



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 with access to Navigate360 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, completing the communication loop.

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 with questions.

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Components of the System

EWU's Early Warning System is a process within Navigate360 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, Counseling and Wellness Services, Student Accommodations and Support Services, The Bursar's Office, 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:

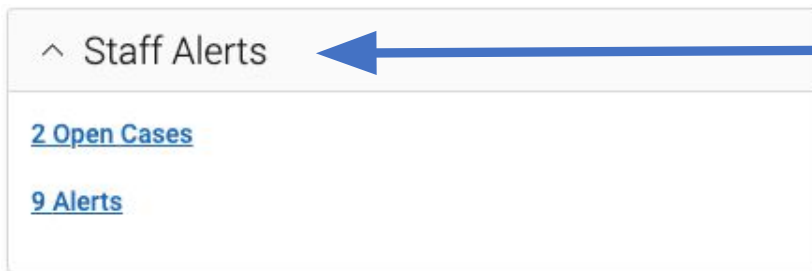
Progress Reports incorporate Alerts/Cases into a systematic way of requesting feedback from faculty for specific courses, or specific students. Generally, feedback is requested from courses that are strategically selected based on certain criteria. This is a streamlined process that makes it easy for 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. You can view alerts on a student from their profile page in Navigate360. ***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 and you are the assigned case manager. You can access alerts and cases when viewing the **student's profile**.



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

Alert Reasons:

- At risk of being dropped due to non-attendance (1st 5 days) (Negative)
- Academic concerns (Negative)
- Financial or budgeting concerns (Negative)
- Personal or non-academic concerns (Negative)
- Considering Transferring or Dropping Out (Negative)
- Recognition for a Job Well Done! (Positive)

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, Counseling and Wellness Services, Student Accommodations and Support Services, The Bursar's Office, 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 Navigate360.
- You may also view cases on the **student's profile** under Staff Alerts



Cases icon in
Navigate360



Alerts that elevate to Cases

- Academic Concern
- Financial or budgeting Concerns
- Personal or non-academic issues
- Considering transferring or dropping out

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 sent to faculty through an email campaign in Navigate360
- Progress Report requests go out between Week 4 of the term
 - There are exceptions to this such as the *At risk of being dropped due to non-attendance* alert which is specific to Developmental Math and goes out the second day of the term
- 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. 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 students feedback is requested for.

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 you will receive email notification of the extension.

Student Feedback Request

Dear Professor [REDACTED],

We need your assistance in supporting our students' success. Please take a few moments to complete this important progress report.

Here's what we're asking:

- **Complete the progress report** for the students we've identified.
- **Please note: The three previously used academic alerts are now ONE alert "Academic Concerns" to streamline the process for you.**
- **Your comments are critical** - they directly shape how we reach and support students. Even a brief note can make a major difference.
- **Click "I'm all done" to confirm you've finished the report. PLEASE DON'T FORGET THIS STEP!**

This report is not meant to be a formal or lengthy evaluation. Instead, we're looking for your quick, gut-check impressions to identify students who might not be getting off to a good start. Your feedback will help us intervene sooner, providing the necessary support and resources to help students overcome potential challenges.

Your input is critical to our efforts to ensure student success. Thank you for taking the time to partner with us in this important work.

[View a quick how-to guide on accessing progress report requests in Navigate360.](#)

If you have any questions or need assistance, please don't hesitate to reach out. You can reach us at earlywarning@ewu.edu.

[Click to Begin Entering Student Feedback](#)

The link above expires on 12/04/2025. If you would like to provide feedback after the expiration above, please contact your administrator.

If you have trouble with the above link, copy and paste this address into your browser:

https://ewu.campus.eab.com/e/0_Kq86j9AP

Progress Reports – cont.

Progress Reports can also be accessed from your Professor Home in Navigate360. If you are unsure on how to access your **Professor Home** [click here.](#)

Professor Home ▾

please respond to the following progress report request(s):

- Early Warning System EWU would like you to complete 83 progress report(s) by **Tuesday, September 30, 2025**

[Fill Out Progress Reports](#)

Student Feedback



Your information is secure.

Security measures allow your school to adhere to government rules and regulations concerning FERPA and overall student privacy. Thank you!

Professor Neilson:

You have been asked to fill out progress reports for individual students or students in a specific course. Update each student based on your best knowledge of their performance at this point in the term. If your student is at RISK TO FAIL, please check the at risk to fail box. Please use the comments field to provide more information. The more information we have, the better we can support the student.

