



BELLEVUE  
COLLEGE

Early Alert for Academic Support  
Fall 2020

# Bellevue College's Early Alert for Academic Support

**Mission:** Bellevue College's Early Alert for Academic Support Program, a student **success** initiative, **proactively** integrates and **coordinates** campus programs, **support services**, faculty, and staff in support of closing the equity gap.

**Vision:** The Early Alert for Academic Support Program strives to connect students to integral campus resources, services, and faculty that will support, encourage and empower them and their academic success at Bellevue College and beyond. The Early Alert for Academic Support Program also works to educate students as they navigate the college environment, so they develop the relationships, resilience and confidence to seek out support in the future should the need arise.

# The Early Alert Process

**Faculty**  
observe and track student attendance, participation and performance.

**Student services**  
emails/calls student. Student is connected to resources.

**Faculty**  
complete an Early Alert for student to Flag for follow-up.

**Student services**  
closes loop with faculty on status of outreach.

# Early Alert Pilot – Spring 2020

Alerts submitted **251**  
Individual students **227**  
Emails sent out **186**  
Successful calls **79**

## Common issues identified by students:

- Access to Internet
- Canvas issues
- Didn't think anything was due
- Difficulty focusing
- Difficulty adjusting to online learning

The Early Alerts for this Spring pilot were only for students who did not log in during the first 3 days of the quarter.



# September 21<sup>st</sup> –December 4<sup>th</sup>

**Grand total of 543 alerts submitted**

**532** alerts submitted via the online *form*

**11** alerts submitted via Maxient or email as faculty learn new process

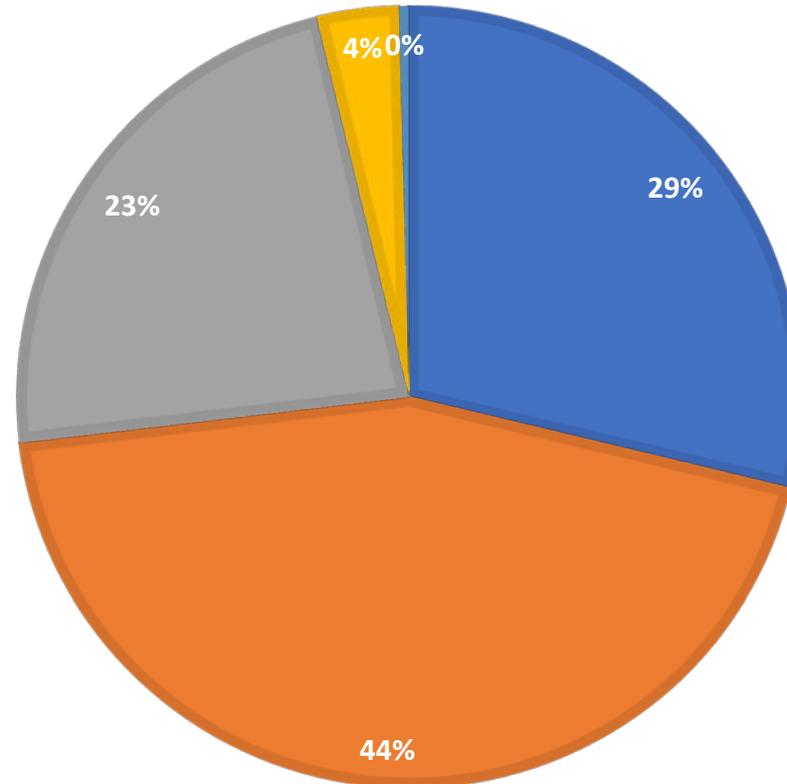
**440** unique alerts were submitted \*

**3** alerts cancelled by instructor

\*Some students had more than one alert submitted (for same class or multiple classes; some were duplicate entries by the teacher)

# ALERT TYPES

- Never attended
- Missing assignments
- Missed classes/stopped attending
- Low performance on testing
- Other





## Outreach to Students

**543** initial emails sent

**274** calls made\*

**98** calls successfully completed; **122** voicemails left

**92** final outreach attempt (email and/or call)\*\*

\*Some students did not have phone numbers on file or did not have voicemail set up/available

\*\*Not able to do for all students due to capacity limitations

## Status of Alerts

**Closed:** 256 (47% of total)

**Unresolved/Status Unknown:** 274 (50% of total)

**Cancelled:** 3

- When is an alert considered “**closed**”?
  - An alert is considered closed when contact is made with the student, either via email response or phone conversation.
- Why are so many alerts **unresolved**?
  - Unresponsiveness of students and/or capacity of staff.
  - **All** students received outreach via email.
  - Processes and people power were not sufficient to call each student. From the middle to end of Fall quarter students with most urgent alert-types were prioritized (never attending, stopped attending, low performance on testing)



# What Students Shared

- Tech issues
- Unfamiliar with technology
- Issues accessing materials (computer, text books, class supplies, Wifi)
- Difficulty with the class content
- Difficulty with online environment
- Distracted
- Time management challenges
- Personal issues
- Hospitalizations/accidents/illness
- Death of family members
- Caring for children
- Working a lot
- Family issues (divorce, domestic violence, custody battle)
- Homelessness/unstable housing
- Financial issues
- A combination of the above

# Process Updates Starting Winter

- **Automated emails** will go out to students via TargetX (personalized to the student and their alert type).
- **Developing processes** to forward alerts to **academic advisors**
- **Quantifying** “missing assignments”. Instructors will be asked to indicate if it is this the first missed assignment, is this one of several missing assignments, what is the significance in terms of percentage or points for the class.

# Process Updates Starting Winter Cont'd

- **Adjusting the timeline** of early alert submissions so they are indeed *early*.
  - **Week 1**: Instructors actively reach out to via Canvas and/or BC Email to students who have not attended their class. If students are still not attending **AFTER** the **5<sup>th</sup> day** of the quarter instructors should submit an Early Alert for students.
  - **Week 2-4\***: Instructors submit Early Alert for students who are missing classes/stopped logging in to Canvas, students with missing assignments, and for students with low performance on testing.
- **Hand-off between the early alert program and faculty** for outreach and resources starting Week 5 (form turned off after Week 5). Email template and resources provided.
  - Will address Late Start alerts individually once form turned off  
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# Big Thanks Also Goes Out To

## Early Alert Committee

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[Early Alert for Academic Support Newsletter](#)

Thank you so much for your support of the Early Alert for Academic Support Program! This program has been in development since Spring 2020 and has undergone several changes during its shor...

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# Questions?