

# MAKING EARLY ALERT REFERRALS

Student Counselors at CPCC welcome the opportunity to serve as partners with Faculty in helping our students succeed. The Early Alert Program was designed to encourage this collaboration, facilitate communication, and provide students with resources which foster success. By following these steps, Faculty can help their students get connected with a Counselor and find extra support when they're struggling to meet their goals.

## STEP 1: Identify Students in Need

Counselors are available to discuss both academic and personal concerns with students. Possible reasons to refer a student include:

- Failing test grades
- Poor attendance
- Significant changes in personality
- Visible signs of stress (crying, etc.)
- Patterns of disturbing content in written or oral assignments
- Stressful life-event (divorce, death in the family, job loss, etc.)

Please keep in mind that threatening or violent behaviors warrant contacting Campus Security (ext. 6911) immediately; likewise, disruptive students and other classroom management issues would be approached by faculty in consultation with their academic division director.

## STEP 2: Express Your Concern to the Student

Sometimes instructors feel awkward in broaching their concerns with a student; it can be helpful to remember, however, that most people are grateful to hear that someone has taken an interest in them.

When initiating this conversation, some helpful phrases are:

- "I'd sure like to see you succeed"
- "It seems like something's standing in your way"
- "I've been concerned about you lately"
- "Your [absences, low test grades, tearfulness, etc.] have caught my attention"
- "I see a lot of potential in you"
- "I'd like to help you find the support you need to do well"
- "It seems like you've been having a hard time lately"
- "Do you know about all the different resources that are available at CPCC?"
- "I've noticed some things lately that concern me"
- "When I'm in a difficult spot, I find it helpful to talk with someone"
- "Would you like to speak with a Counselor?"

## STEP 3: Compose an Early Alert Referral on the Online Student Profile (OSP)

The OSP provides a convenient, simple process for making a referral:

- 1<sup>st</sup>**: Access the OSP webpage at <https://success.cpcc.edu>.
- 2<sup>nd</sup>**: Log in using your CPCC network username and password.
- 3<sup>rd</sup>**: Select the class section in which the student is enrolled by clicking on the "My Sections" tab located at the top of the screen; then, click on the appropriate section's Name. The roster of all students in that section will appear.
- 4<sup>th</sup>**: Select the student you wish to refer by clicking the checkbox beside his/her name on the roster. If you want to refer more than one student for the same reason (e.g., all students who have failing test grades), simply click the checkbox beside each student's name.
- 5<sup>th</sup>**: Click "Intervene" to create the referral for the student(s) you've selected.
- 6<sup>th</sup>**: Compose the Intervention by clicking the check box which best describes your concern under "Reason for Referral." You may add additional comments in the "Message" field.
- 7<sup>th</sup>**: Finalize your referral by clicking the "Send" button at the bottom left of the screen.