



## **Standard Operating Procedure – CRM Advise Early Alert Manual**

### **Responsibility:**

Instructional Faculty, Student Services Advisors, Counseling Faculty, and other members of Tartar Success Teams.

### **Time frame:**

Faculty can submit early alerts throughout the academic year, but early alerts should be submitted in week four and in week nine during a semester for timely support.

### **Definition:**

Early alerts allow faculty members to be proactive, supportive, and involved in facilitating the academic components of student retention through early detection and intervention of students. The information is shared with Student Services Advisors, Counselors, and members of Tartar Success Teams. They work with students individually and assist in overcoming any barrier to college success and making appropriate referrals to campus resources.

### **Procedures:**

#### **How to Submit an Early Alert**

1. Log into your MyCompton portal and enter your Compton College user ID and password.

### **Compton College**

#### **Sign in**

user\_name@compton.edu

[Can't access your account?](#)

[Sign-in options](#)

Back

Next

Password requirements: a total of 8 characters min; 1 number; 1 capital letter; cannot be similar to your username or previously used password.  
Optional/recommended: use at least 1 special character.



2. You will see an “Early Alert” tile. Please click on this tile.



3. Access your course sections and rosters.

The screenshot shows the eLucian interface. At the top left, the 'ellucian' logo is visible. Below it, there is a 'Create Alerts' button. A sidebar on the left contains a button for 'BIOL 100 0', which is circled in red. The main content area features a search bar for 'BIOL 100 0' and a 'Per Page: View All' dropdown. Below the search bar is a table with the following columns: Name, ID, and Class Level. The table contains several rows of data, with the 'Name' and 'ID' columns redacted by black boxes. The 'Class Level' column shows 'Freshman' for most rows and 'Sophomore' for one row.

Name	ID	Class Level
[Redacted]	[Redacted]	Freshman
[Redacted]	[Redacted]	Freshman
[Redacted]	[Redacted]	Freshman
[Redacted]	[Redacted]	Freshman
[Redacted]	[Redacted]	Freshman
[Redacted]	[Redacted]	Freshman
[Redacted]	[Redacted]	Freshman
[Redacted]	[Redacted]	Sophomore



4. Click on the student you want to acknowledge student success and/or who you want to raise a flag, a student whose pattern of behavior that concerns you.

ellucian

Create Alerts

BIOL 100 0

Search BIOL 100 0

Per Page: View All

1 student(s) selected

<input type="checkbox"/>	Name	ID	Class Level
<input checked="" type="checkbox"/>	[REDACTED]	[REDACTED]	Freshman
<input type="checkbox"/>	[REDACTED]	[REDACTED]	Freshman
<input type="checkbox"/>	[REDACTED]	[REDACTED]	Freshman
<input type="checkbox"/>	[REDACTED]	[REDACTED]	Freshman
<input type="checkbox"/>	[REDACTED]	[REDACTED]	Freshman
<input type="checkbox"/>	[REDACTED]	[REDACTED]	Freshman
<input type="checkbox"/>	[REDACTED]	[REDACTED]	Sophomore
<input type="checkbox"/>	[REDACTED]	[REDACTED]	Sophomore
<input type="checkbox"/>	[REDACTED]	[REDACTED]	Freshman

Select Alert Type

- Assignments - Incomplete or Missing Assignments
- Assignments - Poor Test Performance/Missed Exam or Quiz
- Attendance - Missed 2 or more classes/frequent tardies
- Kudos - Student Engaged
- Kudos - Student Improving in Class
- Progress Report - Progress Grade A or B Student Performing Well
- Progress Report - Progress Grade C or Below
- Referral - External Factors Affecting Performance

Cancel Next



5. Raise the appropriate flag and click on it.

The screenshot shows the ellucian CRM interface. At the top, there is a blue header with the ellucian logo and a settings gear icon. Below the header, there is a "Create Alerts" section. The main content area displays a table for the course "BIOL 100 0". The table has columns for "Name", "ID", and "Class Level". A search bar and a "Per Page" dropdown are located above the table. A red arrow points from the instruction above to a red circle around a "Select Alert Type" modal. The modal lists several alert types with radio buttons, and the "Next" button is highlighted.

