

## Overview

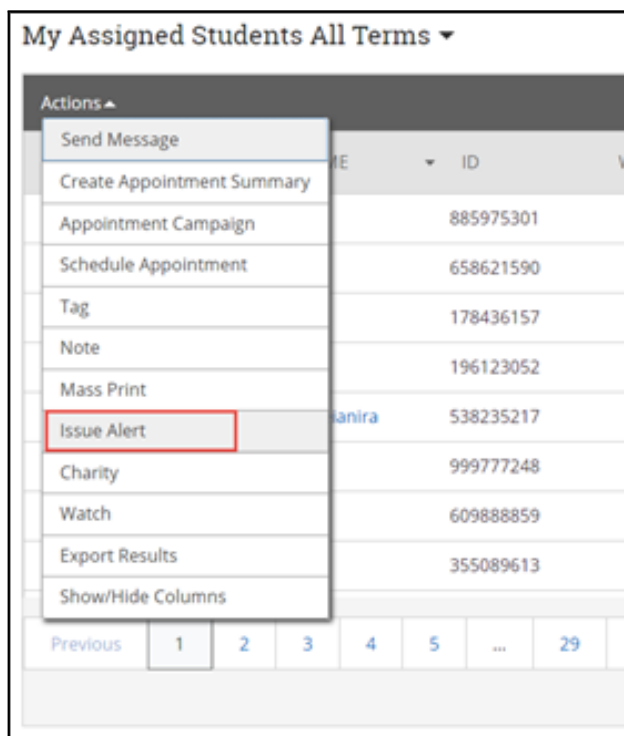
With the proper permissions, staff or faculty can issue an Early Alert on a student at any time. Early Alerts are a way to draw attention to a student who might be at risk for a variety of reasons, such as missing exams, needing tutoring, or intending to withdraw from Lehigh. Issuing an Early Alert can draw attention to these students, create a virtual referral, and prompt action from another department.

## Issuing an Early Alert

There are several locations to issue an Early Alert in Compass: **Staff Home** or **Professor Home** pages, in **Advanced Search** results, or from a student profile.

Actions
I want to...
<a href="#">Issue an Alert or Referral</a>

To issue an alert from **Staff Home** or **Professor Home**, select **Issue an Alert** from the **Actions** pane. A dialog then prompts you to search for the student you want to issue the alert for, as in the screenshot.

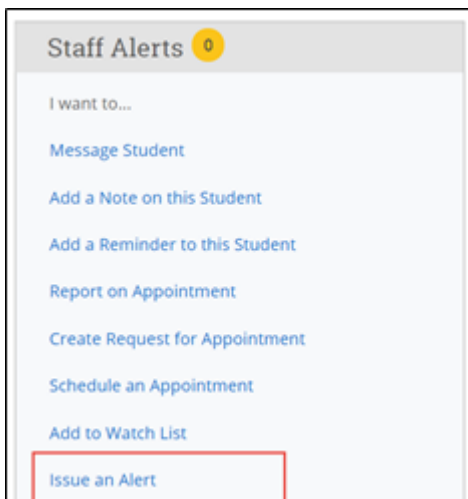


The screenshot shows a table titled "My Assigned Students All Terms" with columns for Name, ID, and other details. The "Actions" dropdown menu is open, showing various options. The "Issue Alert" option is highlighted with a red box.

Name	ID
	885975301
	658621590
	178436157
	196123052
anira	538235217
	999777248
	609888859
	355089613

To issue an alert from a list of students, such as **Advanced Search** results or your **My Assigned Students** pane on your home page, select a student from the list. Next, select **Actions > Issue Alert**.

