



# Early Warning System Handbook

Your information and how-to guide to on  
EWU's Early Warning System.

# Early Warning System Overview & Handbook

Our early warning system helps us monitor our student's progress and intervene *sooner rather than later* to provide the support and resources needed to help students overcome potential challenges that may interfere with student's success in college. These may include a wide variety of issues, both academic and non-academic. In this handbook you will find everything you need to understand and use EWU's Early Warning System.

Below is a summary of what is covered:

## **Components of the System**

- Alerts: this is an FYI, no actions required, student receives a support email
- Cases: this is an alert that requires action from staff or advisors

## **Ways to inform the System:**

- Ad-hoc or standalone alerts: This is unsolicited feedback on a student. Any EWU employee can submit an alert at any time for any student
- Progress Reports: this is solicited feedback from faculty on student progress in a specific course(s) or on a specific group(s) of students

## **Collaborative Support**

- Student support in the form of case management. Students with cases will be contacted by the person assigned to the case, support administered when possible, and the case closed

# Handbook Table of Contents

*The purpose of this handbook is to provide information on EWU's Early Warning System and offer guidance on expectations, procedures, and timelines. Email [earlywarning@ewu.edu](mailto:earlywarning@ewu.edu) with questions.*

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# Components of the System

EWU's Early Warning System is a process within Navigate Staff that allows faculty and staff to issue Alerts for students. There are 3 main components that help us facilitate this system.

## **Alerts:**

Alerts live on the student record and can be accessed by faculty or staff who have access to view student profiles.

Some Alerts are elevated to a **Case**. *Please note that not all alerts become Cases.*

## **Cases:**

Alerts that are viewed as having a higher level of urgency and require support staff or an advisor to contact the student and see what can be done to help identify and resolve the issue.

Cases are automatically assigned to the appropriate support staff or advisor.

Alerts that do not elevate to Cases generate a support email to the student including links to campus resources such as PLUS, CAPS, the Student Care Team, Student Financial Services, etc.

## **Ad-Hoc Alerts or Standalone Alerts:**

Ad-hoc Alerts allow any faculty or staff member to create an alert on any student at any time, drawing attention to a student who may need support. Alert reasons are categorized under the areas of academic, personal, and financial issues.

*Ad-Hoc Alerts are independent of Progress Report alerts ([see below](#)), although they use many of same alert reasons. **Ad-hoc alerts are unsolicited feedback and can be issued at any time for any student.***

## **Progress Reports:**

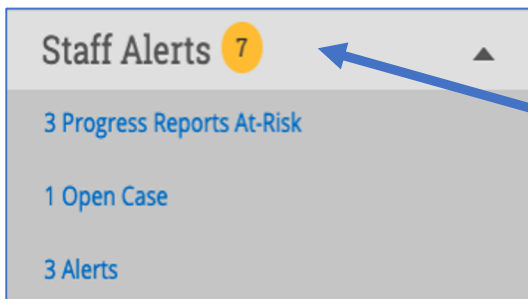
Progress Reports incorporate Alerts/Cases into a systematic way of requesting feedback from faculty for specific courses, or specific students. Generally, feedback is requested from courses that are strategically selected based on certain criteria. This is a streamlined process that makes it easy for faculty to respond. Faculty receive an email with a link connected to their course roster. Faculty can easily submit an Alert via the class roster in the Progress Report. ***These are solicited feedback from faculty.***

# Alerts

## Alerts:

Alerts allow any faculty/staff member to inform the system by creating an alert to draw attention to a student who may be showing signs of needing support (negative alert) or to give recognition to a student who is doing well (positive alert.) Referrals are neutral alerts. Any EWU employee can submit an Ad-hoc Alert on any student at any time. These are viewable from the student's profile in Navigate Staff or by running an Alerts report. *Please note that not all Alerts become Cases that require outreach.*

Although Alerts become part of the student record, you will **not** be notified that an alert has been issued unless the alert issued is one that elevates to a case. You can access alerts and cases when viewing the **student's profile**.



This Staff Alert notification can be found on the top right of the student's profile page.

