Early Student Referral (ESR) Manual

Mount Aloysius College
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Introduction

Welcome to the new Early Student Referral (ESR)! The Academic Intervention Form is officially gone.

We have taken your recommendations and created a tool that is easy to use and allows for better internal communication to help with student success and interventions. It is efficient, effective, and allows you to make communications personal without it being time-consuming.

This system is set up to support conversations between faculty/staff and students, and it allows for a more streamlined and communicative follow-up process. It is easy to use and easy to track. It will allow for better communication between us and students, and also better communication between faculty, advisors, support services, and administrative offices.

The form is available to any faculty or staff member who has the ability to log into MyMAC.

Once logged into MyMAC, you will find the link for the Early Student Referral (ESR) on the left hand menu bar.

The remainder of this guide will assist you utilizing the many features available in the ESR program.
Creating an Early Student Referral

If you have a concern about a student, talk to the student when possible. The ESR form is going to ask if you have talked to the student. We realize that there are situations where you can’t talk to the student—not attending class, not responding to e-mails/phone calls. You should always start by reaching out and communicating to the student.

After that, you should follow these steps:

1. Log-in to your MyMAC Portal
2. Use the Early Student Referral Link to create an ESR for a student. Select a concern type, values, and detail your intervention with the student (if appropriate).
3. Submit the ESR and check your e-mail for a confirmation.

Submit an Early Student Referral

Any concerns about a student's physical or emotional safety should be directed to Campus Police and Safety (814-886-6327) and/or the Counseling Center (814-886-6515) accordingly. The Early Student Referral System is a proactive and supportive intervention strategy designed to address retention and student success issues.

The purpose of submitting an Early Student Referral is to inform the Student Success and Advising team of your concern(s) about a student who may be at risk for leaving the institution. Concerns may include academic, financial, personal or other concerns.

While early identification of concerns is preferred, intervention at any time is critical to student success.

The Early Student Referral System is meant as a retention tool and is not intended as a substitute for instructor communication regarding academic progress. Instructors are encouraged to communicate directly with their students, as well as refer them to campus services or external resources for assistance. Through the Early Student Referral System, we can track and monitor these interventions and provide students with additional support when needed.
This is the first step of the process. It is a notification that you have a concern regarding a student. You may complete under your name or choose someone else’s name if you are helping them complete the form. Step 7 on the ESR form is very important and key piece of information. It is where you document your conversations and interventions with the student. As primary contact with the student, you should be taking steps to actively communicate to the student about the issue in class or helping them set up plans to remediate or discuss the issue.

7. Have you interacted with the student(s) regarding this concern?
   - Yes
   - No

**Add an Intervention to this Early Student Referral**
02:28PM on 12/14/2017  Change date or time

A. How did you interact with this student?
   - I have worked directly with the student to create a plan for overcoming this issue.
   - I have communicated my concerns to the student, and if they have a plan in place to move forward.
   - I have communicated my concern to the student, but s/he did not agree it was an issue.
   - I have attempted to communicate my concern to the student but was unsuccessful and/or did not get a response.

B. Details about this intervention:
Please share any additional information you can about your conversation with the student.
Follow-Up Assignments

If you work closely with a student (advisor, athletic coach, etc.) you may be asked to follow-up with the student.

1. Check your e-mail. Submission Notification e-mails will provide you details on students and the types of interventions that they need.
2. Review the e-mails and follow-up with students.
3. You can also click the Retention Tab on MyMAC.

Creating a Follow-Up Assignment

You may have the ability to create a follow-up assignment—asking for more information or ask another person, resource to intervene (Student Success, Learning Commons, Counseling Services, etc.).

1. Within the Early Alert, assign follow-up to someone related to the student or someone else at the institution. You start by logging into MyMAC and clicking the retention tab.
2. You will see a list of Recent Early Student Referrals. Click the hyperlinked student name on the list. It will pull the ESR for the students. Click the Concern Type.
3. Once that has expanded, you will see the option to Assign Follow-Up.
4. This screen will allow you to assign follow-up to an individual on campus (advisor, administration, coach, etc.) either through direct relationships with the student or by looking the individual up with the search feature. You want to provide details to the individual you are making the follow-up assignment to so when the reach out to the student, they understand the premise for the request.
Assign a Follow-up for

Finding Follow-Up Assignment

1. If you are assigned follow-up for a student, you will then find the notification in both your email and in your “My Follow Up Assignments”.

