

Alert Reason	Description (why would I use this alert?)	Include in Progress Reports?	Ad-Hoc Alert Reason?	Included in Student hand Rasie	Should assigned Advisor receive an email?	Should student receive an email?	Should Alert Reason initiate a Case?	Who specifically should be assigned the Case?	Advisor or Case Assignee next steps	Timeline to Connect with Student
Classroom Behavior Concerns	Student is exhibiting disruptive or concerning behavior in class that affects their learning or others.	YES	YES	NO	Yes	Yes	Yes	Success Coaches, Division Advisors	Verify student status. Outreach: 1st Attempt- phone call, text, 2nd Attempt-email, Final attempt: Phone, Personal email, text as final option.	2 Business Days
Excessive Absences (more than 3)	Student has stopped attending class for three or more sessions in a row.	YES	YES	NO	Yes	Yes	Yes	Success Coaches, Division Advisors	Verify student status. Outreach: 1st Attempt- phone call, text, 2nd Attempt-email, Final attempt: Phone, Personal email, text as final option.	2 Business Days
Kudos - Student is doing well	Student has demonstrated outstanding academic performance, engagement, or improvement.	NO	NO	NO	Yes	Yes	Yes	Success Coaches, Division Advisors	No Action	
Late/Incomplete Assignments	Student frequently submits assignments late or does not complete assignments.	YES	YES	NO	Yes	Yes	No	Success Coaches, Division Advisors	Verify student status. Outreach: 1st Attempt- email, 2nd Attempt- phone, Final attempt: Phone, Personal email, text as final option.	2 Business Days
Limited Focus on Academics at this Time	Student appears disengaged, distracted, or is struggling to prioritize academics.	YES	YES	NO	Yes	Yes	Yes	Success Coaches, Division Advisors	Verify student status. Outreach: 1st Attempt- email, 2nd Attempt- phone, Final attempt: Phone, Personal email, text as final option.	2 Business Days
Low Test Scores, Homework or Quizzes	Student consistently scores low on assessments, indicating academic difficulties.	YES	YES	NO	Yes	Yes	Yes	Success Coaches, Division Advisors	Verify student status. Outreach: 1st Attempt- email, 2nd Attempt- phone, Final attempt: Phone, Personal email, text as final option.	2 Business Days
Never Attended / Did not Login (NS)	Student has not attended class or accessed online materials since the start of the course.	YES	YES	NO	Yes	Yes	Yes	Success Coaches, Division Advisors	Verify student status. Outreach: 1st Attempt- phone call, text, 2nd Attempt-email, Final attempt: Phone, Personal email, text as final option.	2 Business Days
Poor or No Participation in Class	Student does not engage in discussions, group work, or class activities.	YES	YES	NO	Yes	Yes	Yes	Success Coaches, Division Advisors	Verify student status. Outreach: 1st Attempt- email, 2nd Attempt- phone, Final attempt: Phone, Personal email, text as final option.	2 Business Days
LDA=No Show (NS)	Student was expected but never attended the course past the last date of attendance.	NO	YES	NO	No	Yes	No	Success Coaches, Division Advisors	No Action	
Medical Hardship	Student has shared or exhibited signs of a medical condition affecting their academic progress.	NO	YES	NO	Yes	Yes	Yes	Success Coaches, Division Advisors	Verify student status. Outreach: 1st Attempt- phone call, text, 2nd Attempt-email, Final attempt: Phone, Personal email, text as final option.	2 Business Days
Personal Concern	Faculty/staff are aware of personal challenges affecting the student's well-being or performance.	NO	YES	NO	Yes	Yes	Yes	Success Coaches, Division Advisors	Verify student status. Outreach: 1st Attempt- phone call, text, 2nd Attempt-email, Final attempt: Phone, Personal email, text as final option.	2 Business Days
Referral - See Success Coach	Student may need academic advising, goal setting, or additional support services.	NO	YES	NO	Yes	Yes	Yes	Center for Student Success	Verify student status. Outreach: 1st Attempt- phone call, text, 2nd Attempt-email, Final attempt: Phone, Personal email, text as final option.	
Referral-Allied Health and Nursing	Student requires support related to Allied Health or Nursing programs.	NO	YES	NO	Yes	Yes	Yes	Division Advisor	Outreach: email, text and then phone call	
Referral-Art Humanities Social Sciences and Education	Student requires support in arts, humanities, social sciences, or education programs.	NO	YES	NO	Yes	Yes	Yes	Division Advisor	Outreach: email, text and then phone call	
Referral-B-STEM	Student needs assistance with business, science, technology, engineering, or math coursework.	NO	YES	NO	Yes	Yes	Yes	Division Advisor	Outreach: email, text and then phone call	
Referral-Student Support Services	Student qualifies for and may benefit from TRIO or additional student support services.	NO	YES	NO	No	Yes	Yes	TRIO Director	Outreach: email, text and then phone call	
Referral-Tutoring	Student would benefit from academic tutoring to improve performance.	NO	YES	NO	Yes	Yes	Yes	TRIO Director, Titorial Coordinator	Outreach: email, text and then phone call	
Residential Campus Housing Challenges	Student has reported issues related to on-campus housing that may impact their success.	NO	NO	YES	No	Yes	Yes	Residential Life Coordinator		2 Business Days