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| Goal | Measure | Operationalized Measure |
| Direct/refer students to the support service office(s) best equipped to meet their broad needs as identified during early alert outreach calls/emails. | The student followed up to the services recommended. | % of students responding to outreach by EA. |
| Build an understanding of broad needs and challenges/difficulties facing students in order to inform the work of student services offices across the college. | Quarterly and/or yearly report of common themes identified through Early Alert outreach calls/emails. | # of student services offices receiving an Early Alert Thematic Report each year. |
| Build trust between Early Alert and campus stakeholders. | Satisfaction survey for instructors as well as student services staff. | % in agreement with survey questions regarding trust. |
| To partner with instructors by providing outreach intervention to students demonstrating academic difficulty. | Number of instructors indicating on Early Alert form that they attempted to reach out to students via Canvas message and/or BC email. | % of EA form submissions indicating prior outreach by the instructor. |
| Increasing engagement of students demonstrating academic difficulty with support services. | Engagement documentation in TargetX. | % of responding students who are documented meeting with the recommended service or office. |
| Demonstrate Early Alert’s commitment to fostering a caring campus community with equitable and proactive outreach and guidance to students demonstrating academic difficulty. | * Numbers of student contacts * Number of faculty submitting Early Alerts | * % of unsuccessful student enrollments (D, F, W) who were submitted through EA form. * Increase the number of faculty participating in Early Alert submissions. |
| Advocate for course completion (or incompletion) as it best meets the needs of each individual student receiving an Early Alert. | * Successful course completion * Students who w/d before graded to see quarterly GPA * Credit completion rate or course completion rate * Retention to the following quarter | (Both for all reported students and the subset who responded to the outreach)   * % of EA form-associated classes in which a student successfully completed the course (C or better). * Median quarterly GPA for students identified in the EA submission. * % of quarterly earned credits of attempted credits. * % retained, graduated, or transferred following quarter. |