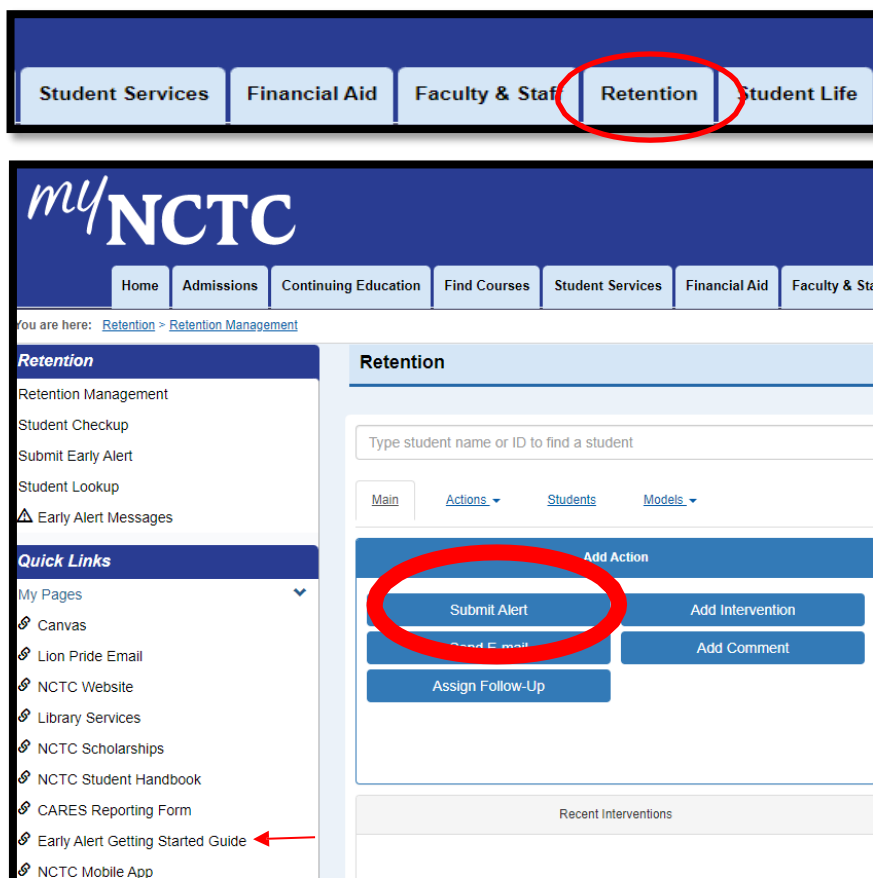


Getting Started Guide for Retention-**EARLY ALERTS**

The **Early Alert** features available through the **Retention Tab** in MyNCTC gives you a convenient way to keep track of your students – raising an alert when you observe a pattern of behavior that inhibits academic success, ensuring that the people on campus who can intervene are aware, and also offering praise/kudos to students who are doing well!

To access, simply log into your MyNCTC account. Choose the **RETENTION** tap from the top menu bar. This will take you to the Retention/Alert page in MyNCTC with access to the **Early Alert** portal. There is an **Early Alert** Getting Started Guide on this page, in the menu/quick links.

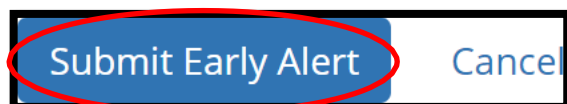
NOTE: Students who are reported as having excessive absences by the Official Date of Record (ODR), or with a midterm grade in any course of “D” or “F”, are automatically contacting by Advising/Coaching staff so faculty do not have to submit students as an Early Alert in these scenarios. Students who have not set up payment or who are reported as not-attending/not-participating by the Official Date of Record (ODR) will also be dropped by the Registrar’s Office and have 3 business days to contact reinstatements@nctc.edu to be added back to the course.



Submit an Early Alert

When you have an ACADEMIC concern with a student or students, you can submit an Alert to communicate your concerns. The appropriate NCTC staff (*assigned Advisor/Coach*) will be automatically notified and begin the process to make contact with the student (*3 attempts*).

1. Click on the **Submit Alert** navigation item to begin the submission process.
2. Find the **Submit Early Alert for** and **Add Student** from the drop-down menu.
3. Select **Options**: All Students, Course Section, Individual Students (*NOTE: if you select more than one student, the notes you enter will be applied to ALL students, so please include general information only in this section*).
4. Select **Relationship**: Such as Faculty/Success Coach/Advisor, etc.
5. Select **Type of Concern**: Academic/Financial/Kudos. ONLY Kudos will be visible to a student (*sent as an email*). All other types of concern are confidential, so you do not need to select the confidential concern box.
6. Select **Severity of Issue**: Unsure/Low/Moderate/High.
7. Add **Details About This Concern**: This is the “notes” section so please be specific and factual about the individual student. Give information pertaining to the situation so the appropriate person can follow-up and offer relevant guidance. If you have any additional contact information for the student, please add here. Remember if adding more than one student at a time to only include general notes as this will be attached to each student submitted (*ex.-student missed first exam*).
8. Answer questions regarding: **Have you interacted with the student(s) regarding this concern?**
9. Review and **Submit!**



