



# Early Alert for Faculty: How to Submit, Review and Track the Status of Alerts (7/2022)

In this Job Aid:

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- [How to Review Status of submitted alerts](#)
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## What is Early Alert?

Early Alert is a collaborative effort between faculty and staff to help students get back on track academically. By sharing academic, emotional, and non-academic concerns about a student, the Early Alert responder will assess the situation, offer support, and provide referrals to campus resources. Follow-up emails will be sent to the faculty member whenever an update is made until the alert is completed/closed. Questions or feedback related to the Early Alert process, please reach out [jill.rivera@lonestar.edu](mailto:jill.rivera@lonestar.edu) or your campus Early Alert manager.

## Workflow:

- Submit an Early Alert Form via the Early Alert tile in MyLoneStar
- Alert is forwarded to an advisor, counselor, or retention specialist who will reach out to student and connect them with support resources and information about relevant policies.
- Each time the alert is updated, the faculty receives an email with a direct link to details of the update.
- Faculty can add new comments to an “In Progress” alert. Once the alert has a “Closed/Completed” status, you can submit a new alert on the student again if needed.

## An Early Alert IS:

- A student referral option for faculty.
- A proactive, purposeful request for counseling support.
- A connection to services and resources.
- Available to all students whether they are struggling or not.

## An Early Alert is NOT:

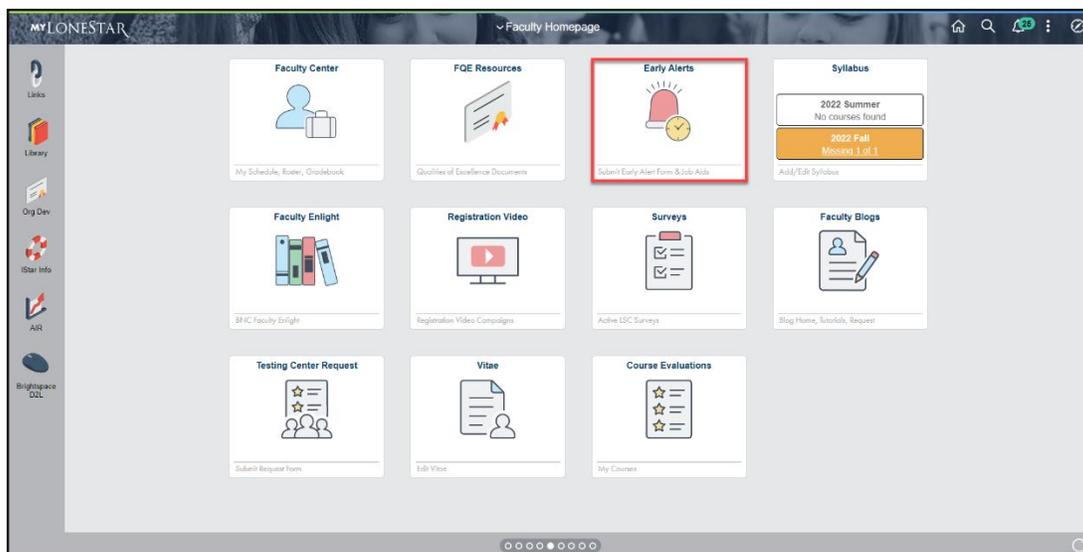
- A punishment.
- A reflection on your teaching.
- A sign that a student is on probation or “in trouble”.
- Indicated on the student’s transcript/record.
- Crisis counseling.

Want more Data? There is an Early Alert PBI titled “EARLY ALERTS BY CAMPUS”. It is open to anyone who requests access: <https://app.powerbi.com/groups/me/reports/156ef96f-8c82-4fcd-a586-db8f14636087/ReportSection127e97a37ffffe8b0feb?redirectedFromSignup=1>

# Submitting an Early Alert:

## Navigation

1. **How to access:** Login to **MyLoneStar** > Click on the **Faculty Center** tile> then choose the **Early Alerts** tile. After you click on the tile, you will be able to select to view the **Early Alert Job Aid** or **Submit Early Alert**.



2. **Select "Submit an Alert", then choose the course, section, and student:** When you click on submit an Early Alert, this box will pop up and will be pre-populated with your ID#. Click on **Load Courses** to see the list of your courses/sections.

