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| **University of Montana Navigate Early Alert**  **Overview of Alert Reasons, general intervention approaches for each Alert Reason,**  **and email templates students receive for each Alert reason** | |
| **Alert Reason** | **General Intervention Approach** |
| **In Danger of Failing**  This is currently the only Alert Reason that generates a Case within the Advising Care Unit | 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.  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.  Note: Advisors are encouraged to create Student Lists in Navigate to track students on their caseload that have outstanding Alerts and/or Cases. This makes it easy for advisors to launch appointment campaigns and track outcomes for relevant students. |
| **Attendance or Class Participation Concern/No Show** | 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. |
| **Access to Technology** | Primary advisor connects with student to discuss student’s access to technology and available resources (Mansfield Library, IT Central, [Keep on Learning website](https://www.umt.edu/umonline/keep_on_learning/default.php), open computer labs on campus, etc.). |
| **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. |
| **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. |
| **Other (e.g. behavioral concern; please add comment)** | Primary advisor connects with student to discuss situation and recommend resources and actions per instructor comments. |

**Student Email Templates:**

1. **In Danger of Failing**

Each semester, we ask our faculty to provide us with information regarding how well students in their classes are performing academically.  
  
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.  
  
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](https://www.umt.edu/oss/oss-resource-sheet-20-21.pdf).    
  
We believe that you can be successful in your academic studies and we are here to help. We care about your success!   
  
Sincerely,  
  
Office for Student Success

1. **Attendance or Class Participation Concern/No Show**

Your instructor has issued an attendance or class participation alert based on your performance in the course so far.

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.

Please contact your instructor to discuss their concern. Also consider contacting your academic advisor for assistance and to discuss available [resources](https://www.umt.edu/oss/oss-resource-sheet-20-21.pdf). We care about your success!

Sincerely,

Office for Student Success

1. **Access to Technology**

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.

Sincerely,

Office for Student Success

1. **Low Quiz/Test Scores**

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](https://www.umt.edu/oss/oss-resource-sheet-20-21.pdf) such as [tutoring](http://umt.edu/tutoring) and suggestions for improving your academic performance.

We care about your success and know that you can do this!

Sincerely,

Office for Student Success

1. **Missing/Late Assignments**

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](https://www.umt.edu/oss/oss-resource-sheet-20-21.pdf) such as [tutoring](http://umt.edu/tutoring) and suggestions for improving your academic performance.

We care about your success and know that you can do this!

Sincerely,

Office for Student Success

1. **Other (e.g. behavioral concern)**

Please contact your instructor to discuss their concern(s). For information about available campus [resources](https://www.umt.edu/oss/oss-resource-sheet-20-21.pdf), please contact your academic advisor.

We care about your success!

Sincerely,

Office for Student Success

1. **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!  
  
Sincerely,  
  
Office for Student Success

1. **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!  
  
Sincerely,  
  
Office for Student Success

1. **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!  
  
Sincerely,  
  
Office for Student Success