

Student Success Early Alert System - Advising Pathways

The pathways shown below are guidelines for advisors on what to include when reaching out to an advisee who receives an early alert. If an advisee is well known to an advisor, we encourage the advisor to choose any intervention they believe will work best.

System Early Alert Reasons	Advisor Intervention Pathway
Student's class punctuality and/or attendance is irregular	Via an email, suggest the student to contact their course instructor and ask to review class expectations. If student does not respond to this outreach, consider forwarding the alert to Bryn Schofield in the CAS Dean's Office
Student is not prepared for nor engaged with material during class	
Student seems to struggle with material and should consider a tutor	Via an email, recommend tutoring to the student and provide website link with instructions on how to request a tutor: <a href="https://www.scranton.edu/academics/ctle/tutoring/TutoringServices.shtml">https://www.scranton.edu/academics/ctle/tutoring/TutoringServices.shtml</a>
Student is not submitting homework or other class assignments	Via an email, encourage the student to reach out to the course instructor to discuss ways to better prepare for class assessments, discuss a plan for improvement, and/or review the course grading policy
Poor performance on quiz(zes)	
Poor performance on exam(s), paper(s), or other major class assignment(s)	
Student is exhibiting nonacademic concerns	Review the notes from instructor included with the early alert. Professional academic advisors should consider the urgency of the matter and refer the student to the Student Behavioral Concern Committee (non-urgent) or to the Dean of Students Office (urgent). CAS Faculty should consider forwarding the alert to Bryn Schofield in the CAS Dean's Office and she will identify next steps.
Other (see instructor notes)	

If **three or more** early alert reasons were chosen by the instructor, professional academic advisors in the college advising centers should consider submitting the student to the SBCC. All students will receive the early alert notice via email and for CAS students, it will also be automatically sent to the CAS Dean's office.

If a student receives an early alert in **two or more courses**, professional academic advisors in the college advising centers should consider submitting the student to the SBCC. All students will receive the early alert notice via email and for CAS students, it will also be automatically sent to the CAS Dean's office.

CAS Dean's office contact: Bryn Schofield's contact information [bryn.schofield@scranton.edu](mailto:bryn.schofield@scranton.edu) or x7561.

If an advisor has any questions or concerns about an early alert, please contact Nicholas Truncala at [nicholas.truncala@scranton.edu](mailto:nicholas.truncala@scranton.edu) or x6289.