### Faculty Submit

Be sure to fill out the form and submit on the second page for the alert to be processed

**Select Course**

Term  2021 Fall

Faculty ID

- Click **Select** next to the course/section of the student who want to submit an alert about.

Faculty Submit

Select Course

Term 1216 2021 Summer

Faculty ID [Faculty ID]

Subject	Catalog	Section	Description	Select
1 BCIS	[Catalog Number]	[Section]	Business Computer Apps	<input type="button" value="Select"/>
2 BCIS	[Class Number]	[Section]	Business Computer Apps	<input type="button" value="Select"/>
3 BCIS	[Catalog Number]	[Section]	Business Computer Apps	<input type="button" value="Select"/>

- Select** the student from the list to open the Early Alert form.  
 \*\*If you open a form, you must click “**Cancel**” or “**Submit**” to close it.  
 \*\*After you submit an Early Alert, the **Review** button is just one place you can go to find the ongoing status of the alert.

Faculty Submit

Be sure to fill out the form and submit on the second page for the alert to be processed

Select Course

Term 1218 2021 Fall

Faculty ID [Faculty ID]

Subject	Catalog	Section	Description	Select
1 CHEM	[Catalog Number]	[Section]	[Course Description]	<input type="button" value="Select"/>
2 CHEM	[Catalog Number]	[Section]	[Course Description]	<input type="button" value="Select"/>

Select Student

Student ID	First Name	Last Name	Enrollment Status	Submitted	Select	Review
1 [Student ID]	[First Name]	[Last Name]	Enrolled	No	<input type="button" value="Select"/>	
2 [Student ID]	[First Name]	[Last Name]	Enrolled	No	<input type="button" value="Select"/>	
3 [Student ID]	[First Name]	[Last Name]	Enrolled	Yes		<input type="button" value="Review"/>
7 [Student ID]	[First Name]	[Last Name]	Administrative Drop	No	<input type="button" value="Select"/>	
8 [Student ID]	[First Name]	[Last Name]	Dropped (was enrolled)	No	<input type="button" value="Select"/>	
9 [Student ID]	[First Name]	[Last Name]	Enrolled	No	<input type="button" value="Select"/>	
10 [Student ID]	[First Name]	[Last Name]	Administrative Drop	No	<input type="button" value="Select"/>	
11 [Student ID]	[First Name]	[Last Name]	Enrolled	Yes		<input type="button" value="Review"/>
12 [Student ID]	[First Name]	[Last Name]	Dropped (was enrolled)	No	<input type="button" value="Select"/>	
13 [Student ID]	[First Name]	[Last Name]	Administrative Drop	No	<input type="button" value="Select"/>	
14 [Student ID]	[First Name]	[Last Name]	Enrolled	No	<input type="button" value="Select"/>	
15 [Student ID]	[First Name]	[Last Name]	Enrolled	No	<input type="button" value="Select"/>	

5. **Completing the Early Alert Form:** Check the appropriate boxes under ‘Reasons for Early Alert’ and ‘Actions Taken by Faculty’. Add any Comments that can help the Early Alert responder to better understand the situation. Click **Submit** when finished.

\*\*When selecting ‘Missing Assignments’, ‘Missed Quiz/Test’ and ‘Excessive Absences’, *please include the # of each in comments section.*

\*\*Once you open an Early Alert form, you must click “**Cancel**” or “**Submit**” to close it.

\*\*Once you submit the alert, it goes to the campus’ EA Mailbox from where the alert is triaged to the appropriate responder who will reach out to the student.

Faculty Submit

**\*\*Click Cancel to close OR Complete form and Submit.**

Submit Cancel

Early Alert

Date of Referral 09/01/21 1:27:51.000000PM Submit Number 1 Term 2021 Fall

Student Information

Course Information

Student ID [Student ID] [Student Name]	Campus UP	Faculty ID [Faculty ID] [Faculty Name]	Subject [Subject]
Campus Email [Email Address]	Home Phone [Phone Number]	Email [Email Address]	Catalog [Catalog Number]
Personal Email [Email Address]	Cell Phone [Phone Number]	Campus [Campus Location]	Section [Section]

