

University of Montana Navigate Early Alert
Overview of Alert Reasons (See appendices starting on page 3 for email text and interventions)

ACADEMIC ALERTS

Alert Reason	Type	Created By	Available in Progress Report?	Student receives general email? (see appendix)	Student receives email from advisor?	Case created?	Case outcome notification sent to submitter?
In Danger of Failing	Negative	Faculty	Yes	Yes.		Yes	Yes - sent faculty or staff who submitted
Attendance or Class Participation Concern/No Show	Negative	Faculty	Yes	Once per alert.	Yes.	No	No case created.
Other (e.g. behavioural concern; please add comment)	Negative	Faculty	Yes	Message varies by each alert type.	Once per campaign period.	No	No case created.
Low Quiz/Test Scores	Negative	Faculty	Yes	If multiple instructors submit the same alert type, the student receives the same message except with a different class listed.	Message varies by week of the semester.	No	No case created.
Missing/Late Assignments	Negative	Faculty	Yes		If multiple instructors submit alerts during the same three-week progress report period, the student receives one email from the advisor reaching out to schedule an appointment.	No	No case created.
Access to Technology	Neutral	Faculty	Yes			No	No case created.
Keep Up the Good Work	Positive	Faculty	Yes			No	No case created.
Outstanding Academic Performance	Positive	Faculty	Yes	This lets the student know immediately which instructors have raised alerts.		No	No case created.
Showing Improvement	Positive	Faculty	Yes			No	No case created.
I need help with my studies	Neutral	Student Self-Alert (Hand Raise)	No	Student receives confirmation that request was received and that their advisor will be reaching out soon.	Yes. Message is sent within a day and includes PAL link for student to schedule with advisor.	Yes Also monitored by OSS Tech.	No – student submitted so automated message would be more confusing than helpful

REFERRALS

Alert Reason	Type	Created By	Available in Progress Report?	Student receives general email? (see appendix)	Student receives email from program?	Case created?	Case outcome notification sent to submitter?
Basic Needs Referral (Food, Housing, etc.)	Negative	Faculty or staff	Yes	No	Yes	Yes	No
I am struggling with getting food or housing	Negative	Student Self-Alert (Hand Raise)	No	Yes	Yes	Yes Also monitored by OSS Tech.	No – student submitted so automated message would be more confusing than helpful
General Wellness (e.g. sleep, eating, anxiety, etc.)	Negative	Faculty or staff	Yes	No	Yes	Yes	No
I am anxious or stressed or lacking sleep	Negative	Student Self-Alert (Hand Raise)	No	Yes	Yes	Yes Also monitored by OSS Tech.	No – student submitted so automated message would be more confusing than helpful
Financial Concern Referral	Negative	Faculty or staff	Yes	No	Yes	Yes	Yes
Career Referral (please add comments)	Negative	Faculty or staff	Yes	Yes	Yes	Yes	Yes
Tutoring Referral	Neutral	Faculty or staff	Yes	Yes	Yes	Yes	Yes

Appendix A – Academic Alert Messaging from Navigate (sent every time an alert is raised)

General intervention approaches for each Alert Reason, and email templates students receive for each Alert reason

Alert Reason	General Intervention Approach	Email to Student (all end with “Sincerely, Office for Student Success”)
In Danger of Failing	<p>Primary advisor connects with student to discuss concern, refer student to relevant resources, and guide student through course change transactions as appropriate. Advisor encourages student to contact instructor during office hours to discuss situation.</p> <p>Case can be closed after advisor successfully connects with student to discuss situation or after three attempts to contact student. Upon closing the Case, advisor chooses a relevant Case Outcome and adds comments to provide context to closing the Case.</p> <p>Note: Advisors please see the UM Advisors Communication and Support Plan and supporting documents on the Navigate for Advisors/Staff page.</p>	<p>Each semester, we ask our faculty to provide us with information regarding how well students in their classes are performing academically.</p> <p>Your professor alerted us that there is a concern about your academic progress. Based on your progress in this course thus far, you might be in danger of failing this course.</p> <p>We recommend contacting your instructor immediately to see what can be done to raise your grade in this course. You should also consider contacting your advisor for assistance and to discuss available resources.</p> <p>We believe that you can be successful in your academic studies and we are here to help. We care about your success!</p>
Attendance or Class Participation Concern/No Show	<p>Primary advisor connects with student to confirm whether or not the student intends to complete the course in question. If so, encourage student to contact professor asap and remind student of importance of class attendance. If not, guide student through course drop process and make them aware of relevant resources and available late start course options.</p>	<p>Your instructor has issued an attendance or class participation alert based on your performance in the course so far.</p> <p>We believe that you can be successful in your studies at UM. Attending class is the first step to accomplishing this goal. Missing class content can affect your grades and academic performance.</p> <p>Please contact your instructor to discuss their concern. Also consider contacting your academic advisor for assistance and to discuss available resources. We care about your success!</p>
Other (e.g. behavioural concern; please add comment)	<p>Primary advisor connects with student to discuss situation and recommend resources and actions per instructor comments.</p>	<p>Please contact your instructor to discuss their concern(s). For information about available campus resources, please contact your academic advisor.</p> <p>We care about your success!</p>

