



ASUN Operating Procedure – 4009

Operating Procedure Synopsis

Title: Early Alert Process

Approval Date:

Revised: n/a

Responsible Officer: Vice Chancellor for Student Affairs

Responsible Operating Procedure Manager: Student Success Coordinator/Dean of Enrollment Services

Responsible Department: Student Affairs

A. Purpose

This operating procedure is designed to outline the process for referring students to the Center for Academic Retention and Success.

B. Definitions

C. Scope

This operating procedure is applicable to those faculty and staff members who observe actions or behaviors from students that need early intervention from the Center for Academic and Retention staff.

D. Statement of Authority

Articulation of the delegation of authority for enforcement of the operating procedure is defined in this section.

E. Procedures

An ASUN employee observes a behavior or action from a student and wants to intervene on the student's behalf.

An ASUN employee submits an Early Alert via the CARS form on the student's behalf.

The student receives a copy of the Early Alert submitted on their behalf.

The Dean of Retention and Student Success receives the Early Alert and assigns the Early Alert to a Retention Specialist.

The Retention Specialist makes initial contact with the student via email and/ or phone.

Student responds to initial communique from the Retention Specialist.

The Retention Specialist and the student discuss the Early Alert. The Retention Specialist informs the student of resources internal and external to the institution.

The Retention Specialist documents the conversation in the CARS database.

The Retention Specialist follows up with the ASUN employee who submitted the Early Alert to inform them of the conversation that took place.

F. Responsible Officer

Vice Chancellor of Student Affairs

G. Related Information

Early Alert Form- <http://apps.asun.edu/ealert/>