Syllabus Statements and Email Templates: **EARLY ALERTS** and **CARES**

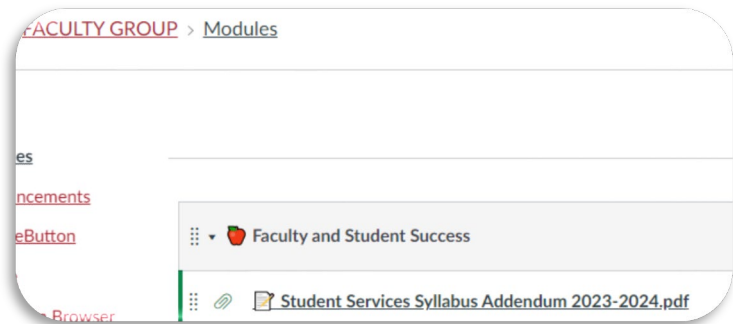
Feel free to customize or modify any of the templates below in your communications with students, to convey a personal connection, genuine concern, and our overall commitment to the student hierarchy of holistic needs!

Syllabus Info.

The latest and greatest Student Services Syllabus Addendum for the current academic year is always available through the **Faculty/Staff tab of MyNCTC** as well as in the **Faculty Group in Canvas**.

AND it can also be helpful to include a statement in your Course Syllabus that normalizes the stressors of college (and life), reminds students they are human, and that asking for help is a positive, proactive behavior.

EXAMPLE: *There are many helpful resources available at NCTC and an important part of the college experience is learning how to ask questions, or ask for help. If you have concerns about being successful in this class, please communicate with me directly so we can find solutions together. If there are other stressors or concerns related to work, family, finances, basic needs, or health, be sure to review the Student Services Syllabus Addendum I have included in this course and/or get in touch with your [Advisor/Success Coach](#) for additional support and guidance.*



Email Templates and Weblinks

EARLY ALERT EXAMPLE:

{Student}, I noticed you haven't been participating in or attending class regularly, and you have mentioned you are struggling with how to study as well as manage your time. In addition to some of the strategies we talked about I am also going to let our Student Services Team know to follow up with you as there are other resources that could assist-like working with your Advisor/Success Coach or getting connected with our free tutoring services. There are lots of people and resources here at NCTC to help you be successful so I have included some links to those below: {see recommended URL's and descriptions}

CARES EXAMPLE:

{Student}, at NCTC we care about you not only as a student, but also as an individual. We want you to maintain a balance between being successful in college as well as being healthy and successful in life. I made a referral to our CARES Team based on our recent conversations and struggles you shared with me, and I appreciate you asking for the help you need and deserve. You will be hearing from someone on our NCTC CARES Team as a follow-up so they can offer support as well as resources that may be available to you. In the meantime, I have included some services below that could be very beneficial: {see recommended URL's and descriptions}

- **TIMELYCARE:** All current NCTC students have 24/7 access to FREE basic medical and mental health virtual appointments and on-demand services through TimelyCare: <https://www.nctc.edu/timelycare>. To activate your account, you only need your NCTC-provided email address. There is also some great health and wellness information located here: <https://www.nctc.edu/wellness>

- **RESOURCES:** There are a number of local, state, and national programs or non-profit services that may be helpful. Some of those can be found here and you can even search by category: <https://www.nctc.edu/community-resources>
- **FOOD RESOURCES:** In addition to food banks in the community, NCTC campuses also have Food Pantries/Giving Shelves: <https://www.nctc.edu/food-pantry>
- **PAYING FOR COLLEGE & EMERGENCY FINANCIAL ASSISTANCE:** The Financial Aid application (FAFSA) for grant and loan consideration is open year-round, so you can ALWAYS apply. And there are also scholarships and programs you may qualify for to help with college expenses and even childcare, as well as limited funds available to help with emergency situations like rent or utilities: <https://www.nctc.edu/paying-for-college> and <https://www.nctc.edu/emergency-aid>
- **TUTORING/STUDENT SUCCESS:** Tutoring is available at most NCTC campuses through the Mathematics Lab, the Writing Center, & select Study Groups. 24/7 Tutoring is also available online through Upswing: <https://www.nctc.edu/tutoring>
- **THE OFFICE FOR STUDENTS WITH DISABILITIES (OSD):** You are eligible for disability support services if you have documentation of a physical, mental, or psychological impairment that substantially limits one or more major life activities. Please contact the OSD Office if you feel you meet qualifications and choose to register for services: <https://www.nctc.edu/osd>
- **SEXUAL MISCONDUCT-TITLE IX:** NCTC is committed to compliance with Title IX, which prohibits dating violence, domestic violence, retaliation, sex discrimination, sexual assault, sexual harassment, and stalking in federally funded education programs and activities. For more information, resources, or to make a report visit <https://www.nctc.edu/title-ix>
- **WITHDRAWING:** We understand that life circumstances sometimes prevent students from being able to be successful in courses during a given semester and a withdrawal may be the best option. We always encourage you, however, to speak with your Advisor/Success Coach before withdrawing to let them know what you are experiencing and brainstorm options to develop a plan for continuing your education: <https://www.nctc.edu/drop-or-withdraw-from-a-class>