## Alert Reasons:

- At risk of being dropped due to non-attendance (1<sup>st</sup> 5 days) (Negative)
- At risk to fail the course (Negative)
- Disengaged or attendance issues (Negative)
- Financial or budgeting concerns (Negative)
- Personal or non-academic issues (Negative)
- Poor grades or missing assignments (Negative)
- Recognition for a Job Well Done! (Positive)
- Referral to Career Center (Neutral)

*Alert reasons may be added, removed, or adjusted each term based on feedback and the need of the students.*

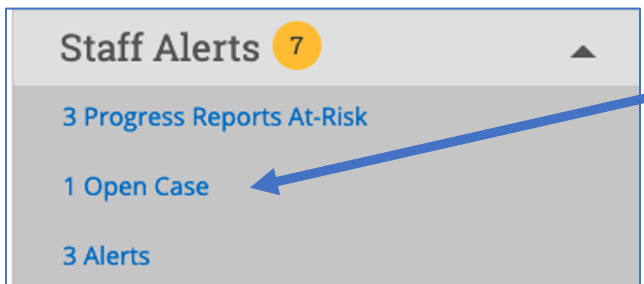
# Cases

## Cases:

Cases are Alerts that are viewed as having a higher level of urgency and require support staff or an advisor to contact the student. Support Staff will connect with the student and see what can be done to help identify and resolve the issue.

Cases are automatically assigned to the appropriate support staff. Alerts that do not elevate to a Case generate a support email sent to the student including links to campus resources such as PLUS, CAPS, the Student Care Team, Student Financial Services, etc. *(See page 20 for email information)*

- All Cases can be found in the Alerts Report; all cases are alerts, but have been elevated to a "case" that requires outreach and follow-up
- You can find cases assigned to you from the Cases icon in Navigate Staff.
- You may also view cases on the **student's profile** under Staff Alerts



Cases icon in  
Navigate Staff



**Alert Reasons** – Alerts that elevate to Cases are in **BOLD**

- At risk of being dropped due to non-attendance (1<sup>st</sup> 5 days)
- **At risk to fail the course**
- Disengaged or attendance issues
- **Financial or budgeting concerns**
- **Personal or non-academic issues**
- **Poor grades or missing assignments**

See Managing a Case for guidelines on timeframes and procedures

# Progress Reports

## Progress Reports:

Progress Reports are another way of informing the Early Warning System. This component allows administrators to proactively request feedback from faculty on individual student performance **in specific courses or for specific groups of students** e.g. student athletes or students enrolled in CAMP.

- Courses are strategically chosen each term based on enrollment, foundational impacts, and other data pertaining to retention efforts
- Developmental Math or PUBS courses are always included
- Progress Reports are generated through an email campaign in Navigate Staff
- General Progress Report requests go out week 4 of the term
  - There are exceptions to this such as the *At Risk to be Drop Due to Non-attendance* alert
- The bulk of alerts and cases will be generated from Progress Reports
- When a progress report is filled out, you have the option to mark the student "At risk" and this indicates the student is at risk to fail the course.

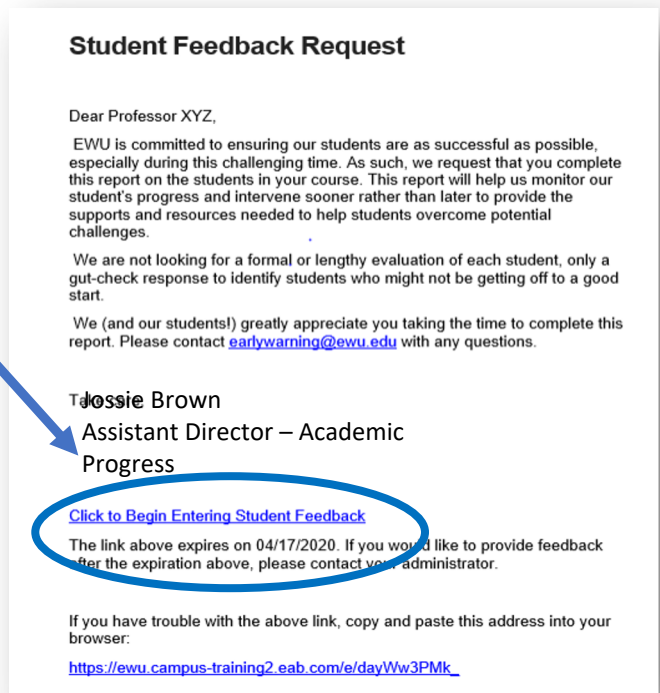
When completing a Progress Report, please provide as much information as you can. The more information you put in the comments, the better we can support the student.

