

Success Connect: *Early Alert* ***at a Flagship Institution***

Student Success Center
University of South Carolina

Success
Connect Early Alert & Intervention

Objectives

- Provide a summary of early alert initiatives
- Identify signs of early alert and need for intervention
- Understand the Success Connect referral process
- Discuss outreach strategies to increase faculty awareness and buy-in

What is Early Alert?

- Early Warning
- Early Alert
- Early Intervention (Academic)
- Cuseo (n.d.) defines as “normal, proactive feedback systems that alert students & staff to red flags”



Why Early-Alert?



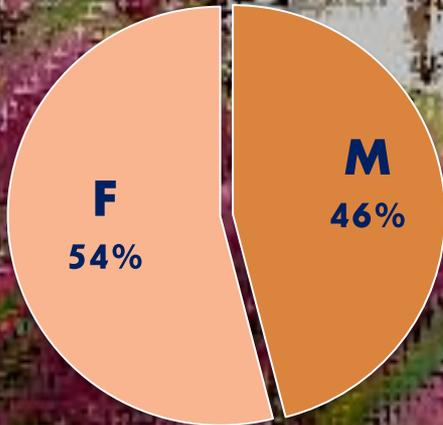


COMPETITIVE MAJORS

- *Business, Nursing & Engineering*

88.1%

First to Second Year Retention Rate



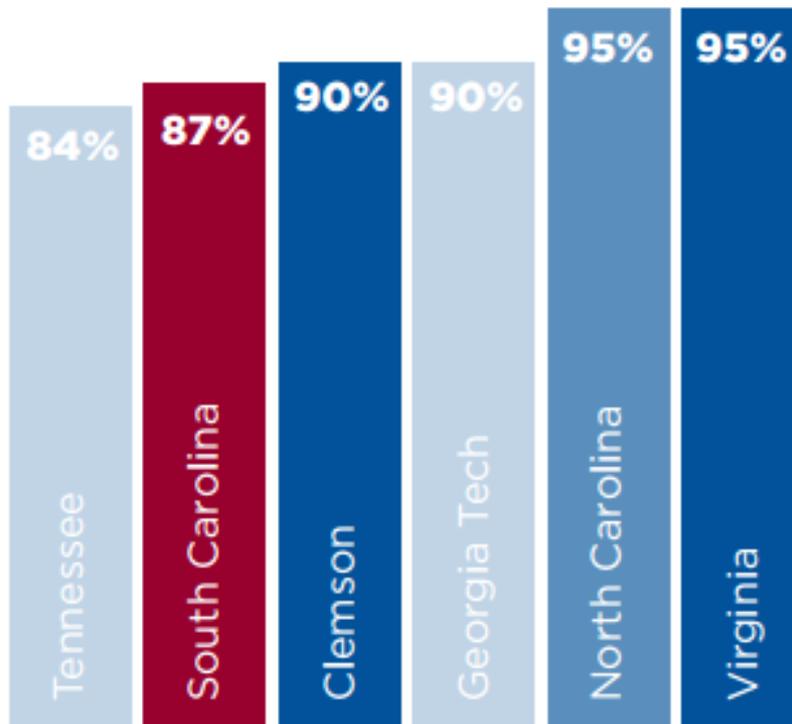
5,000

First-Year Students

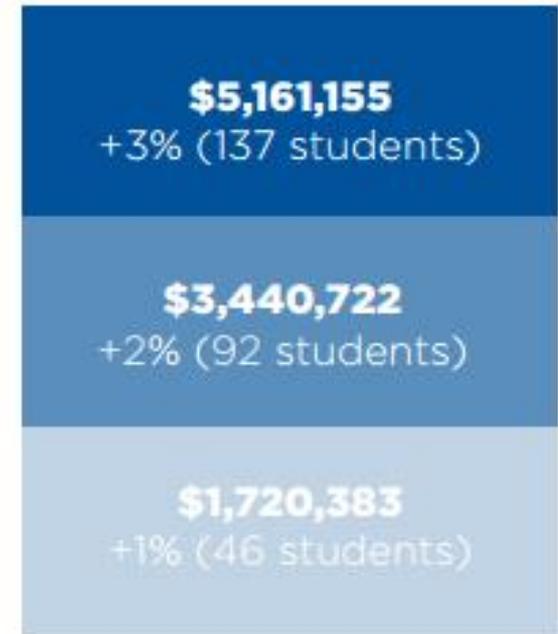
Demographics

Student Success Center
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Retention at South Carolina



freshman-sophomore retention rates*
(rounded to the 10th place)