Reasons For Alert

**\*Be sure to include # of missed assignments and absences in the comments area**

<input type="checkbox"/> *Missing Assignments	<input type="checkbox"/> *Excessive absences	<input type="checkbox"/> Time Management	<input type="checkbox"/> Tutoring Recommended
<input type="checkbox"/> Missed Quiz/Test	<input type="checkbox"/> Never attended class/logged in	<input type="checkbox"/> Non-Academic Concern	<input type="checkbox"/> Can no longer pass class
<input type="checkbox"/> Low Quiz/Test Score	<input type="checkbox"/> No textbook/course materials	<input type="checkbox"/> Stopped Attending	<input type="checkbox"/> No Assignments Submitted
<input type="checkbox"/> Other			
Other Reason	<input type="text"/>		

Faculty Actions

<input type="checkbox"/> Gave Extension	<input type="checkbox"/> Met with Student	<input type="checkbox"/> Emailed Student	<input type="checkbox"/> Called Student
<input type="checkbox"/> Provided Extra Help	<input type="checkbox"/> Referred student to Advising/Counseling	<input type="checkbox"/> Referred student to Disability Services	<input type="checkbox"/> Referred student to Tutoring

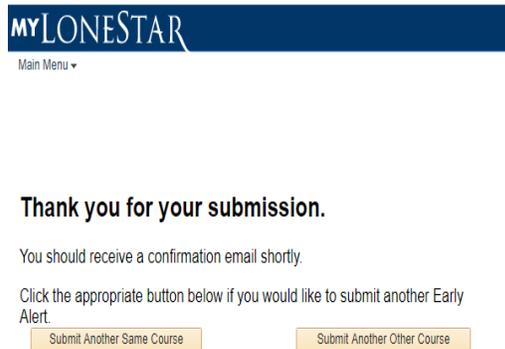
Comments

**\*\*Click Cancel to close OR Complete form and Submit.**

Submit Cancel

6. From the Confirmation pop up you can choose to send another Early Alert from same course or select a different course.

7. **Email confirmation will have a direct link to view status of alert:** Faculty will receive an email each time an alert is updated by the reviewer managing the Early Alert, until the alert status has changed from In Progress to Completed/Closed.



\*\*Faculty can **add additional comments** while an alert status is in Progress and a notification will be sent to the person managing the alert. (see next page for photo of how to add additional comments)

**From:** noreply@lonestar.edu <noreply@lonestar.edu>  
**Sent:** Friday, September 10, 2021 10:27 AM  
**To:** [Faculty Name] <[Faculty Email]>  
**Subject:** Early Alert Submission Confirmation



Dear [Faculty Name],

Thank you for submitting an **Early Alert** on behalf of [Student Name] ([Student ID]) in [Course]. An advisor, counselor or retention specialist will be assigned to assist the student. Updated notifications will be sent to inform you of actions taken with the student and the status of alert (in progress or completed/closed).

When you receive the notification that the alert has been acted on, it will contain the contact information of the person managing the alert. If you have any questions or comments prior to receiving that notification, please contact the appropriate campus through the Early Alert email (see below) and include student ID# and course/section.

You can add additional comments to an open alert by going to: [Review Alert](#).

[CF-EarlyAlert@LoneStar.edu](mailto:CF-EarlyAlert@LoneStar.edu)  
[HN-EarlyAlert@LoneStar.edu](mailto:HN-EarlyAlert@LoneStar.edu)  
[KC-EarlyAlert@LoneStar.edu](mailto:KC-EarlyAlert@LoneStar.edu)  
[MC-EarlyAlert@LoneStar.edu](mailto:MC-EarlyAlert@LoneStar.edu)  
[NH-EarlyAlert@LoneStar.edu](mailto:NH-EarlyAlert@LoneStar.edu)  
[TC-EarlyAlert@LoneStar.edu](mailto:TC-EarlyAlert@LoneStar.edu)  
[UP-EarlyAlert@LoneStar.edu](mailto:UP-EarlyAlert@LoneStar.edu)

8. **How to Add to an In Progress Alert:** Open the In Progress Alert that you want to add comments to (either by the Review button in student list, the link in an email, or in the submission review page). Click **Add** to open up another comments box to add additional comments. Click **Save**.

\*\* Faculty can't click on additional boxes in an In Progress alert – only add additional comments.