MTHD-103-P01 BASIC ALGEBRA/COLLEGE STUDENTS

Student Name	At-Risk to Fail Your Class?	Alert Reasons (Please choose ONLY ONE reason that best describes what is happening with the student)	Current Grade	Comments
1	<input type="radio"/> Yes <input type="radio"/> No			
2	<input type="radio"/> Yes <input type="radio"/> No	Alert Reasons		
3	<input type="radio"/> Yes <input type="radio"/> No	Alert Reasons		

Faculty only need to click on the students they wish to provide feedback on. You do not need to mark every student.

You have two options for submitting:

Option 1: Finish Later.

Click FINISH LATER to pause and return to your progress report anytime using the link in your email or by accessing the Progress Reports link from Professor Home in Navigate360.

FINISH LATER

Need to finish later? Click FINISH LATER.

Option 2: Submit when fully finished.

Click **SUBMIT NOW** to complete your report. Any unmarked students will be recorded as “Not at risk to fail.” **Clicking Submit Now is essential because it finalizes your report and ensures you receive a 100% response rate.**

SUBMIT NOW

Done reporting? Click SUBMIT NOW.

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.

Support staff will contact students and provide assistance whenever possible. If you submit an alert that becomes a Case, you will receive an email once the Case is closed. The email will not include full Case details, but it will confirm whether the student responded to outreach, note if they were supported, and may include comments from the case manager.

Case Closed: [REDACTED]

We have closed the case for [REDACTED]. They were contacted as per our outreach guidelines. When they responds to our outreach, we do our very best to connect with students via phone, email, and text. For example, we connect them to resources, guide them to other support units on campus, and help them to problem solve.

Please know that we appreciate your efforts in supporting our students. If you have any other information, feel free to reach out to earlywarning@ewu.edu.

Student

[REDACTED]

Alert Reasons

*Academic Concerns

Alert Issued on

November 18

Case Outcome

Student contacted, no response

Closed by

[REDACTED]

Closed on Date

November 24

Student

[REDACTED]

Alert Reasons

*Academic Concerns

Alert Issued on

November 18

Case Outcome

Student contacted, support administered

Case Comments

Student is in the process of withdrawing from the university.

Closed by

[REDACTED]

Closed on Date

November 25

Alerts issued by the Early Warning Team

In addition to progress reports, the Early Warning Team proactively issues alerts based on key indicators pulled from Canvas activity.

- **Canvas Log-In Concern:** Identifies students who have not logged into Canvas during the first week of the term.
- **Canvas Midterm Grade Concern:** Flags students whose midterm grade is at least 20 percent below the course average at week four.

These alerts provide an added layer of support for first-time-in-college (FTIC) students and are routed to the professional advisors in CAAR, who conduct the outreach and ensure students receive timely support.

Tip: Keeping your Canvas grades up to date—and providing early, consistent feedback—ensures that students have a clear picture of their progress and allows the Early Warning System to surface accurate, meaningful alerts. Grading early and often not only supports student success, especially on a fast-paced quarter system, but also strengthens the data we rely on to provide timely outreach.

How to Issue an Ad-hoc or Standalone Alert

You must have access to Navigate360 in order to issue an alert– if you find that you are unable to complete this task, please email earlywarning@ewu.edu

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 Navigate360, click on the link on the right side of the screen: **Issue an Alert**

Tip: The easiest way is through the student's profile, ensuring accuracy. Using the home page requires manual entry, increasing the risk of selecting the wrong student, especially with common names.

[Schedule an Appointment](#)

[Add to Student List](#)

Issue an Alert

Please select a reason

Select at least one

2. From the Alert dialogue box, choose the appropriate alert reason from the drop-down
3. If applicable, **please do add the course.**
4. **In the comments section, please provide information as to why you are issuing the alert.** The more information provided, the more informed our outreach is.
5. Click **Submit**

Is this alert associated with a specific class?

Optional

Submit

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

Referrals

Just as you can issue an ad-hoc or standalone alert, you can also issue a referral for a student (if you are a CAAR advisor).

Referrals to the Career Center*, Program Leading to University Success (PLUS), and the Writers' Center can be made for individual students.

Each referral goes directly to the service unit who will conduct outreach and close the case using the "Referral received by support unit" case closed reason.

To issue a referral please follow the steps outlined for [How to Issue an Ad-hoc or Standalone Alert.](#)

*Please note that the Career Center has college specific referral alert reasons.