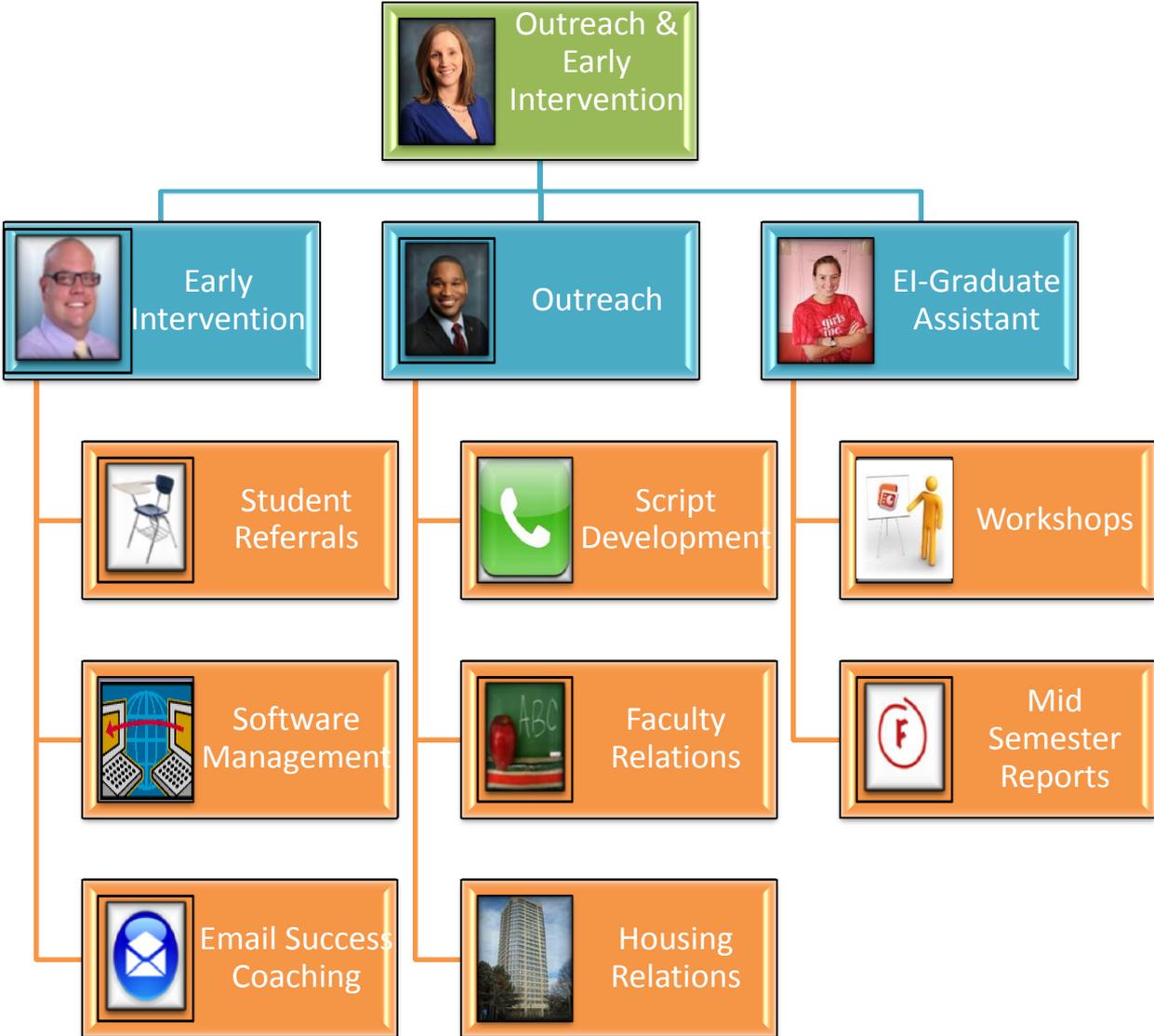
estimated tuition revenue
generated over 4 years by
increasing retention rate

(<http://www.sa.sc.edu/about/files/2011/01/causerie-20spring-202013.pdf>)

Success Connect

Early Alert & Intervention

- University of South Carolina's official early alert and academic intervention and referral program for faculty to refer at-risk students. Through this system students are referred based on class absences, academic disengagement and mid-semester progress.