<input type="checkbox"/>	Name	ID	Class Level
<input checked="" type="checkbox"/>	[REDACTED]	[REDACTED]	Freshman
<input type="checkbox"/>	[REDACTED]	[REDACTED]	Freshman
<input type="checkbox"/>	[REDACTED]	[REDACTED]	Freshman
<input type="checkbox"/>	[REDACTED]	[REDACTED]	Freshman
<input type="checkbox"/>	[REDACTED]	[REDACTED]	Freshman
<input type="checkbox"/>	[REDACTED]	[REDACTED]	Freshman
<input type="checkbox"/>	[REDACTED]	[REDACTED]	Sophomore
<input type="checkbox"/>	[REDACTED]	[REDACTED]	Sophomore
<input type="checkbox"/>	[REDACTED]	[REDACTED]	Freshman

Select Alert Type

- Assignments - Incomplete or Missing Assignments
- Assignments - Poor Test Performance/Missed Exam or Quiz
- Attendance - Missed 2 or more classes/frequent tardies
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- Kudos - Student Improving in Class
- Progress Report - Progress Grade A or B Student Performing Well
- Progress Report - Progress Grade C or Below
- Referral - External Factors Affecting Performance

Cancel Next



6. Write notes for the Student Services Advisor and the Guided Pathway Counselor to address. The notes are **not** going to be seen by the student, only the Student Services Advisor and Guided Pathway Counselor.

The screenshot shows the ellucian CRM interface. At the top, there is a blue header with the ellucian logo and a settings gear icon. Below the header is a grey bar with the text "Create Alerts". The main content area is for the course "BIOL 100 0". It features a search bar with the text "Search BIOL 100 0" and a magnifying glass icon. To the right of the search bar is a "Per Page:" dropdown menu set to "View All". Below the search bar is a table with columns for "Name", "ID", and "Class Level". The first row is selected, and its "Name" and "ID" fields are redacted with black boxes. The "Class Level" for this student is "Freshman". To the right of the table is a modal window titled "Add Notes". The modal contains a text area with the following text: "She has been missing assignments since week 3. We are now in week 10. She is missing 14 assignments. Is she having issues with access to a computer? What is going on?". Below the text area is a note: "Notes are optional and, if entered, will apply to all students selected for this alert type." At the bottom of the modal are "Back" and "Next" buttons. A red arrow points from the text in the instruction above to the "View All" dropdown menu. A red circle highlights the "Add Notes" modal window.

<input type="checkbox"/>	Name	ID	Class Level
<input checked="" type="checkbox"/>	[Redacted]	[Redacted]	Freshman
<input type="checkbox"/>			Freshman
<input type="checkbox"/>			Freshman
<input type="checkbox"/>			Freshman
<input type="checkbox"/>			Freshman
<input type="checkbox"/>			Freshman
<input type="checkbox"/>			Freshman
<input type="checkbox"/>			Sophomore
<input type="checkbox"/>			Sophomore
<input type="checkbox"/>			Freshman



7. Hit "Submit Alerts" for your student(s). Once you hit submit alerts, you will see the alert, the student information, your notes, and the Student Services Advisor assigned to the alert.

The screenshot shows the ellucian CRM interface for creating alerts. The page title is "Create Alerts" and the course is "BIOL 100 0". A search bar is present with the text "Search BIOL 100 0". The "Per Page" dropdown is set to "View All". A table lists students with columns for Name, ID, and Class Level. The first student is selected. A modal titled "Review & Submit" is open, showing the alert type "Alert: Assignments - Incomplete or Missing Assignments", the student's name (redacted), the alert owner "Sapiens, Beatriz", and a note: "Notes: She has been missing assignments since week 3. We are now in week 10. She is missing 14 assignments. Is she having issues with access to a computer? What is going on?". The modal includes "Back" and "Submit Alerts" buttons.

Name	ID	Class Level
[Redacted]	[Redacted]	Freshman
[Redacted]	[Redacted]	Freshman
[Redacted]	[Redacted]	Freshman
[Redacted]	[Redacted]	Freshman
[Redacted]	[Redacted]	Freshman
[Redacted]	[Redacted]	Freshman
[Redacted]	[Redacted]	Sophomore
[Redacted]	[Redacted]	Sophomore
[Redacted]	[Redacted]	Freshman



8. Click on the Settings icon to see your “Alert History”.

ellucian

Alert History

BIOL 100

Date Created	Student	Class Level	Alert	Term	Owner	Status
10/26/2019	[REDACTED]	Freshman	Incomplete or Missing Assignments	Fall 2019	Sapiens, Beatriz	Open

9. You can click on the “i” icon to see your notes

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Alert History

BIOL 100

Date Created	Student	Class Level	Alert	Term	Owner	Status
10/26/2019	[REDACTED]	Freshman	Incomplete or Missing Assignments	Fall 2019	Sapiens, Beatriz	Open

**ID**  
**Owner Email**  
**Notes**

She has been missing assignments since week 3. We are now in week 10. She is [more](#)

10. You will get an automated email every Friday from Dr. Blonshine. This email is a compiled report on the status of your alerts. This will help us in closing the loop.