Referrals as shown in Navigate360:

- CAAR USE ONLY - Referral to Career Center - CAHSS
- CAAR USE ONLY - Referral to Career Center - CHSPH
- CAAR USE ONLY - Referral to Career Center - CPP
- CAAR USE ONLY - Referral to Career Center - STEM
- CAAR USE ONLY - Referral to PLUS
- CAAR USE ONLY - Referral to Writers' Center

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 per week over a 2-week period. It is recommended that you use multiple forms of communication to connect with the student beginning with text, then phone, and lastly - email. Students are already receiving a system generated support email when the case is opened.
- By the end of week 2, if you have not heard from the student, you may close the case. See page 20 for case outcomes.

Ideally, cases will be closed within 2 weeks.

Procedures:

- 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

Student

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

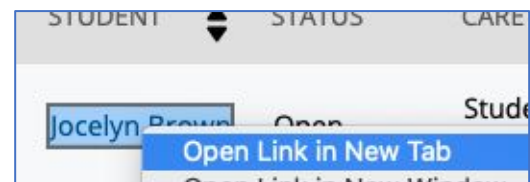
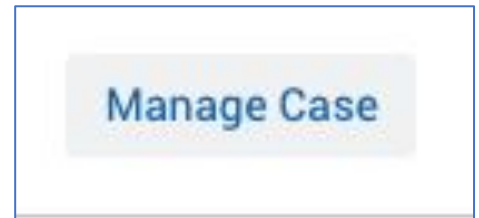
Example of email notification

How to Manage a Case – cont.

- If you have multiple cases to manage, click the Cases icon in the left hand side of the Navigate360 screen. This will open 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 the 'Cases' search form. It has a title 'Cases' and a 'Status' dropdown set to 'Open'. Below are several filter fields: 'Care Unit' (All), 'Student' (Anyone), 'Opened By' (Anyone), 'Assigned To' (Anyone, circled in blue), 'Alert Reasons' (Any Reason), and 'Alert Type' (Alert). A 'Search' button is at the bottom left.


- Then hit **Search**
- Now that you have a list of your assigned cases, you will see a **Manage Case** 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.





Tip: It is recommended that you open the student's profile link in a new browser tab by right clicking the student's name. This will keep your list of cases on a separate tab to easily refer back to.


How to Manage a Case – cont.


Example case management dialogue box


Reason: *Academic Concerns
Class: UNST-196-006 EXPERIMENTAL COURSE



Case Activity:




 assigned case to  5:54pm PT

 opened case. 5:54pm PT

 added comment: 5:54pm PT
<40% in class

11/06/2025

 sent a message to  9:46am PT

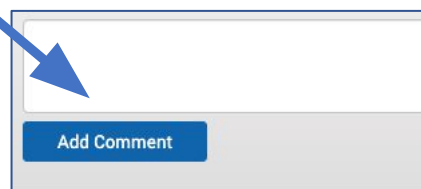
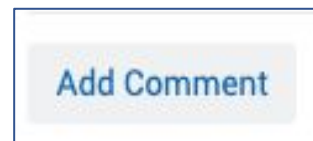
 added comment: 9:46am PT
Hi  this is  again. How's UNST 196 going? Can I help support you in any way? Please reach out to me so we can make a plan to get your grade up in that class :)

In the Manage Case dialogue box, you will see important information about the case including the alert reason, and the class the alert is for (if applicable.) There is then a running dialogue of case activity in chronological order showing who opened the case, who it has been assigned to, any comments, etc.

How to Manage a Case – cont.

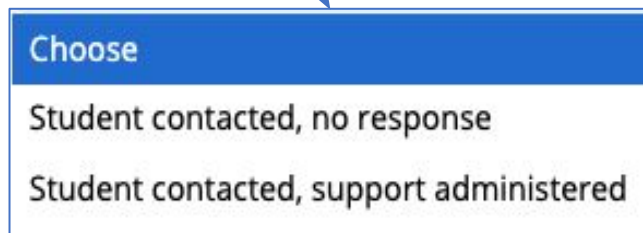
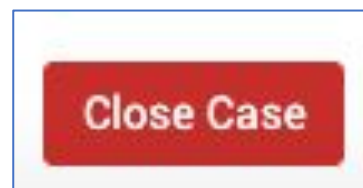
- From the Manage Case dialogue box, you can add your comments. This is where you will record your outreach attempts and the outcome of your communication with the student.
- Click [Add Comment](#) and fill in your comments.
- **After adding comments, you must click [Add Comment](#) again.**
- Please keep thorough records, being mindful of sensitive information, so that support units and case managers may follow the actions taken to support the student, including the outcome.