*All staff meet with students 1:1 for Success Consultations

Changes in Behavior

From this...



To this...



Changes in Behavior



Increase Faculty Support

- An **integral** cord in the institution's safety net for students
 - Institutions provide a dense web of student success-oriented initiatives held together by early warning systems and safety nets
- (NSSE, 2012)

Faculty Engagement

- Pair & Share:
 - How do you engage faculty?
 - What strategies or messaging do you use?



Helping College Students

- “To be effective helpers must present the referral in the spirit of **respect** and **collaboration** arranging the initial contact between student and referral, either by *telephone* or in person.” (Reynolds, 2009)

Types of Referrals

Class Absence Referral (CAR)

(Multiple Absences)

Academic Assistance Referral

(Academic Challenges)

Mid-Semester Academic Report

(Failing at Mid-Term)

Success Connect Process

Referral



Alert



Intrusive Outreach



Intervention



Follow-Up

Referral Form

About Success Connect

Success Connect is an early intervention program through the Student Success Center (SSC) that encourages faculty and staff to refer undergraduate students seeking academic assistance or experiencing academic difficulties. The SSC provides a variety of outreach initiatives to assist students who are missing class, struggling with coursework, and/or experiencing general academic challenges.

For detailed information on referrals, click on the information for students or faculty, instructors, and staff icons above.



If you are not a faculty member teaching a course or if you are a faculty member experiencing issues with the referral button above, [please click here.](#)



Referral Form

Student: 007775430 Student, ACE

Referral Type: Academic Assistance Referral

Subject:

Created By: Adminbouknight

Date: 6/21/2013

Time: 12:05:59

In the box below, please provide a brief overview of how the student is doing in your class:

Notes:

Reasons:

- Academic Disengagement (attentiveness, class participation, lack of motivation, etc.)
- Difficulty with course content, quality of assignments, unfinished assignments, etc.
- Academic Major Selection (change of major, progression within major, etc.)
- Quiz/Exam Performance
- Study Skills (time-management, note taking, test preparation, etc.)
- Financial Concerns (student loans, employment/work related, unexpected expenses, etc.)
- Other Academic-Related Concerns

Alert

A referral email alert is sent to both
the **student** and
the **Student Success Center**
providing notification of the referral.

Intrusive Outreach to Students

Email Alert

Dear [Student's First Name]

Your [Course Name] instructor, [Instructor Name], submitted a class Absence Referral for you because you are not attending class.

You should do three things immediately:

1. Resume attending your class.
2. Contact the Student Success Center to schedule a “Success Consultation” appointment.
3. Contact your instructor to discuss your progress within the course.

Sincerely,

Success Connect

803-777-1000

successconnect@sc.edu

Mezzanine, Thomas Cooper Library

Dear **Dr. J.**,

Thank you for submitting a Class Absence Referral form for Student **Jay Kay**. It has been received by the Student Success Center. A Success Connect responder will attempt to contact the student and provide them with the support, information and campus resources needed for success at USC.

Within **1-2 weeks**, you will be notified of the outcome of the Class Absence Referral intervention.

Below is a summary of your referral:

- Student Name: Student, Jay Kay.
- Student's cell phone#: 777-777-7777
- Student's alternate email: science@sc.edu
- Your Notes: Science is fun but challenging.
- You have attempted to contact the student by: email
- You have attempted to contact the student by: phone
- The student has 6 or more absences.
- Student is passing.

If you have any questions, please feel free to contact us at the information below.