If you have questions or would like to give more information separately, you can email [earlywarning@ewu.edu](mailto:earlywarning@ewu.edu). This can provide a way to have a more in-depth conversation outside of the comment box provided when issuing an alert.

# Progress Reports - cont.

Requests for feedback from faculty are sent in the form a Progress Report Campaign. Faculty receive the following email that includes a link for entering student feedback:

- Faculty click this link and are presented with a list of their students for the course this request is attached to.
- Beneath the link, you will see the date that the link expires. The Early Warning System coordinator may extend this link. In the event the expiration date is extended, the faculty person will receive email notification informing them of the extension.



## Student Feedback Request

Dear Professor

We've extended the Progress Report link for you! We hope this time extension allows you to provide this vitally important information for us. We are all working hard on student retention and we can't do it without you! There have been many Progress Reports submitted and we are grateful for your help in supporting these students. Be sure to click the "Submit unmarked students as not at risk (I'm all done)" button. We are hoping to reach 80% response rate from our faculty. Thank you in advance for your dedication to our students.



# Progress Reports – cont.

## What faculty see when they click on the Progress Report link:

You have been asked to fill out progress reports for students in the following classes. Update each student based on your best knowledge of their performance at this point in the term.

ENGL-113-P05 COLL COMP: EXPOSITN & ARGUMNT

Student Name	At-Risk to Fail Your Class?	Alert Reasons (You must choose at-least one if the student is at risk)
1 Mendoza, Alexis	<input type="radio"/> Yes <input type="radio"/> No	Alert Reasons

Submit only marked students (but I'm not done)

This button will submit students you have marked as being complete (effectively removing them from your list of students). However, the students you have not marked will classes. Repeat this process until all students have been marked in some form or fashion.

Submit unmarked students as not At-Risk (I'm all done)

This is your "I'm all done" button. It will submit the students you have marked as you indicated. It will also submit the rest of your students as not at-risk. For example, if ther use this button to mark the remaining students as not at-risk, therefore saving time and effort. Please use this button carefully because with just a single click, it will totally c

Faculty need only click on the students for which they wish to provide feedback(option 2 below).

There are 2 options for submitting.

1. You may submit progress reports in increments. By clicking the button shown below, you may return to the link provided in your email, or access the Progress Reports link from Professor Home in Navigate Staff. This allows you to come back and finish up

Submit only marked students (but I'm not done)

1. When fully completed, click I'm all done. This will mark students **you didn't check** as "NOT at risk to fail"

Submit unmarked students as not At-Risk (I'm all done)

**IT IS IMPORTANT TO COMPLETE ALL PROGRESS REPORTS. PLEASE SUBMIT FOR ALL STUDENTS ON YOUR ROSTER. THANK YOU!**

# Progress Reports – cont.

When you are done submitting your progress reports, you will receive the following email notification:

## Progress Report Received

Thank you for submitting your progress reports (aka Early Warning). This will assist our students and empower student support services to better serve them in the days to come.

Much appreciated.

Questions, email [earlywarning@ewu.edu](mailto:earlywarning@ewu.edu).

For all Cases, support staff will contact the student and administer support to the student whenever possible.

If you issued an alert for a student that generates a case, you will receive notification email when the case has been closed. Please note that this email will not have details about the Case – one has to log into Navigate Staff and look up the student's profile to learn more.