## Issuing Early Alerts (Academic Performance Concerns)

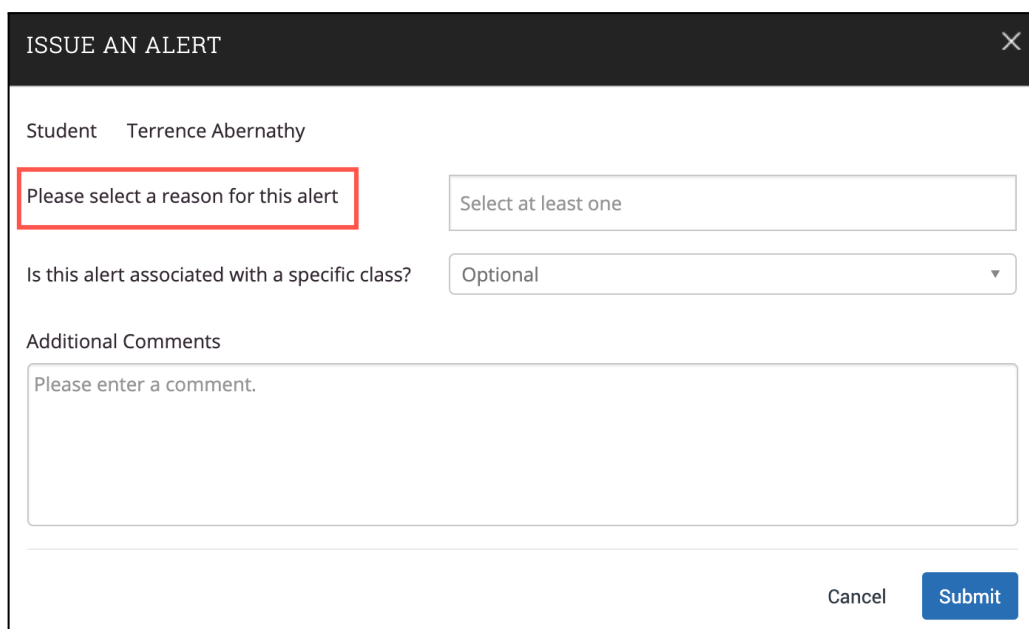


Staff Alerts 0

I want to...

- Message Student
- Add a Note on this Student
- Add a Reminder to this Student
- Report on Appointment
- Create Request for Appointment
- Schedule an Appointment
- Add to Watch List
- Issue an Alert**

To issue an alert from a student profile, select **Issue an Alert** from the **Action** pane as in the screenshot.



**ISSUE AN ALERT** [X]

Student Terrence Abernathy

Please select a reason for this alert [Select at least one]

Is this alert associated with a specific class? [Optional]

Additional Comments

Please enter a comment.

Cancel Submit

Selecting **Issue an Alert** opens the **Alerts** dialog.

- **Alert Reason:** Select at least one reason for issuing this alert. Alert reasons are configured by Lehigh. Contact [Compass Help](#) if you have questions about Lehigh's alert reasons.
- **Association with Specific Course (Optional):** Select a course from the list if the alert is associated with a specific course the student is currently enrolled in.
- **Additional Comments:** Enter comments in this box. Staff and faculty with permission can view the alert and its comments. There is no character limit to this field.

## Issuing Early Alerts (Academic Performance Concerns)

When you select an Alert Reason when issuing an Early Alert, details and the actions that will take place are shown. If you select more than one Alert Reason, each reason's details will show beneath Additional Comments. This also shows if the alert opens a case.

ISSUE ALERT

Student

Brooklyn Abbott

Please select a reason

Failed Exam

Is this associated with a specific class?

Optional

Additional Comments

Please enter a comment.

Below you will find the details for each Alert Reason chosen and what action(s) will be taken.

Failed Exam:

- An email will be sent to the user to which the Case is assigned
- An email with case details will be sent to the assigned case owner
- An email to the Alert issuer will be sent when case is closed
- A case will be opened

Cancel

Submit

**Important:** Any information you enter into Compass pertaining to a student becomes part of their official student record. It may be subpoenaed by the student as outlined in the Family Education Rights and Privacy Act (FERPA).

