous sessions, or if a student has attended at least one in-person class but has missed other sessions. **Do not use this Alert for "no-shows."** If a student never attends class, report the student as a "no-show" so that they can be dropped automatically. This means that you may need to wait on doing Alerts for students who do not attend in the first two weeks until after the Census date in week three.
- What happens: an automated email goes to the student informing them of the concern. A case in EAB Navigate is created and directed to the student's assigned advisor, who the reaches out to set up an appointment. Professors should also speak to the student if the student engages in class after the alert is submitted. To report on such meetings/interactions, please refer to the EAB Navigate – Summary Notes guide.