

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."

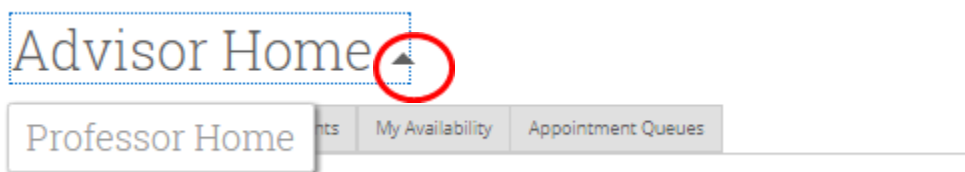
A big improvement from the old early intervention system is that this new Alert system automatically assigns a "Case Manager" according to the type of Alert. For example, if a student is reported for "Low Test Scores" then ESP automatically becomes the Case Manager.

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 at the end of this document 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.

A list of referrals for advisors to use with students can be found here:

<https://www.memphis.edu/cas/advising/referrals.php>

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

Professor Home ▼

Ryan, please respond to the following progress report request(s):

- U of M Early Intervention would like you to complete 22 progress report(s) by **Thursday, March 01, 2018**

[Fill Out Progress Reports](#)

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.

Alert	Description	Responsible Party	Additional Comments (Optional)
Financial	Student is having financial difficulty	Financial Aid	Any details you can provide (having trouble paying for books; can't afford reliable housing)
Low Test Scores	Poor performance on quizzes or tests	ESP	Grades on tests/quizzes (40 out of 100); percent of grade test/quiz represents (20% of overall grade); if make-up, extra credit, or dropping lowest test score is an option
Needs Advising Appointment	Student requests an advising appointment	Advisor	Reason for request (Changing major; advising for next semester)
Needs Tutoring Appointment	Student needs assistance understanding course materials; Needs assistance writing/studying/test taking	ESP	Specific area(s) for ESP to address
Not Turning in Assignments	Missing or late work	Advisor/CARES	Number and frequency (Last two papers were turned in late)
Personal	Varies	CARES	Any details you can provide; will not be visible to the student; Counseling Center will follow-up as needed
Poor Attendance	Missing or late to class	Advisor/CARES	Number of absences and impact on grade/performance
Potential Stop Out	Student reveals they may not be returning to UofM	AISS Stop Out Coach	Any details you can provide; Stop Out Coach will contact the student
Social/Behavioral	Non-Emergency social/behavioral concerns	BIT	Any details you can provide
Other		CARES	Any details you can provide