### Mass Issuing Early Alerts

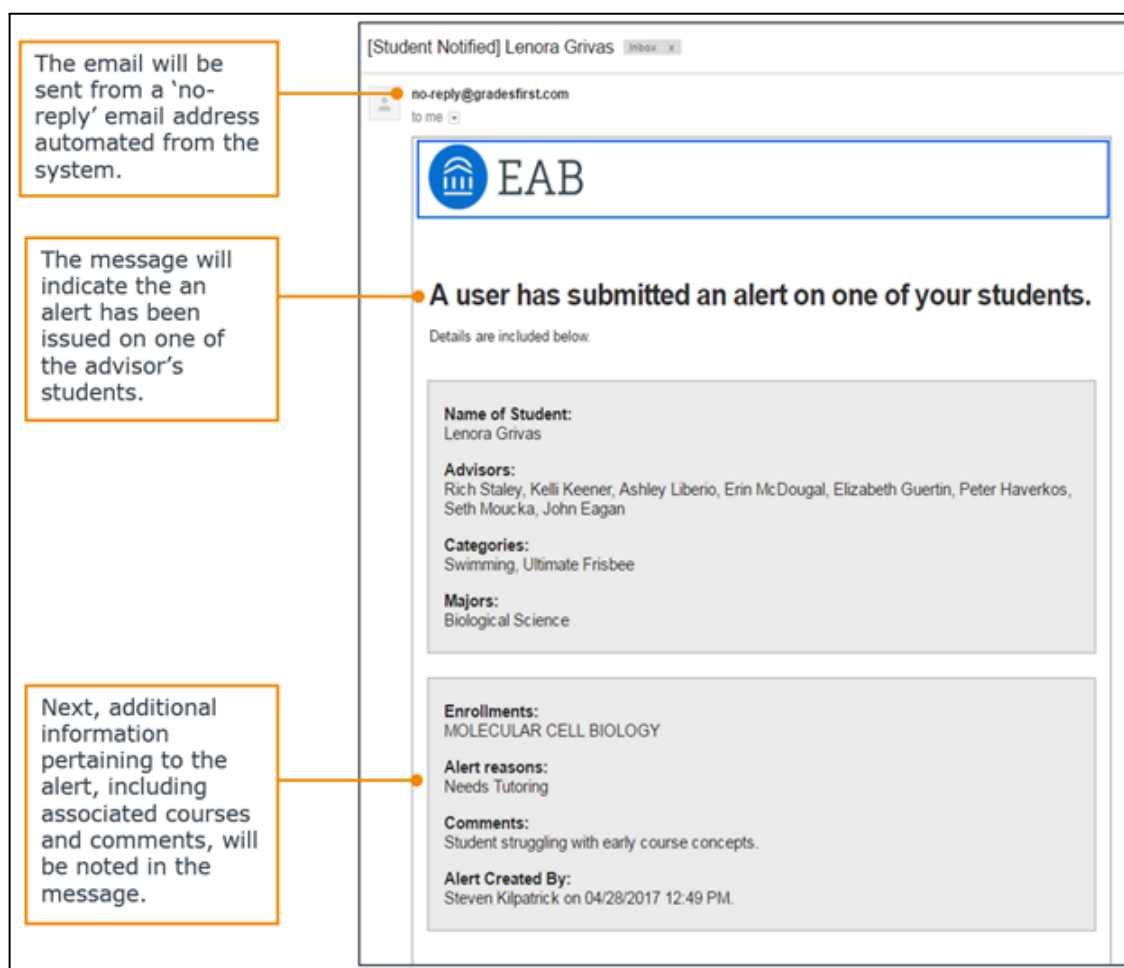
You can submit Early Alerts for up to 100 students at a time. This will generate one Early Alert per student for the indicated Early Alert reason. This is available in **Advanced Search**, **Staff Home** lists, **Reports**, and other drop-down menus where you can issue a single alert from the **Actions** menu.