Alert Activity for Nov 01, 2019

Blonshine, Rebekah <rblonshine@compton.edu>  
To: CESAR JIMENEZ

We could not verify the identity of the sender. Click here to learn more.

Reply Reply All Forward ...  
Fri 11/1/2019 9:01 AM

Hello Cesar,

You recently opened the following alerts:

Student	ERP ID	Class Level	Alert	Section	Owner	Owner Email
[REDACTED]	[REDACTED]	Freshman	Incomplete or Missing Assignments	BIOL 100	Sapiens, Beatriz	

Note: Alerts that are opened and closed on the same day will display under Closed Alerts.

No new closed alerts.

Thank you for reaching out to help your students.

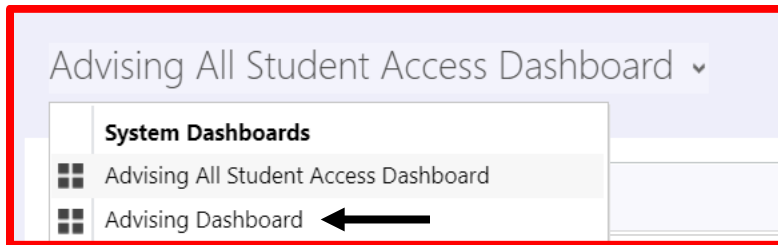


## How to look up CRM Advise Early Alert Notes

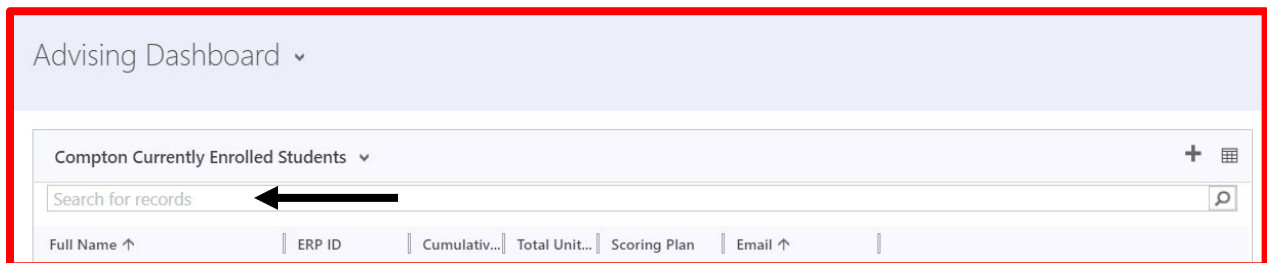
1. To review alert status, faculty select the Tartar Advise tile on MyCompton portal



2. Once Dashboard appears Change “Advising All Student Access Dashboard” to “Advising Dashboard” to access all students across Guided Pathways



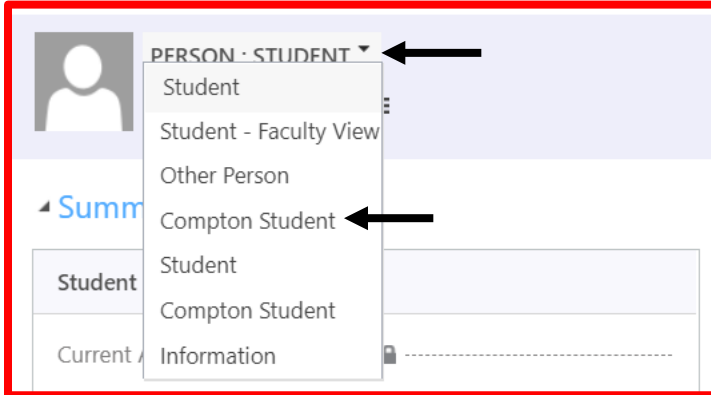
3. Search for student by Last Name, First Name or Compton College Student ID Number