## Case Closed

**Student**

Jocelyn Brown

**Alert Reasons**

\*Personal or non-academic issues

**Alert Issued on**

March 8

**Case Outcome**

Closed by EWS Coordinator

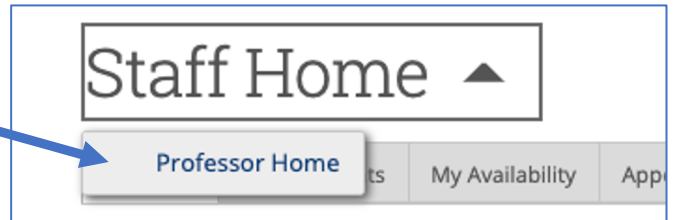
**Closed by**

Jocelyn Brown

# Progress Reports – cont.

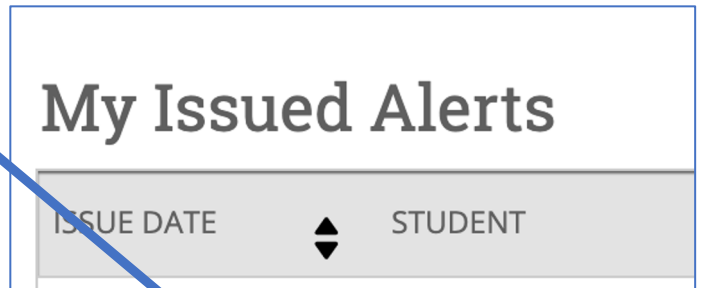
When you've been notified that a case has been closed, you can view the reason the case was closed and by which support staff.

From Navigate Staff, be sure you are on your [Professor Home](#).



Located at the bottom of that page, you will see My Issued Alerts.

You can either [View Progress Report](#), or view the case closed reason.



You will not be able to see the details of the case, but you can see why it was closed.

See next page for screenshot of Case Info.

STUDENT	ALERT REASONS	CASES	PROGRESS REPORT
Student Names Appear Here	*At risk to fail the course, *Disengaged or attendance issues	0 Open Cases	<a href="#">View Progress Report</a>
	*At risk to fail the course, *Disengaged or attendance issues	0 Open Cases	<a href="#">View Progress Report</a>
	*At risk to fail the course	0 Open Cases	<a href="#">View Progress Report</a>

# Progress Reports – cont.

## CASE INFO



Alert For **Student Name**

Issued on 02/08/2021 @ 10:41pm PT

The following cases were opened as a result of this alert.

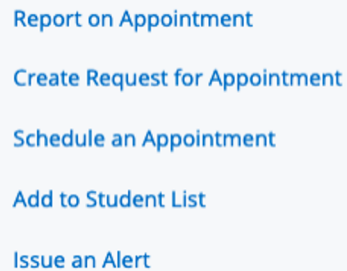
Alert Reasons	Status	Case Outcome
*At risk to fail the course	Closed on 02/11/2021	Student contacted, support administered

# How to Issue an Ad-hoc or Standalone Alert

You must have access to Navigate Staff in order to issue an alert– if you find that you are unable to complete this task, please email [navigate@ewu.edu](mailto:navigate@ewu.edu)

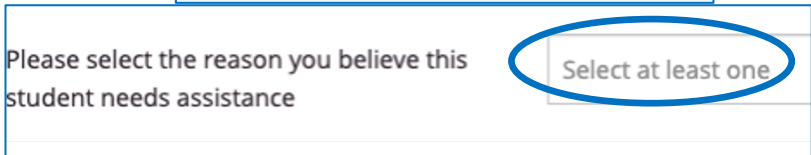
Remember that an Ad-hoc or Standalone Alert is not the same as a progress report. This can be issued by any person on any student at any time.

1. From the student's profile in Navigate Staff, click on the link on the right side of the screen: [Issue an Alert](#)



- Report on Appointment
- Create Request for Appointment
- Schedule an Appointment
- Add to Student List
- Issue an Alert

1. From the Alert dialogue box, choose the appropriate alert from the drop-down



Please select the reason you believe this student needs assistance

Select at least one

1. If applicable, **please do add the course.**



Is this alert associated with a specific class?

Optional

1. In the comments section, please provide information as to why you are issuing the alert. The more information provided, the quicker we can get the student to the right place.