## Student Notifications

Students receive an email notification when an Early Alert has been issued for them. The notification will let them know the expected steps they should take and provide additional information, as required. In some situations, staff can be notified as well when the Early Alert has been issued.

## Assigned Staff Notifications

If a staff or faculty member issues an Early Alert on a student and the selected alert reason has been configured to send assigned staff emails, staff assigned to the student who have been selected to receive notifications for the Alert Reason receive a message from Compass notifying them of the issued alert. You can email a student directly from an at-risk email triggered by a fellow staff user issuing an Early Alert on a student; click their name to create an email. This screenshot is simply an example:



The email will be sent from a 'no-reply' email address automated from the system.

The message will indicate the an alert has been issued on one of the advisor's students.

Next, additional information pertaining to the alert, including associated courses and comments, will be noted in the message.

[Student Notified] Lenora Grivas Inbox

no-reply@gradesfirst.com  
to me

**EAB**

**A user has submitted an alert on one of your students.**

Details are included below:

**Name of Student:**  
Lenora Grivas

**Advisors:**  
Rich Staley, Kelli Keener, Ashley Liberio, Erin McDougal, Elizabeth Guertin, Peter Haverkos, Seth Moucka, John Eagan

**Categories:**  
Swimming, Ultimate Frisbee

**Majors:**  
Biological Science

**Enrollments:**  
MOLECULAR CELL BIOLOGY

**Alert reasons:**  
Needs Tutoring

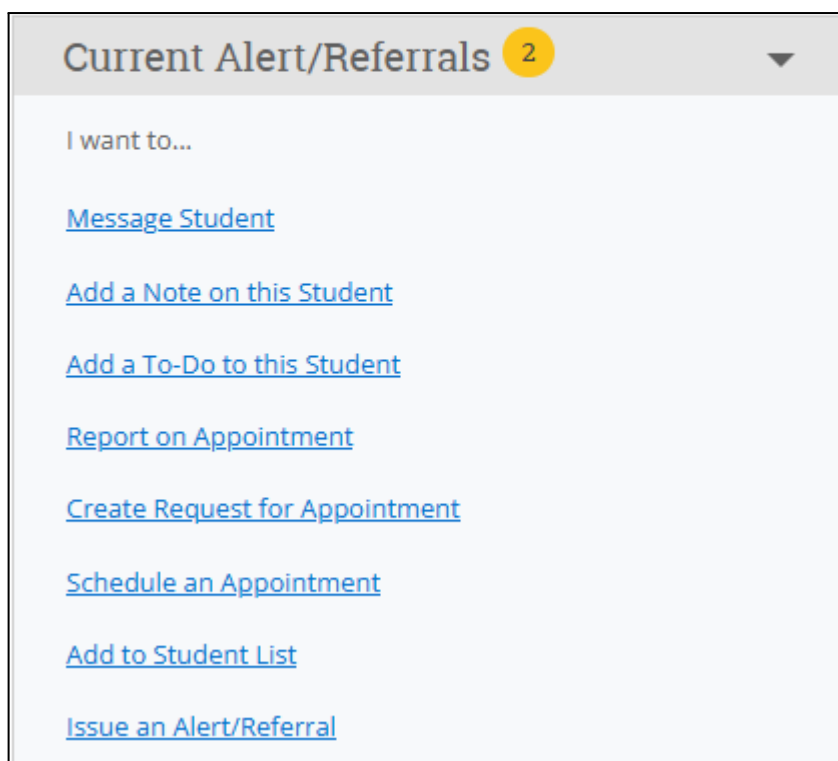
**Comments:**  
Student struggling with early course concepts.

**Alert Created By:**  
Steven Kilpatrick on 04/28/2017 12:49 PM.

### Viewing Alerts

There are three ways to view issued alerts on a student through the Compass platform – the Student Profile, the Professor Home page, or Reports.

