Early Alerts/Progress Reports

The University of Memphis has adopted EAB Campus as the tool for Early Alerts or Progress Reports designed to inform students of help they may need for courses in which they are enrolled. Each fall and spring (and sometimes in the summer), faculty are encouraged to report students who are not attending or who are having academic or other difficulties.

The Early Alert program is housed in the Center for Academic Retention and enhancement Services (CARES) through the Vice Provost for Innovation and Support Services.

After a report is submitted by a faculty member, the student receives an e-mail with suggestions for help (ESP, counseling, etc.). The advisor listed on SGAADVR also receives an email about the report. Depending on the nature of the issue, someone will be assigned the “Case.”

A big improvement from the old early intervention system is that this new Alert system automatically assigns a “Case Manager” according to the type of Alert. For example, if a student is reported for “Low Test Scores” then ESP automatically becomes the Case Manager.

As the advisor, you will be notified when one of your advisees receives an Alert, but you will not be responsible for taking action on every alert. See the chart for a list of Alert Types and the responsible party/parties. Advisors should consider creating a rule in Outlook so that all of the Alert emails go directly into a separate folder. Chart link- https://umdrive.memphis.edu/pakrech/Early_Intervention/Chart_for_Alerts.xlsx

Directions for advisors can be found here: https://umdrive.memphis.edu/pakrech/Early_Intervention/Alerts_for_Advisors.pdf

A list of referrals for advisors to use with students can be found here: http://umdrive.memphis.edu/pakrech/Early_Intervention/Early_Intervention_Resource_List.doc

For those who are both Faculty and Advisor, you will need to toggle between those roles at the top of Campus:

Once you have navigated to the Professor Home you will see the Fill Out Progress Reports button at the top of the page in the yellow alert message
Best practices:

Even though the student receives an e-mail from the Early Alert process, it is recommended that the advisor e-mail or call the student to follow up and suggest ways the student may seek help for a course or determine if something is causing absences. Advisors are asked to email the student once, and if no reply from the student, email once more and then close the case.

The advisor should use EAB Campus to document any findings or conversations with the student – https://memphis.campus.eab.com

At the very least, the advisor should note the Early Alert or Progress Report to be able to follow up with the student at the next appointment.