Additional Comments  
Please enter a comment.

1. Click **Submit**



Submit

*\*This will live on the student's profile. Please be cognizant of confidential information.*

# How to Manage a Case

This page will walk through the various ways to manage a case including timelines, and procedures.

## Timelines:

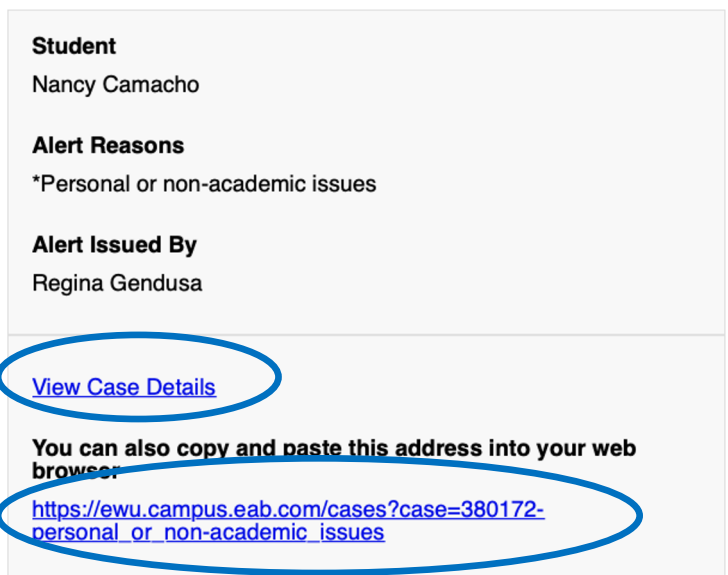
- After receiving notification that a case has been assigned to you, please reach out to the student at least 2 times within the first week. It is recommended that you use multiple forms of communication to connect with the student (email, text, and telephone).
- By week 2, if you have not heard from the student, reach out again – 2 more times. You may find that a phone call or a text is the best way to connect with students.
- **Ideally, cases will be closed within 2 weeks, and no longer than 3 weeks.**

## Procedures:

1. You can access your assigned cases multiple ways. You will receive an email notification that a case has been assigned to you. Within that email, there is a link to **view the case details** and this will take you directly into the Manage a Case dialogue box for that particular student.

You may also click on the URL at the bottom of the email or copy and paste the link into a browser. This is a handy way to access one individual case.

## A Case has been Assigned to You



The screenshot shows an email notification with the following content:

**Student**  
Nancy Camacho

**Alert Reasons**  
\*Personal or non-academic issues

**Alert Issued By**  
Regina Gendusa

[View Case Details](#)

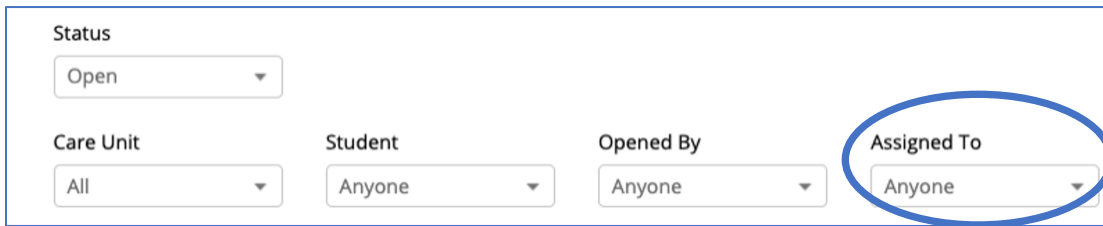
**You can also copy and paste this address into your web browser:**  
[https://ewu.campus.eab.com/cases?case=380172-personal\\_or\\_non-academic\\_issues](https://ewu.campus.eab.com/cases?case=380172-personal_or_non-academic_issues)

Blue circles highlight the "View Case Details" link and the URL.

*Example of email notification*

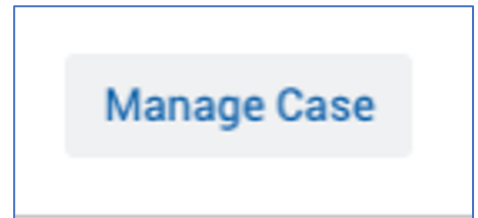
# How to Manage a Case – cont.