#### Student Profile



To view alerts on the student profile, navigate to that student. On the right side of the profile, the total number of staff alerts for that student is listed at the top right. This count includes all Early Alerts, Referrals, Cases, and Progress Reports issued for the student.

**Important:** Because the total count includes all Early Alerts, Cases, and Progress Reports, you may find duplicate information. For example, if one Progress Report issues one Alert, which in turn opens a Case, the total count will be three to include each of those actions, even though they all originated from the same Progress Report. Be mindful of what the total count means when using that information to inform student interactions or follow up.

To view additional information about the issued alerts, either click directly on the *Alert* hyperlink from the total count or navigate to the **History** tab of the Student Profile. On this tab, you can see the Alerts you have permission to see, either in the Alerts section or within the History feed. Please see the following screenshots.

## Issuing Early Alerts (Academic Performance Concerns)

In the Alerts section:

Alerts For Joie ▾					
ALERT REASONS	ISSUED ON	ISSUED BY	COMMENTS	ASSOCIATED CASE	ISSUING EVALUATION
Needs Peer Mentoring	11/14/2018	Erin McDougal	Joie is not feeling connected to campus. I recommend she seek out Peer Mentoring.	<a href="#">Manage Case</a>	Not Applicable

In History:

### Joie's History ▾

▲ Collapse All

Filter by Type

Nov 2018

Case Opened ▲

Wed, Nov 14, 2018 Needs Peer Mentoring

Assigned to:  
Ashlee Demastus

[Manage Case](#)

Alert Issued ▲

Wed, Nov 14, 2018 Needs Peer Mentoring

Issuing Evaluation:  
Joie is not feeling connected to campus. I recommend she seek out Peer Mentoring.

Feb 2018

**Important:** If you are viewing the History feed but would instead like to view all Early Alerts together, select the dropdown menu at the top of the History feed, and choose Alerts for [Student's Name]. This only shows the Alerts section view.

### Professor Home

Issued alerts show on the Professor Home in the **My Issued Alerts** section. This allows faculty to see Early Alerts they have issued in Compass, including links to any associated Progress Reports or Cases.

Issued Alerts ▾					
Actions ▾					
<input type="checkbox"/>	STUDENT NAME	REASON	SUBMITTED	OWNER	STATUS
<input type="checkbox"/>	<a href="#">Derek Watkins</a>	FAFSA	06/09/2018	Adam Ferguson	Closed
<input type="checkbox"/>	<a href="#">Ida Goodman</a>	Tutoring	06/16/2018	Lily Bass	Open
<input type="checkbox"/>	<a href="#">Jacob Richards</a>	Financial Advice	09/06/2018	Alfred Daniels	Closed
<input type="checkbox"/>	<a href="#">Mattie McGee</a>	General Advising	04/15/2018	Alex Bennett	In Progress
<input type="checkbox"/>	<a href="#">Lina Horton</a>	Financial Advice	05/29/2018	Alta Greene	Closed

Issued Alerts include the date the alert was issued, the student's name, the reasons for the alert, if a case was opened, and if the alert was attached to a Progress Report.

CASE INFO			×
Alert For Rodriguez, Ashley			
Issued on 06/05/2019 @ 10:51 am			
The following cases were opened as a result of this alert.			
Alert Reasons	Status	Case Outcome	
Disruptive in Class	Case Open		

If a case has been opened, faculty can click the case and see a window that explains which alert reasons opened the case, the status of each case, and the case outcome if the case has been closed.

### Reporting on Early Alerts

**Step 1:** To view information about Early Alerts for several students at once, navigate to the Reports page. Based on your permissions, you may be able to view the Early Alerts report, located in the Alerts & Cases report section.

**Step 2:** In the Early Alerts report, you can search by keyword, enrollment status, enrollment term, begin date, end date, alert reasons, case issuers, and other filters available in the Advanced Search.