Sincerely,

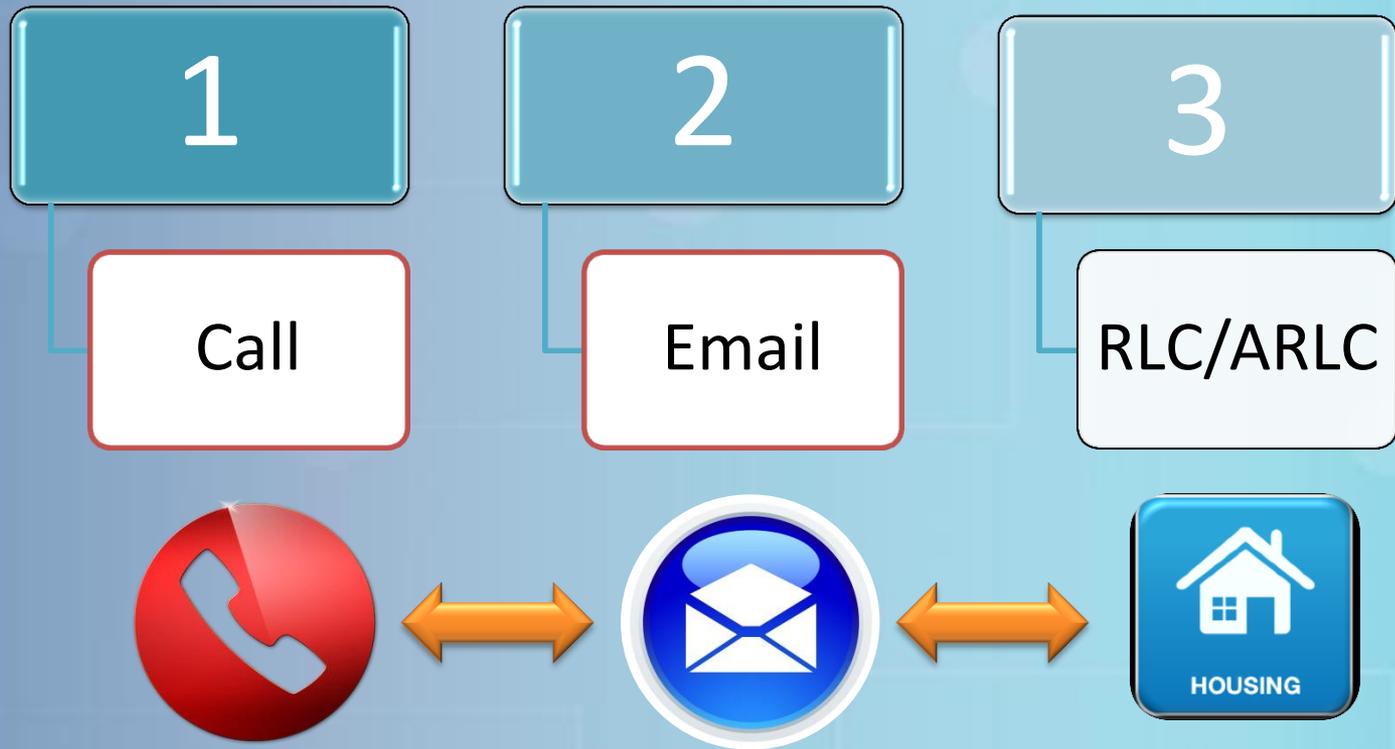
Success Connect Staff
803-777-1000
successconnect@sc.edu
Mezzanine, Thomas Cooper Library



Outreach

A Student Success Center staff member attempts to contact the student by **email, phone, and in-person.**

Outreach Process



*Step three is only for CAR on-campus referrals

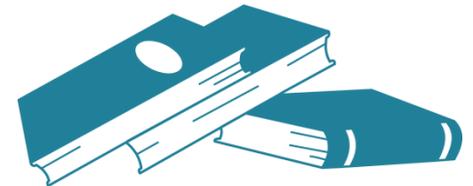
Intervention

- **One-on-One** consultation with a trained early intervention consultant
 - Appreciative Advising Theory-to-Practice Framework
 - Identify problem areas and concerns
 - Co-create an academic recovery plan
 - Make relevant SSC and campus partner referrals

Appreciative Advising



Investigation



FERPA

- “Legitimate educational interest”
- “School officials”
 - Defined as: professors; instructors; administrators; health staff; counselors; attorneys; clerical staff; trustees; members of committees and disciplinary boards...