- If you have multiple cases to access, you can click the Cases icon in the left hand side of the Navigate Staff screen. This will take you to a list of the current term cases where you can search for the ones assigned to you by inputting your name into the **Assigned To** field.

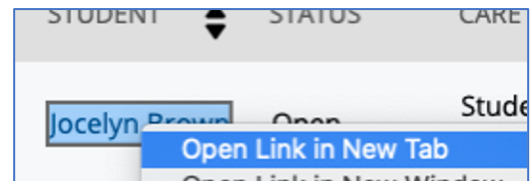


A screenshot of a search filter form. The form contains several dropdown menus: 'Status' (set to 'Open'), 'Care Unit' (set to 'All'), 'Student' (set to 'Anyone'), 'Opened By' (set to 'Anyone'), and 'Assigned To' (set to 'Anyone'). The 'Assigned To' field is circled in blue. A blue arrow points from the text above to this field. To the right of the form is a vertical sidebar with icons for Home, Mail, Calendar, Cases (highlighted), and Alerts.

- Now that you have a list of your assigned cases, you will see a **Manage Cases** button beside each one. Clicking on this button opens the case management dialogue box.



- From this dialogue box you can view the comments from the Alert issuer, and add your own comments. **See next page for more information.**
- You can also click on the student's name to view their profile. *Please note that this will mean you have to return to the cases icon and search for your own cases again. It is recommended that you open the student's profile link in a new browser tab by right clicking the student's name.*



# How to Manage a Case – cont.

Example case management dialogue box

## MANAGE CASE ✕

**Student Photo** **Student Name**

Reason: \*Personal or non-academic issues

Class: ENGL-113-P05 COLL COMP: EXPOSITN & ARGUMNT

Owner: Select an owner

Assignees: ✕ Jocelyn Brown

Discard Save Changes

Case Activity:

---

**Alert issuer name** assigned case to Jocelyn Brown. 03/02/2021 05:27PM

opened case. 05:27PM

added comment: 05:27PM  
Marked At Risk to fail course on Progress Report

---

Jocelyn Brown added comment: 09:11AM  
Student is meeting with his academic advisor. I contacted advisor and will connect with him after their meeting today. Didn't want to overwhelm the student so we will determine what outreach is best after the meeting. JB

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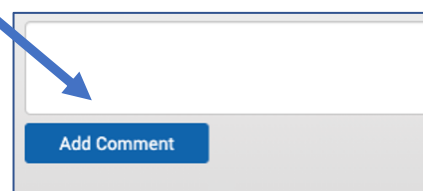
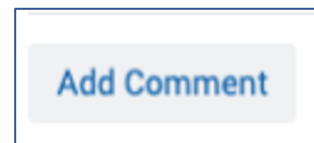
Jocelyn Brown added comment: 08:08AM  
Emailed Student on 3/9. His appt with academic advisor was cancelled. This is Jossie from EWU. It looks like you are

Add Comment



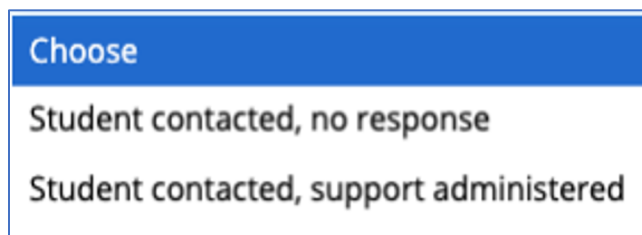
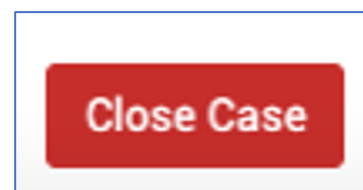
# How to Manage a Case – cont.