2. To learn the details of the assignment, you can either click the Concern Type or Student Name.

3. Click the Follow-Up Assignment link to document your Intervention with the student.
4. Clicking “Add Intervention” will provide you with the following screen.

5. Once an Intervention is closed, you can official close it. Select the Follow Up Assignment from “My Follow-Up Assignments”

6. Click “Close Follow Up”

Finding all Open Follow-Up Assignments
You can review all the follow-up assignments assigned to you by navigating to Retention Management in the MyMAC Portal:

1. Go to Retention Actions tab
2. Click on the Follow-Up Assignments sub tab
3. Search on Open Follow-Up Assignment
4. View an ESR
Closing an Early Student Referral

Once the student issue has been resolved, you should close the ESR. Sometimes, the issue cannot be resolved (the student withdraws, does not follow through with communication, the semester ends, etc.) and the ESR should be closed. When closing the ESR, select the appropriate outcome for the situation:

1. Click the hyperlink for the Concern Type under Recent Early Student Referrals

2. Click Close the ESR

3. Select an Outcome and enter any Outcome notes

4. Check your e-mail. Note the e-mail your receive as the submitter of the Early Alert
Viewing Student Details
When you have permissions to a student, you will be able to drill down into the student detail screen, providing you access to the student’s student success record.

1. Go to the main screen on the Retention Management feature
2. Use the Student Tab to find your student
3. View his/her student details (Retention actions, Model results, Relationships, Course Schedule)
Entering a Relationship

**Note**: Only some individuals with select permissions can complete this process. If you become aware of a student’s relationship with a professional member of the campus community, you can use that relationship to help with student concerns. The relationship should be noted under the student details, relationship tab. That will help the Student Success Center in assigning follow-up, and communicating with/engaging the right individual to meet with the student.

1. While on the student details, enter the following relationship
   a. Relationship with: Yourself
   b. Relationship Type: Other
   c. Relationship Notes: Other

2. Save the Relationship
Performing a Student Search

The student search can be used to find a particular student by name or id number. (use the ID number when you can, as we have multiple students with the same name)

1. Click the Student tab
2. Use the search feature to find a particular student
3. Click on the student to view the student details

Adding Intervention to Student

If you interacted with a student but not within the scope of a concern, you can add the details of that interaction as an intervention directly related to the student. NOTE: Any intervention that deals with a student concern should be entered under the ESR instead. Concerns should always start with an ESR.

1. Under the Student details screen, select Add Intervention
2. Enter the details of the intervention
3. Select Add Intervention to save the intervention
Submitting on Behalf of Someone Else
Some individuals will be able to submit ESR’s on the behalf of someone else

1. Navigate to the Submit Early Student Referral form
2. Click on Submit on behalf of
3. Choose the appropriate person and complete the form
Editing an Early Student Referral

Some individuals will be able to edit ESRs and other retention actions

1. Find an Open ESR
2. Edit the Referral
3. Review the ESR edit history
Utilizing Advising Notes in MyMAC

Academic advisors have a tool to document meetings outcomes and other outreach to students through the Advising tab on MyMAC. These notes are printed at the bottom of the student’s advising worksheet and become part of their academic record. You must be an advisor to a student to utilize this tool.

1. To access this tool, click the Faculty Tab and then Advisor Home.
2. Click the link for Advisor Meetings.
3. From there you will be able to select a date range to view your meeting or add a new meeting or the results of an unscheduled meeting.
4. If you click to add a meeting, you will see the following screen. It allows you to email the student directly with a request for a meeting and you may enter notes from a meeting.
The notes that you enter appear on the student’s advising worksheet.

**Advising Meeting Notes for Mercedes L. Wachter**

Meeting with Dr. Christopher M. Lovett on 01/02/2018

We reviewed the student’s schedule and suggested she take a literature course in place of her social science course this semester.