Low Quiz/Test Scores	Primary advisor connects with student to discuss low score(s) and recommend available academic support (e.g. http://umt.edu/tutoring). Advisor encourages student to contact instructor and visit during office hours to discuss situation.	Your instructor has indicated you may not be performing as well on quizzes or tests as you had hoped. Please contact your instructor to discuss their concern(s). Please also contact your academic advisor to discuss available resources such as tutoring and suggestions for improving your academic performance. We care about your success and know that you can do this!
Missing/Late Assignments	Primary advisor connects with student to discuss assignment(s) and recommend available academic support (e.g. http://umt.edu/tutoring). Advisor reminds student to regularly check course syllabi for assignment deadlines and expectations. Advisor encourages student to contact instructor and visit during office hours to discuss situation.	Your instructor has indicated that you are currently missing or have late assignments. We know college can be a challenge in balancing all of the demands thrown at you, and we want to help. Please contact your instructor to discuss their concern(s). Please also contact your academic advisor to discuss available resources such as tutoring and suggestions for improving your academic performance. We care about your success and know that you can do this!
Access to Technology	Primary advisor connects with student to discuss student's access to technology and available resources (Mansfield Library, IT Central, UM Online , open computer labs on campus, etc.).	Your instructor has noted that that you may be having trouble accessing technology for the course. Please contact your instructor to discuss their concern. You can also view items such as laptops available for checkout through the Mansfield library at https://www.lib.umt.edu/public/research-find/check-out.php . Your academic advisor is available to assist you as well. We care about your success.
Keep Up the Good Work		Your instructor has given you positive feedback based on your dedication and hard work in class. Keep up the good work and congratulations!
Outstanding Academic Performance		Your instructor has given you positive feedback based on your dedication and hard work in class. Keep up the good work and congratulations!
Showing Improvement		Your instructor has given you positive feedback based on your dedication and hard work in class. Keep up the good work and congratulations!
I need help with my studies	Primary advisor responds with an invitation to make an appointment in order to connect students with resources.	Your primary advisor will be reaching out to you soon to schedule a one-on-one meeting to help you get back on track with your academics. Many students experience difficulties during their academic journey, and your advisor can provide advice, resources, and support in order to help you succeed. We also encourage you to reach out to your professors or TA's for course-specific help, and to visit the Curry Health Center if you are struggling with anything beyond the academic realm.

Appendix B – Referrals (A Special Kind of Alert)