- From the Manage a Case dialogue box, you can add your comments. This is where you will record your outreach attempts and the outcome of your communication with the student.
- Click [Add Comment](#) and fill in your comments.
- After adding comments, you must click [Add Comment](#) again.
- Please keep thorough records, being mindful of sensitive information, so that alert issuers and case managers may follow the actions taken to support the student, including the outcome. Although students don't normally see these comments, please write them as if the student might. This is a good best practice.
- **Ideally, you should close the case within 3 week.**



## **To Close a Case:**

- Click on the Close Case button at the bottom of the Manage a Case Dialogue box.
- Then choose the appropriate reason for closing the case.



- [Please see the next page for more on the case closed reasons.](#)

# Case Closed Reasons

This page provides an explanation of the case closed reasons and when to use each one.

## Case Closed Reasons:

### **Student Contacted, no response**

- Use this reason when you have contacted the student **using all forms of communication** in both week 1 and week 2 (if necessary) after receiving the case and you have not heard back from the student.

### **Student Contacted, support administered**

- Use this reason when you connected with the student and were able to offer support. This doesn't necessarily mean that the issue is resolved, but that you were able to offer support and resources.

### **Referral Received by student Care Unit**

- Student Service Units that have sensitive information that needs to be documented in a system outside of Navigate Staff (i.e. Maxient) use this Case Closed Reason to indicate they have received the case. All additional documentation happens outside of Navigate Staff.

### **Duplicate Case in Same Term**

- Use this reason when a student has more than one open case in a term. This allows you to work from one case and do all documentation in one place rather than from multiple cases.

### **Closed by EWS Coordinator**

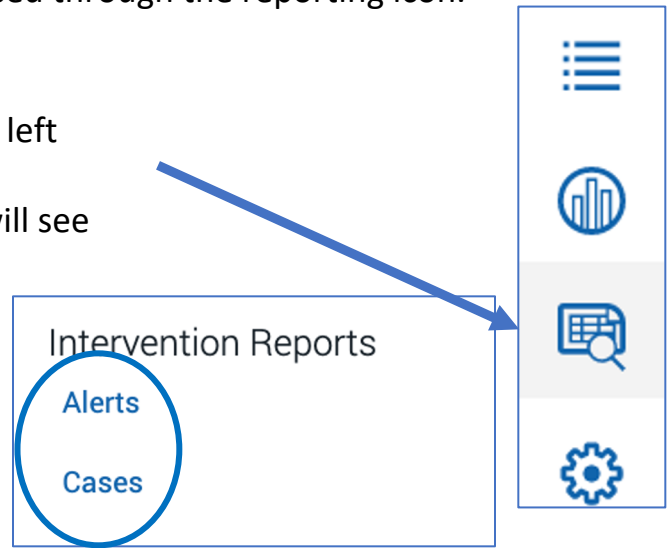
- Only the EWS Coordinator will use this case closed reason.

# Reports

There are two reports that you can run to assist you in your case tracking, and provide alert information about your assigned students. Aptly named **Cases** and **Alerts**, these reports can be accessed through the reporting icon.

## Accessing Reports

1. Click on the Reporting icon on the left hand side of Navigate Staff
2. Under Intervention Reports you will see the Alerts and Cases options



## Alerts Report:

If you advise a caseload of students, it's a good idea to run an Alerts report weekly. This will help you see if your assigned students have had alerts issued, if there is a history of alerts (depending on how you set the date range on your report) and provide insight into significant trends with your students. This will give you an opportunity to offer critical support for your caseload.

An alerts report will also give you information on your assigned cases – **remember that all cases are alerts.**

## Cases Report:




This will generate a list of your Cases only. This is an informative report which allows you to see all of the case information, including the date issued, alert (case) reason, comments, and which cases are open and/or closed. You can also see who issued the alert. This is helpful if you need to follow up with that person for more information.

# Reports – cont.

After you have chosen the Alerts or Cases report option, the report parameters page will open.

Set your dates for the range you want to view. If you view multiple quarters, you can look for students with multiple alerts or cases.

### Activity Filters

Begin Date	End Date
<input type="text" value="03/03/2021"/> 	<input type="text" value="03/10/2021"/> 
Alert Reasons	
<input type="text" value="All"/> 	

You can filter your data using the other sections of the search page. This is helpful when looking for more focused data.