Tip: *Although students don't normally see the comments you leave in the Case Management box, please write them as if the student might.*



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.
- Adding comments is beneficial for the alert issuer to see.
- **Ideally, cases should be closed within 2 weeks.**
- [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 at least two times per week over a two-week period, first by text, then by phone call, and lastly by email - and you have not established communication with 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 service unit

- Student Service Units that have sensitive information that needs to be documented in a system outside of Navigate360 (i.e. Maxient) use this Case Closed Reason to indicate they have received the case. All additional documentation happens outside of Navigate360.

Duplicate case in the same term

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

Alert not needed

- This case closed reason is ONLY to be used for Canvas alerts.

Closed by EWS Coordinator

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

How to Manage a Case – cont.

When closing a case, please include brief comments in the Close Case dialog and select the option to share comments in the email. (See screenshot below)

This message is sent directly to the case issuer and is a key part of closing the feedback loop.

Clear notes help the issuer understand what outreach occurred, what support was provided, and whether the student’s concern was resolved, strengthening trust in the Early Warning System and ensuring coordinated support for students.

MANAGE CASE ×

Student:

Reason(s):

EdSights Financial Follow-Up

Outcome:

Choose ▾

Comment:

☐ Allow closed comments to be shown in email

[Go Back](#) [Submit](#)

Example of the email the case issuer would receive once the case is closed -

Case Closed:

We have closed the case for [REDACTED] They were contacted as per our outreach guidelines. While not every student responds to our outreach, we do our very best to connect with students via phone, email, and text. For students who do respond, we connect them to resources, guide them to other support units on campus, and help them to problem solve.

Please know that we appreciate your efforts in supporting our students. If you have any other information or questions, please feel free to reach out to earlywarning@ewu.edu

Student

[REDACTED]

Alert Reasons

*Personal or non-academic concerns

Alert Issued on

October 28

Case Outcome

Referral received by student service unit

Case Comments

Case Manager [REDACTED] has been in contact with student since 10/13 scheduled to meet with them in person to provide support and assistance.

Closed by

[REDACTED]

Closed on Date

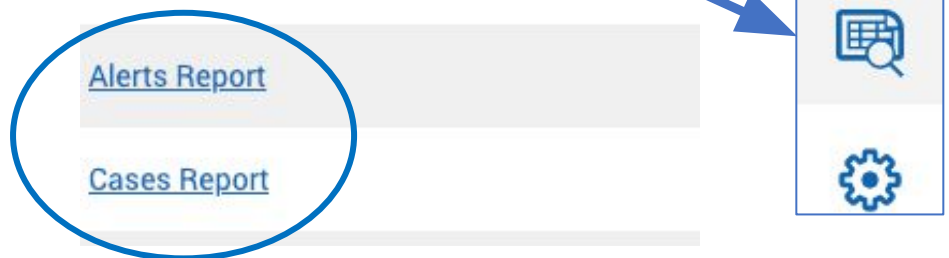
October 28

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 Navigate360
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.

Data Filters ?

Filters Logic: Match all Filters (AND) ? Results must match ALL filters: 1

Field *	Condition *	Start Date *	End Date *
Alert Created At Date	date range	mm/dd/yyyy	mm/dd/yyyy

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

Field * Alert Reasons Condition * contains any Value *

+ Add Filter

Include Inactive Users ☐ Include My Students Only

Run Report

- ☐ *Academic Concerns
- ☐ *At risk of being dropped due to non-attendance (1st 5 days)
- ☐ *Canvas Log In Concern
- ☐ *Canvas Midterm Grade Concern
- ☐ *Considering Transferring/Dropping Out of EWU
- ☐ *Financial or budgeting concerns

To get a report of only students who are coded to you (advisees) be sure to click **Include My Students Only**

☐ Include Inactive Users ☐ Include My Students Only

Run Report

Tip: For help with reporting please reach out to earlywarning@ewu.edu

EdSights Alerts Summary

EdSights Overview

EdSights is an AI-powered text messaging platform that helps EWU stay connected with students in real time. Through short, conversational weekly check-ins, EdSights gathers information that helps us understand how students are doing and whether they may need additional support.

EdSights is built on four main pillars: **Academics, Finances, Wellness, and Engagement**. Each pillar represents a core factor that contributes to student persistence and overall success.