Programs	Alert Reason	Created by	General Intervention Approach	Email to student (ending varies)
Bear Necessities	Basic Needs Referral (Food, Housing, etc.)	Faculty or staff	Creates a case which is routed to Bear Necessities (Kat Cowley).	No email sent to student.
	I am struggling with getting food or housing	Student		So glad you reached out to us at Bear Necessities. We know that when students contact us about housing issues and/or food insecurities, they often have been struggling for a while already and their needs are urgent. To get help quickly, we encourage you to go directly to https://www.umt.edu/asum/agencies/bear-necessities/ to schedule an appointment with us. Otherwise, we will reach out to you using your UM student email during normal business hours. Take care and hang in there.
Student Wellness	General Wellness (e.g. sleep, eating, anxiety, etc.)	Faculty or staff	<p>Creates a case which is routed to Student Wellness (Kayli Julius)</p> <p>More information on the intervention at https://www.umt.edu/curry-health-center/wellness/services/default.php. (Expand Well-Being Support Coordinators to view details).</p> <p>FACULTY/STAFF - DO NOT INCLUDE SPECIFIC STUDENT HEALTH DETAILS IN COMMENTS. While alerts with ONLY the general wellness alert reason are hidden from all but staff at Student Wellness, comments that belong to alerts with <u>multiple</u> alert reasons will be visible to those in the advising community. Staff from Student Wellness will reach out to the alert issuer if more details are needed.</p>	No email sent to student.
	I am anxious or stressed or lacking sleep	Student		<p>A member of our Curry Health Center Wellness team will be reaching out to you soon. Feeling overwhelmed or anxious can take a toll, but we are here to help. Our free programs address a variety of topics that impact your health plus we can connect you with additional resources if needed.</p> <p>We will be reaching out to you through your UM student email, but we encourage you to go ahead and book an appointment with your WellBeing Support Coordinator at https://www.umt.edu/curry-health-center/wellness/wellbeing-support-coordinators.php. Take care and we will talk soon.</p>

Programs	Alert Reason	Created by	General Intervention Approach	Email to student (ending varies)
Financial Education Program	Financial Concern Referral	Faculty or staff	Creates a case which is routed to the Financial Education Program (Andrea Janssen).	No email sent to student.
Multiple career programs <ul style="list-style-type: none"> • ELCS (Experiential Learning and Career Success) • Missoula College Career Services • H&S Career Planning Center • Davidson Honors College Career Development 	Career Referral (please add comments)	Faculty or staff	<p>Creates a case which is routed to multiple people at different career programs. Case is triaged to get the student to the right career center.</p> <p>PLEASE ADD COMMENTS: Because the services available vary so much, it is very important to add some comments on what kind of career assistance the student needs (“i.e. has an interview coming up and would like some help with that”).</p>	<p>Your advisor/instructor indicated that you might be interested in exploring career and/or major-related options. One of our career coaches will reach out to you shortly to assess how we can best support you.</p> <p>Sincerely, Career Advising Care Unit Team</p>

Note – chart continues on next page with Tutoring alert

Programs	Alert Reason	Created by	General Intervention Approach	Email to student (ending varies)
<p>Multiple Learning Centers</p> <ul style="list-style-type: none"> • Math Learning Center • Missoula College Learning Center • Study Jam Tutoring • TRIO Student Support Services Tutoring • Writing and Public Speaking Center 	<p>Tutoring Referral</p>	<p>Faculty or staff</p>	<p>Creates a case which is triaged and then sent to the appropriate tutoring service.</p> <p>Note that tutoring services are not available for every course. Please review the learning centers listed in the email to the student at the right to see if a tutoring referral will work for the course the student needs help with.</p>	<p>[Alert submitter's name] has taken the time to recommend the following tutoring services for [course_number]: [course_name] to support you in your studies.</p> <p>Please know this alert is not an indication that you are unable to be successful in this course. We want you to have an extra edge in your studies.</p> <p>Below are UM managed tutoring resources to consider:</p> <p>Math Tutoring The Math Learning Center helps with homework and test preparation needs. Students use the MLC as a space to study, work on homework, or take tests while having the opportunity to ask questions and learn from experienced tutors.</p> <p>Writing Tutoring The Writing Center provides a collaborative learning environment for all members of the University of Montana community. Professional tutors support undergraduates, graduate students, alumni, faculty, and staff working on a wide variety of academic, professional, and creative writing tasks.</p> <p>Study Jam Tutoring Study Jam provides support for various core courses such as chemistry, biology, and physics. All tutors are recommended by faculty and most subjects offer prescheduled one-to-one appointments as well as drop-in group tutoring during set sessions.</p> <p>TRIO Student Support Services Tutoring If you're eligible for TRIO services, including being a first-gen student, low-income, or having a documented disability, you qualify for TRIO-SSS services including free tutoring and mentoring.</p> <p>Missoula College Learning Center Missoula College's Learning Center offers tutoring in math, writing, and other subjects. They can help you with tests, study skills, and academic coaching.</p> <p>Our learning centers are dedicated to your success and recognize that we all learn better together. We hope to see you soon.</p> <p>If you have any questions or concerns, please reply directly to this email.</p>