Student Information	First Name, Last Name, Student ID, Category, Tag, Student List
Enrollment History	Enrollment Terms
Area of Study	College/School, Degree, Concentration, Major
Term Data	Classification, Term GPA
Performance Data	GPA, Hours, Credits
Course Data	Course, Section, Status
Assigned To	

Be sure to click **My Students Only** at the bottom to ensure you are only pulling data on students assigned to you.

Include Inactive  My Students Only

# Appendix - Support Emails

Below you will find the email that students receive when an alert is issued. Mostly, the alerts that have an email attached to them do not elevate to cases. However, both the financial and non-attendance alerts receive an email and become cases.

## Alert: At risk of being dropped due to non-attendance (1<sup>st</sup> 5 days)

Email:

*We are reaching out because you have been absent one or more days from your Developmental Math course and you are at risk of being dropped from the course based on [EWU attendance policy](#).*

**Your next step is to contact your professor.**

*They are here to help and want you to be successful. Please reach out to them right away to ensure your spot in the class. You may also contact your academic advisor using the link below.*

## Alert: Disengaged or attendance issues

Email:

*You have received this email because an instructor in one of your classes is concerned about your progress in class. If you are having problems in any class, please see your instructor for additional help. If you are dealing with some other concerns, these resources may help:*

*If you are on campus and ill or experiencing health issues, please contact the **Rockwood Clinic** at 509-235-6151.*

*If you are experiencing personal or emotional stressors, contact **Student Care Services** at 509-359-7924.*

*If you are having issues with tuition payments, please contact the **Student Financial Services** office at 509-359-6372.*

*If you are having other financial aid issues, please contact the **Financial Aid & Scholarships office** at 509-359-2314.*

*If you are having trouble accessing online material or having problems with your computer, please contact the **EWU Help Desk** at 509-359-2247.*

*Also, know your assigned academic advisor is here to assist you - please reach out to them.*

# Appendix -Support Emails

## **Alert: Poor grades or missing assignments**

Email:

*We would like to make you aware of the **FREE online student support services** that are available to you at EWU .*

*The [\*\*Program Leading to University Success \(PLUS\)\*\*](#) is offering in-person and online academic coaching appointments. Tutoring and PLUS groups are also being offered in person this fall with online options if requested. Online tutoring through the WeTC Online Tutoring portal is also available.*

*[\*\*The Writers' Center\*\*](#) provides writing support at any stage of the writing process. Students can work on all types of writing including academic papers, multimedia projects, research assignments. Students can schedule online appointments to receive feedback from experienced writers during the spring quarter.*

*[\*\*Additional resources\*\*](#), both online and on-campus, can help you succeed at EWU.*

*Need additional resources for online learning? [\*\*How to Succeed in Your Online Courses\*\*](#).*

*Also, know your assigned academic advisor is here to assist you - please see their name and link below. Please let us know if you would like more information, and we are happy to help!*

# Appendix -Support Emails

## Alert: Financial or budgeting concerns

Email:

*Having financial struggles? There are several offices that can help depending on what you may need. For right now, how best can we help you?*

*If you are on campus and need access to food, try our [Food Pantry Program](#) or contact our Office of Community Engagement at 509-359-6255.*

*If you are having issues with tuition payments, please contact the **Student Financial Services** office at 509-359-6372.*

*If you are having other financial aid issues, please contact the **Financial Aid & Scholarships** office at 509-359-2314.*

*Interested in learning more about finances and budgeting? Try [Cashcourse](#), your guide to making informed financial choices. Or [Moneymatters](#), a program that will equip you with the critical knowledge and skills you need to make sound financial decisions.*

*If you are experiencing personal or emotional stressors, contact **Student Care Services** at 509-359-7924.*

*Also, know your assigned academic advisor is here to assist you - please reach out.*

## Alert: Recognition for a Job Well Done!

Email:

*Congratulations! You have been recognized by your professor for being an outstanding student. Your hard work and positive attitude are what being an Eagle is all about. We are proud to have you as an Eagle, and you should be proud, too. Keep up the good work!*