(www.ed.gov)

Obstacles

- Anxiety
- Financial Concerns
- Sexual Assault/Fear
- First-Generation Students
- Death of loved one(s)
- Depression
- Parental Divorce
- Language Barriers
- Social Life

Follow-Up

Within 1-2 weeks,
the faculty member/instructor
will be notified
of the **intervention outcome.**

Success Connect Process

Referral

Alert

Intrusive Outreach

Intervention

Follow-Up



Relieve Stigma

- **Faculty:** It is okay to refer
- **Student:** It is just as okay to be referred



Program in Review

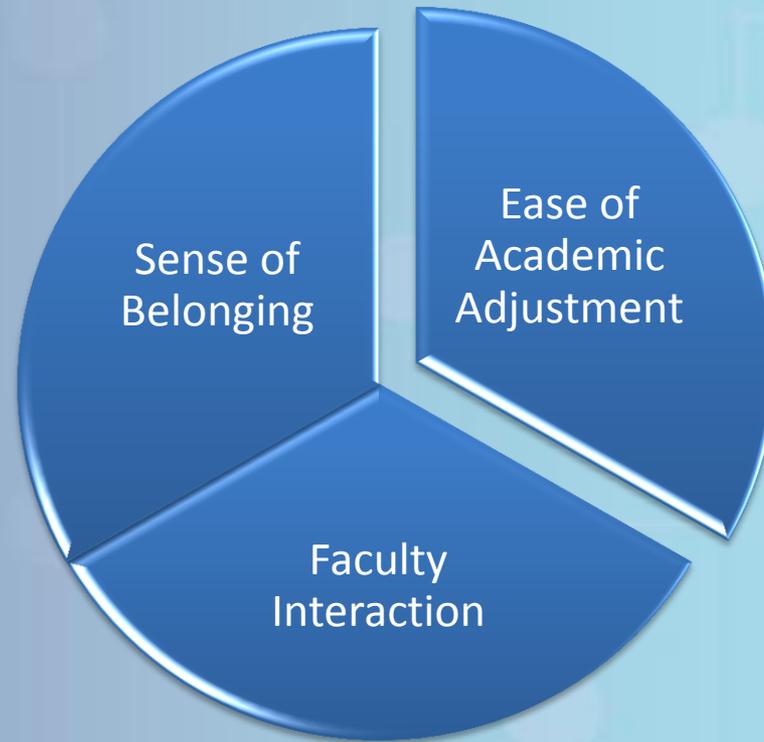
- Over **645** referrals received in 2013-2014 academic year
- **45%** of the referrals were for first-year students
- **514** Student Success Center appointments scheduled by referred students post-intervention

Success
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Program in Review

- **650** referrals received in **fall 2014**
- **59%** of referrals were first-year students
- **97** Referral Consultations scheduled by referred first-year students
- **51%** of first-year students who met with a consultant following their referral passed the course they were referred for compared to only **35%** with no consultation

Important Factors



(HERI, 2013)

I Refer Faculty Workshop Cards

Back

I Refer

I Refer because...

- ... I care
- ... I want my students to succeed
- ... there are available resources to help
- ... my students are important

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University of South Carolina

IREFER 4/14

Front

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3 Tips for Referrers

- 1** Make the student aware of your concern as early as possible
- 2** Identify the student's academic needs & make the proper referral
- 3** Inform the student of the referral & why they are being referred

*For behavioral concerns reference the Student Referral Guide to make the appropriate referrals to services such as the Counseling and Human Development Center or the Behavioral Intervention Team (BIT).

www.sc.edu/success

803-777-1000

First Year Success Coaching Email Initiative

Hello Kaitlyn,

Welcome to Carolina!

I hope your first day of classes have gone well! My name is James Winfield and I am your Success Coach at the University. I work in the Student Success Center on campus and we believe it is important that you have someone you can turn to if you have any questions or need support during your first year in college. As your Success Coach, I will periodically send out information about upcoming important dates and Student Success Center service that will be beneficial to you during your time at Carolina.