**Early Alert**

Date of Referral 09/01/21 8:29:47.000000AM  
Submit Number 1  
Term 2021 Fall  
Completed 09/02/21 5:37PM  
Last Updated on 09/02/2021 5:37:25PM  
By [Updated By]  
Campus NH

**Submitter**

Submit By [Submit By ID] [Submitted By ID]  
Email [Email Address]  
Location [Location Code] [Location Name]  
Department [Department]  
Title [Title]  
Phone [Phone]

**Student Information**

Student ID [Student ID] [Student Name]  
Campus Email [Email Address]  
Personal Email [Email Address]  
Home Phone [Phone]  
Cell Phone [Phone]  
Home Campus NH

**Assigned Advisor**

Advisor ID [Advisor ID] [Advisor Name]  
Email [Email Address]  
Location [Location Code] [Location Name]

**Course Information**

Faculty ID [Faculty Id] [Faculty Name] Subject [Subject] Campus LSC-North Harris  
Email [Email Address] Catalog [Catalog Number]  
Location [Location Code] [Location Name] Section [Section]

**Reasons For Alert**

**\*Be sure to include # of missed assignments and absences in the comments area**

<input type="checkbox"/> Can no longer pass class	<input checked="" type="checkbox"/> *Excessive absences	<input type="checkbox"/> Low Quiz/Test Score
<input type="checkbox"/> *Missing Assignments	<input type="checkbox"/> Missed Quiz/Test	<input type="checkbox"/> Non-Academic Concern
<input type="checkbox"/> Never attended class/logged in	<input type="checkbox"/> No Assignments Submitted	<input type="checkbox"/> No textbook/course materials
<input type="checkbox"/> Other	<input type="checkbox"/> Stopped Attending	<input type="checkbox"/> Time Management
<input type="checkbox"/> Tutoring Recommended		

Other Reason

**Faculty Actions**

<input type="checkbox"/> Called Student	<input checked="" type="checkbox"/> Emailed Student	<input type="checkbox"/> Gave Extension
<input type="checkbox"/> Met with Student	<input type="checkbox"/> Provided Extra Help	<input type="checkbox"/> Referred student to Advising/Counseling
<input type="checkbox"/> Referred student to Disability Services	<input type="checkbox"/> Referred student to Tutoring	

**Faculty Comments** Find | View All First 1 of 1 Last

Review # 1 DateTime Updated 09/06/21 1:24:21.000000PM [Add](#)

Comments

This is for my online week. Co-Req course. He has registered and entered the class, but has not started any of the material after the first week.



**Reviewer Responses** Find | View All First 1 of 1 Last

Review # 1 DateTime Updated 09/07/21 3:51:44.000000PM

**Reviewer Actions**

<input checked="" type="checkbox"/> Contact By Email	<input type="checkbox"/> Contact In Person	<input type="checkbox"/> Contact Other
<input checked="" type="checkbox"/> Contact By Phone	<input checked="" type="checkbox"/> Contact By Text	

Action Other

Comments

Spoke with student who has been working long hours. Is completing work today 9/7/2021.

**Outcomes**

Early Alert Status  
In Progress

Outcome

# Faculty Review Status of Early Alert Submissions:

## 1. How to generate a list and Review *all* your Alerts for the semester in one place:

- Go to MyLoneStar>Navigator>Campus Solutions>LSC Custom>Academic Advisement>Early Alerts
- Click on Review Alerts as Faculty
- Status will show as **Closed no contact enrolled** (or not enrolled) or **Complete enrolled** (or not enrolled).



## 2. The Review Alerts form will open, pre-populated with Faculty Id#. Click Search to see a list of ALL alerts from the semester or enter a student ID to look up individually. You can also filter for status, course, etc. From the list, faculty can click *anywhere* on a record to pull up the Review Form and see all updates. Faculty can also ADD additional comments to an "In Progress" alert.

**MYLONESTAR**

Main Menu > Review Alerts as Faculty(New)

### Review Alerts as Faculty

Enter any information you have and click Search. Leave fields blank for a list of all values.

