

Cerro Coso Community College is committed to student retention and success. Early Alert is a tool that allows us to identify students who are having academic difficulties and connect them with services to help them be successful. This is meant to be a partnership between faculty members, students, and counseling in order to support students and promote success.

Here's how it works:

1. You identify students who are having difficulties in your class(es) using the Early Alert Referral Form.
2. Check the boxes that apply to your students' situations.
3. Your alert is sent to the students via their college-assigned email account, which tells them of your concerns. The email encourages them to take advantage of the services you selected.
4. **You must write an individualized message to each student.** It is *very* difficult for counseling to begin a helpful conversation without a specific message to the students. For example, there have been times when instructors have only checked the box "Test Scores," and counseling must grasp at straws to start a conversation with the students. Remember that counseling does not necessarily have an established rapport with your students, so the more specific the information is in the message, the more meaningful the follow-up will be.
5. The alert is also sent to counseling. A counselor calls the student, or sends a follow-up email if the student is unreachable by phone. This typically happens within a week of the alert being submitted. In order to offer the most meaningful services, it is vital that you include *specific* information regarding your concerns in the message portion of the alert.
6. All information you include in the alert will be available for the students to see.
7. A couple of weeks after submitting the alert, please follow up with the students to verify that they followed through with your recommendations. Every once in a while, you may be contacted by counseling regarding the early alert. However, it is up to you to close the loop with students.
8. Don't send an alert with the expectation that counseling will completely resolve the issue; in some cases the students will be referred back to you.
9. Be sure to follow through with what you say you will do. For example, if you say you're going to drop a student by a certain date, then do so.
10. Please don't send duplicate alerts to the same student. For instance, don't send an alert one week warning that the student will be dropped, and then send a similar alert to the same student the next week.
11. If you do send another alert to the same student during the semester, make sure the second alert is for a new concern.

Should you have any questions or need additional assistance with SARS Alert, please contact Missy Gross at (760) 384-6219 or mgross@cerrocoso.edu.

Services Maintenance

Service Description
Child Development Center
Child Development Virtual Mentor
Counseling
Disabled Students Program and Services
Financial Aid
Free Tutoring: On-campus or On-line
Library 24/7 Chat
Library Resources
Meet with Instructor

Actions
<input type="checkbox"/> Email

Service Description

Email Address

Enabled

Instructor Can Mark As Satisfied

Location

Add

Save

Delete

Conditions

Cancel