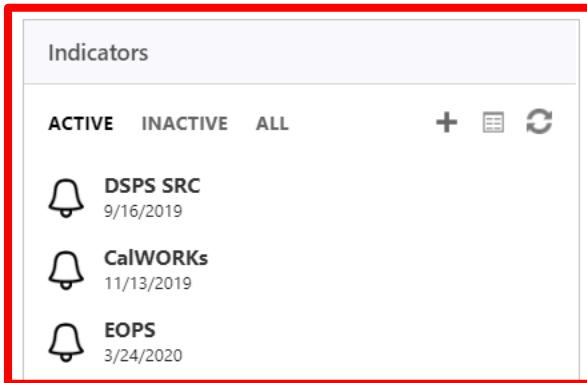




4. Click on Student name and change “Person: Student” to “Person: Compton Student”



5. Faculty can check the “Indicators” column to see if the student is a part of any specialized program (SRC, CalWORKS, EOPS/CARE, Athlete, FIST, Guardian Scholars, or Veteran)





6. Scroll down to student history and select “Activities”. Faculty will have to search through the activities to find the alert pertaining to their course.

POSTS ASSISTANT **ACTIVITIES** NOTES

All | Add Phone Call Add Task ...

<Financial Aid>: [redacted]  
CARES Act Emergency Grants: Apply Now! 7/23/2020 5:57 PM  
Dear Compton College Student, In support of current Compton College students, CARES Act emergency grants will be pro...

[redacted] Martinez, Elizabeth;  
Race Matters Workshop Series 7/20/2020 2:22 PM  
Dear Students, Last month I reached out to you as people were taking to the streets to protest the endemic racism and viol...

[redacted] Thompson, Chabree;  
Early Alert - CH 101

7. Click on Submitted Alert to review.

ALERT : INFORMATION

Missed 2 or more classes/frequent tardies

Subject \* Missed 2 or more classes/frequent tardies

Message

Regarding \* [redacted]

Severity \* High

Category Attendance

Source Faculty Experience

Alert Rule Missed 2 or more classes/frequent tardies

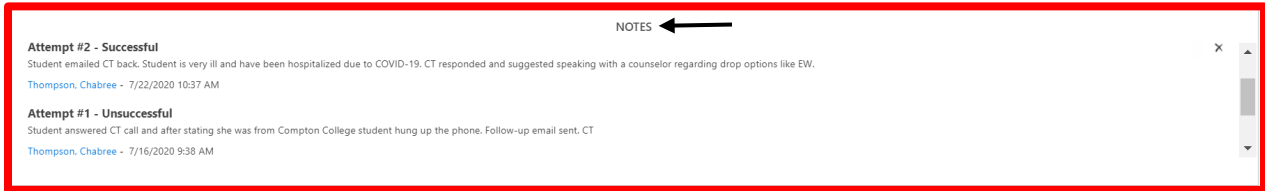
Section [redacted]

Owner \* Thompson, Chabree

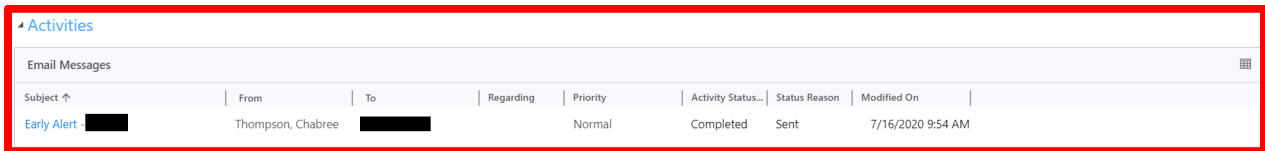
Created By [redacted]



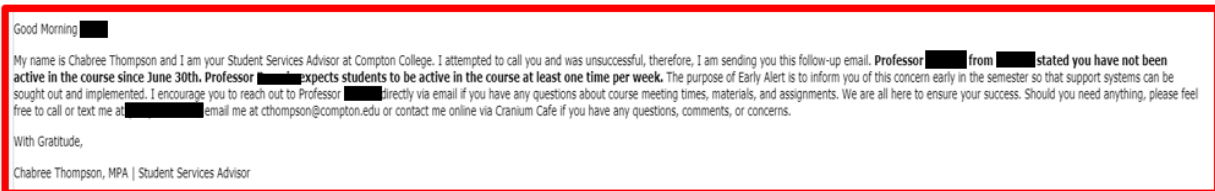
8. Scroll down to notes to review any notes, next steps, or intervention plans that were left by advisors.



9. To review emails sent by advisor, scroll down to activities



10. Click Subject title to open sent email



\*If a student responds to the email sent via CRM Advise the response will go directly to the advisor email inbox. Advisors update the notes to reflect the student's response and the discussion that was had.

11. To exit, click the "x" on the top right