EWU uses weekly messaging through EdSights' retention framework, which creates intentional opportunities for follow-up when students indicate a challenge or concern. These flagged responses are fed directly into Navigate as alerts, allowing advisors and support teams to connect students with the right resources and close the loop.

Assigned Cases: If you receive an **EdSights Follow-Up** case, follow the case management protocol outlined in the previous sections.

Always ensure that assigned cases are handled promptly and in alignment with established procedures to provide the best support for students.

Remember that EdSights cases are based on the Student Voice, so the comments in the Manage Case dialogue box are directly from the student.

[EdSights Website](#)

Hand Raise Summary

The **Hand Raise** feature in the **Navigate Student App** allows students to request support directly from campus staff. Similar to **EdSights**, these requests are generated based on student self-disclosures.

Alerts in Navigate Student available to students:

- I need help with housing, food, or clothing
- I need to declare or change my major
- I'm feeling stressed and overwhelmed
- I need tutoring
- **I need to report bullying, discrimination, or misconduct***

Students receive an email with information about support resources and contact information for support units across campus.

***Opens a case with the Degree Completion Team. This is the only Hand Raise alert that opens a case which requires staff outreach.**

Appendix - Support Emails

Alert: At risk of being dropped due to non-attendance (first 5 days)

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. If you have a CAAR advisor, you may contact them by using your [Navigate Student](#) mobile app or at 509-359-2345. If you have a faculty advisor, you can find them in your Navigate Student app under **People**.

Take care!

Appendix - Support Emails

Alert: **Financial or budgeting concerns**

Hey there!

We get it, financial challenges can be tough, but remember, you're not alone. You're part of a community that's got your back. Someone from our Financial Aid Office will be reaching out soon to see how we can help.

Eastern Washington University has a variety of resources to support you. Check out some options below that might be just what you need:

Immediate Assistance

- **Need access to food?**
Check out our [Food Pantry Program](#) for support.
- **Tuition payment challenges?**
Contact [Student Financial Services - The Bursar's Office](#) for guidance.
- **Other Financial Aid issues?**
Reach out to the [Financial Aid Office](#) for assistance.

Learn to Manage Your Finances

Our [Financial Wellness Program](#) offers one-on-one financial peer mentoring. Whether it's budgeting, saving, setting financial goals, or understanding credit, our mentors are ready to help.

- Schedule an appointment via your [Navigate Student](#) app to meet with a mentor.
- Explore [Everfi](#), a program designed to equip you with the knowledge and skills to make sound financial decisions.

Additional Support

- **Need academic guidance?**
Your academic advisor is here to assist you. Connect through the [Navigate Student](#) app.
- **Student Care Services**
Reach out to [Student Care Services](#)

Take care, and remember, we're here to support you every step of the way!

Appendix -Support Emails

Alert: Academic Concern

Just wanted to give you a quick heads-up: there's an early alert about your progress in { \$course_name } { \$course_number }. It's a great chance to connect and make sure you have everything you need to keep moving forward.

Here's how you can stay on track:

- **Chat with your professor** about any hiccups or worries you have in class.
- **Your advisor will contact you soon.** Be sure to answer—they're there to help you with tips and resources.
- **Book an appointment with your advisor.** You can easily schedule through the [Navigate Student](#) mobile app.

You've got some amazing **FREE** resources at your fingertips too:

- [Program Leading to University Success \(PLUS\)](#): Offers academic coaching, tutoring, and study groups—online options available too!
- [Writers' Center](#): Get help with writing projects at any stage, plus online feedback or video conferences.
- [Math Tutoring](#): Available for Math and Developmental Math, both in person and via Zoom.
- [Student Accommodations and Support Services](#): Find support for non-academic crisis care.
- [Community Resources](#): Access help for food, housing, healthcare, and more.

There are more resources around campus, and your advisor can guide you, or you can find them on the [Navigate Student](#) app.

Taking steps now can really pay off, and we're here to back you up all the way. If you need anything, just reach out to your advisor.

Take care, and remember we are here to help!

Appendix -Support Emails

Alert: Personal or non-academic concerns

Hey there!

We received an early alert for you and want to check in to make sure you're doing ok.

We get that juggling life and school can be tough sometimes, and we want you to know you're not alone in this. We will be reaching out to you soon to chat about how we can lend a hand and help you work through any personal or non-academic stuff you might be dealing with.

Just remember, we're here to listen and connect you with the right resources to back you up and keep you on track for success.

If you need to connect with your advisor, you can find them in your [Navigate Student](#) app.

Take care!