Find an Existing Value

Search Criteria

Term begins with

Student ID begins with

Submit Number =

Subject Area begins with

Catalog Nbr begins with

Class Section begins with

Enrolled Status begins with

First Name begins with

Last Name begins with

Campus begins with

Reviewer ID begins with

Submit By Id begins with

Advisor Id begins with

Faculty Id begins with

Early Alert Status =

EFFDT =

User Type =

Date/Time Created =

Last Update Date/Time =

Case Sensitive

Search Clear Basic Search Save Search Criteria

### Search Results

View All

Term	Student ID	Submit Number	EFFDT	First Name	Last Name	Campus	Reviewer ID	Reviewer Name	Submit By Id	Submitter Name	Advisor Id	Advisor Name	Faculty ID	Faculty Name	Status	Last Update Date/Time
1216	[Student ID]	1	05/26/2021	[First Name]	[Last Name]	UP	(blank)	(blank)	[Submit By ID]	[Submitter Name]	(blank)	(blank)	[Faculty ID]	[Faculty Name]	Not Started	08/12/2021 9:20:36AM
1216	[Student ID]	1	05/26/2021	[First Name]	[Last Name]	UP	(blank)	(blank)	[Submit By ID]	[Submitter Name]	[Advisor ID]	[Advisor Name]	[Faculty ID]	[Faculty Name]	Not Started	08/12/2021 12:25:24PM
1216	[Student ID]	1	05/26/2021	[First Name]	[Last Name]	UP	(blank)	(blank)	[Submit By ID]	[Submitter Name]	(blank)	(blank)	[Faculty ID]	[Faculty Name]	Not Started	08/12/2021 9:15:51AM
1216	[Student ID]	1	05/26/2021	[First Name]	[Last Name]	UP	{[Reviewer ID]}	{[Reviewer Name]}	[Submit By ID]	[Submitter Name]	(blank)	(blank)	[Faculty ID]	[Faculty Name]	In Progress	07/12/2021 3:37:01PM

## Faculty Early Alert Report (creates Excel):

1. How to generate an Excel of *all* your Alerts for the semester:
  - Go to MyLoneStar>Navigator>Campus Solutions>LSC Custom>Academic Advisement>Early Alerts
  - Click on Reports



12. The Early Alert Report request form will open, pre-populated with the faculty ID#. **Select Term** and then click **Generate Report**. An Excel Spreadsheet will be generated. The Spreadsheet contains columns to filter including alert status, final grade in class, name of who is managing alert, course sections, reasons, faculty actions, advisor comments, and more.

### Early Alert Report

Term must be specified for the report. Additional values can be specified to limit the results.

Term <input type="text"/>	Submit By Id <input type="text"/>
Campus <input type="text"/>	Student ID <input type="text"/>
Effective Date <input type="text" value="05/26/2021"/>	Faculty ID <input type="text"/>
	Reviewer ID <input type="text"/>
	Academic Advisor <input type="text"/>

# Best Practices and How to Access Student Contact Information:

## Best Practices:

- **Timing:** Early Alerts that are submitted within the first month of class increase the chances of a positive student outcome.
- **Reach out:** Before submitting an alert, attempt to contact student so you can include the attempt outcome in the alert. Please call the student's primary number as well as email. If you must leave a voicemail, be mindful not to mention anything that will jeopardize the student's privacy as we never know who has access to the voice message. It is safe to leave a message that you are calling students to share information on student support services and that you emailed them at their my.lonestar.edu email address.
- **Let student know:** Email student at their my.lonestar.edu that you have submitted a request for them to be contacted by a specialist who can connect them with helpful resources and support. (Include your office hours, contact, offer of extension/support, etc.)
- **Provide enough information in the alert:** When you provide additional information in the comments section of the early alert form, it assists the early alert responder in having the best first outreach to the student. Details such as # of missing assignments and # of absences are very useful.

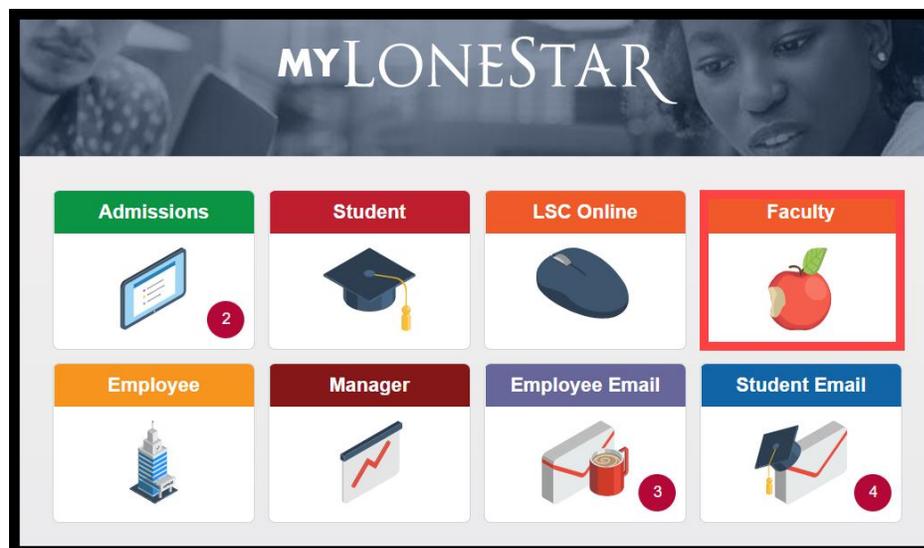
## How to Access Student Contact Information:

Viewing your students phone number through the class roster in the Faculty Center

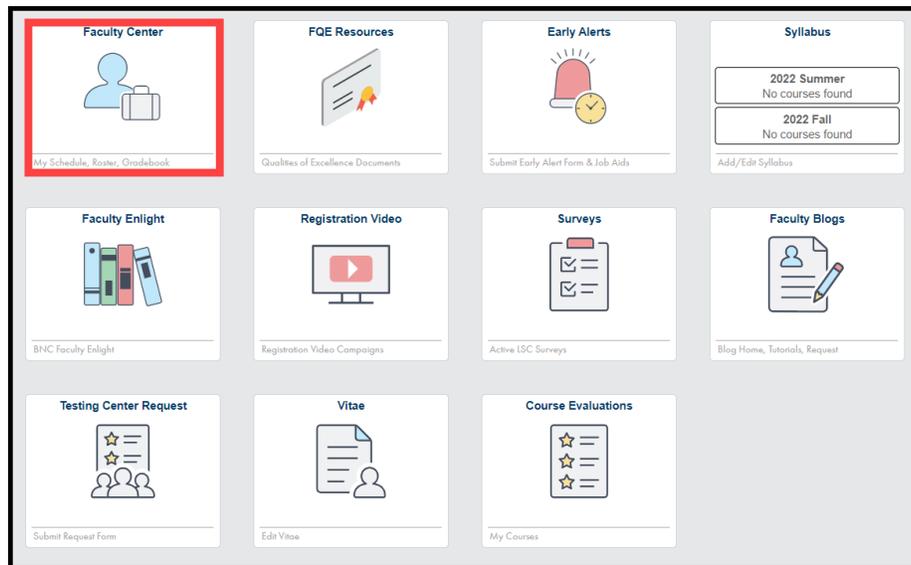
1. Log into My.LoneStar.edu and click the **Faculty** tile.
2. Select the **Faculty Center** tile.
3. In the Faculty Center, click the **Class Roster** icon.
4. Click the **Contact Information** link to the right of the student's name. A popup will appear with the student's name, email address, and academic program.

*\*Note, the phone number does not appear on the excel sheet when downloading the class roster.*

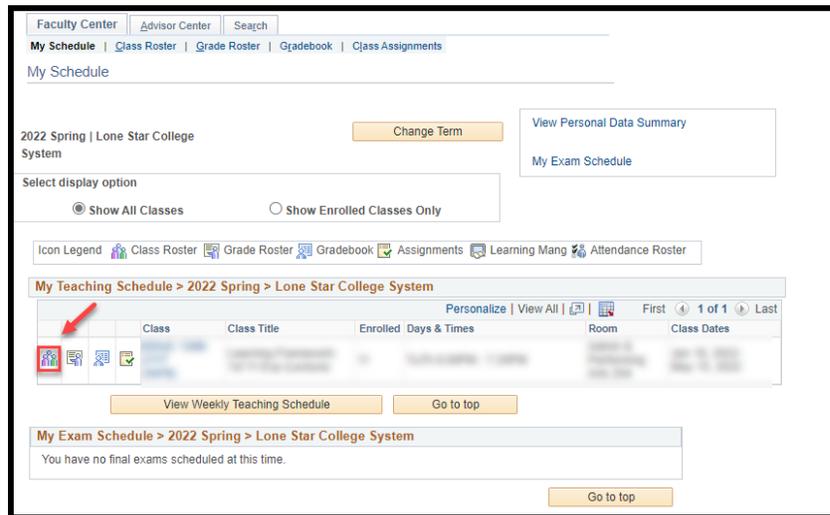
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2. Select the **Faculty Center** tile.



3. In the Faculty Center, click the **Class Roster** icon.



4. Click the **Contact Information** link to the right of the student's name. A popup will appear with the student's name, email address, and academic program.