I think it would be great to get to know you better and learn how I can support you this semester. Send me an email introducing yourself. Where are you from? What do you want to get out of your experience here? How do you think I can best help you succeed academically and personally at USC?

Please let me know if you need anything - I am here to support you! I would be happy to answer any questions and connect you with important resources on campus. I am also available to meet with you if you would like.

Have a great first week of classes, I hope to hear from you soon.

Sincerely,

James Winfield
Coordinator of Outreach
803-777-4140



Student Success Center

James Winfield

Coordinator of Outreach

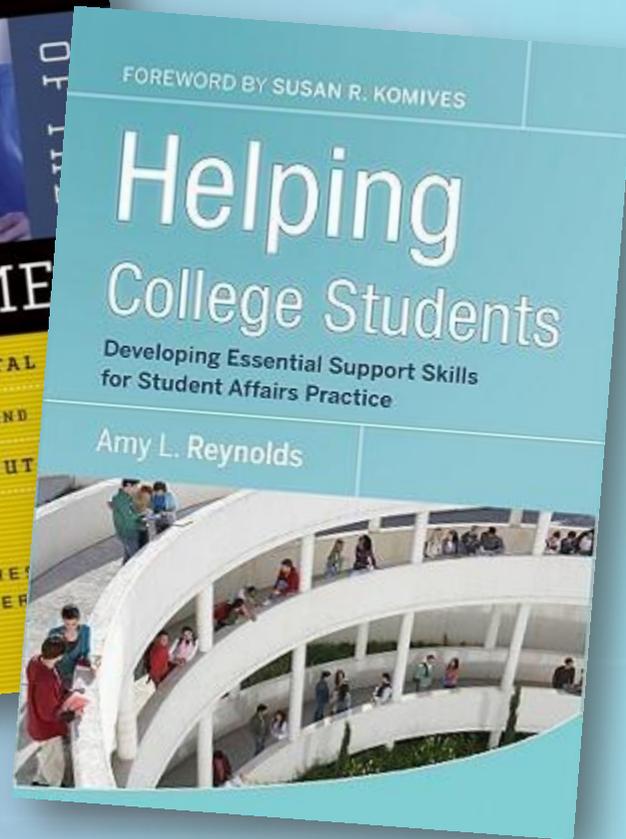
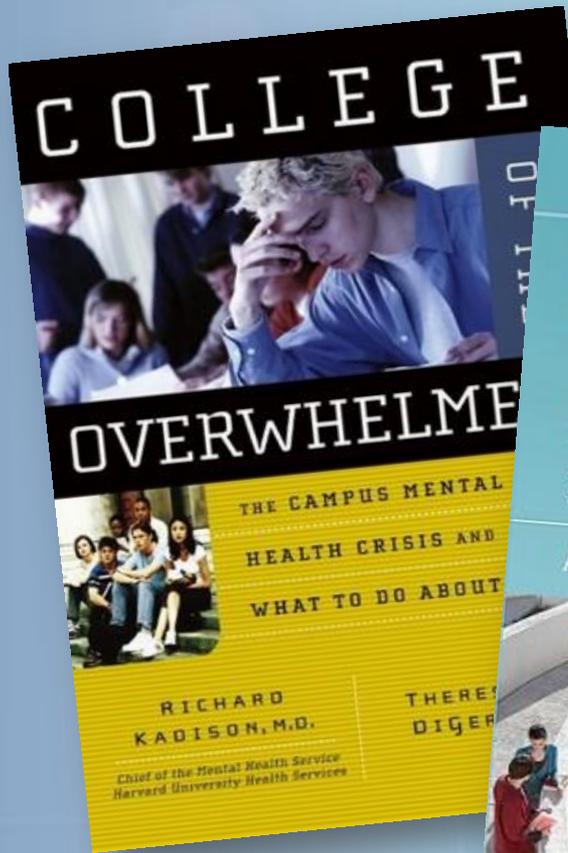
803-777-4140

jameswin@mailbox.sc.edu

Prepare . Learn . Succeed

www.sc.edu/success

Recommended



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