

Early Student Referral (ESR) Manual



Mount Aloysius College

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Introduction

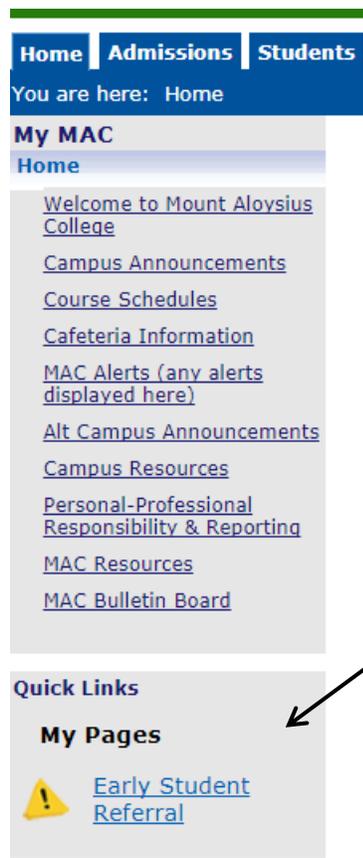
Welcome to the new Early Student Referral (ESR)! The Academic Intervention Form is officially gone.

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.

1. Submit Early Student Referral(s) for*

 Select students

2. Your relationship to the selected student(s)*

3. Type of concern*

4. Severity of this issue*

5. Details about this concern

Please share any additional information you have about this concern that can help us in our efforts to connect with the student and resolve their issue.

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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 s/he has 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.

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    |       |  

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.

A screenshot of a student's profile page in MyMAC. The profile includes a placeholder for a photo, ID, Year (Senior), Major (RN to BSN (2+2) BS), Mobile Phone, and Gender (Male). Below the profile are several action buttons: 'E-mail Logan', 'Add Early Student Referral', 'Add Intervention', 'Assign Follow-Up', and 'Add Note'. Below these buttons are tabs for 'Actions', 'Relationships', 'Course Schedule', 'Student Info', and 'Notes'. The 'Actions' tab is selected, showing 'Actions for Logan'. A dropdown menu is set to 'Early Student Referrals' and 'Include closed actions' is checked. Below this is a table of 'Early Student Referrals' with columns for 'Concern Type', 'State', and 'Submitted by (Relationship)'. One referral is listed: 'Personal Concern Intervention' by Christopher M Lovett (Staff - Direct Interaction) in an 'Open' state. A note below the referral reads: 'I have worked directly with the student to create a plan for overcoming this issue.'

3. Once that has expanded, you will see the option to Assign Follow-Up.

A screenshot of the 'Follow-Ups for this Early Student Referral' section in MyMAC. It shows a button labeled 'Assign Follow-Up' with a person icon, which is highlighted by a black arrow from the right. Below this is the 'Interventions for this Early Student Referral' section, which shows an intervention by Chris Lovett (Staff - Direct Interaction) on 12/14/17 (2:50 PM). A note below the intervention reads: 'I have worked directly with the student to create a plan for overcoming this issue. Student has made a personal plan to meet with me and has not missed last two classes.'

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 they reach out to the student, they understand the premise for the request.

Assign a Follow-up for [REDACTED]

About this Early Student Referral:

[Personal Concern](#) (● Open)

Submitted by: **Chris Lovett** (Staff - Direct Interaction) on 12/14/17 (2:50 PM)

Relevant Course: None Severity: Low

Details:

This is a test ESR. Student has missed class.

0 Follow-Ups have been assigned and 1 Intervention has been added for this Early Student Referral.

1. Assign To:*

Someone related to [REDACTED] Someone else

Theresa Spanella [Edit Users](#)

2. How is Theresa A Spanella related to [REDACTED]?

Other

3. Message:*

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He has failed his last two exams. We have spoken and he agreed a peer tutor would be a useful addition to his preparation for this course. Can you please reach out to him to set up peer tutor for [BL305](#).

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”.

My Follow-Up Assignments View All		
Concern Type	Student (ID #)	Date
Personal Concern	[REDACTED]	12/14/17 (today)

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

Follow-Ups for this Early Student Referral:

[Follow-Up Assignment](#)
Chris Lovett (Other) assigned by Chris Lovett on 12/14/17

Open (today) **Close Follow-Up** [send reminder](#)

3. Click the Follow-Up Assignment link to document your Intervention with the student.

Follow-Up Assignment for Logan Flick:
Personal Concern

Open (today) **Close Follow-Up** [send reminder](#)

The Student Success and Advising team has assigned you to follow up with this student about a retention warning or issue that has been brought to our attention.

- Please add an intervention for any actions that you take regarding the matter
- [And](#) click the "Close Follow-Up" button on this page when you have investigated or resolved the issue.

This Follow-Up Assignment is about an Early Student Referral.

[Personal Concern](#) (● Open)
Submitted by: **Chris Lovett** (Staff - Direct Interaction) on 12/14/17 (2:50 PM) [Add Intervention](#)

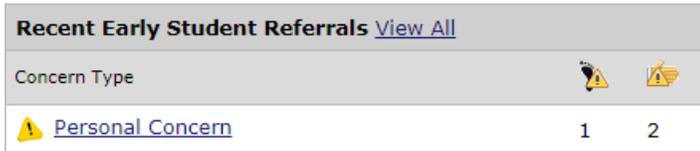
Relevant Course: None Severity: Low
Details:
This is a test ESR. Student has missed class.

1 Follow-Up has been assigned and 1 Intervention has been added for this Early Student Referral.

Closing an Early Student Referral

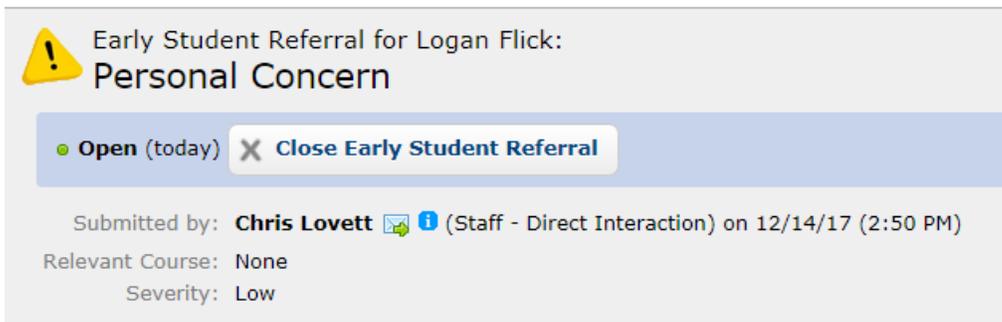
Once the student issue has been resolved, you should close the ESR. Sometimes, the issue cannot be resolved (the student withdraws, does not follow through with communication, the semester ends, etc.) and the ESR should be closed. When closing the ESR, select the appropriate outcome for the situation:

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



Concern Type		
Personal Concern	1	2

2. Click Close the ESR

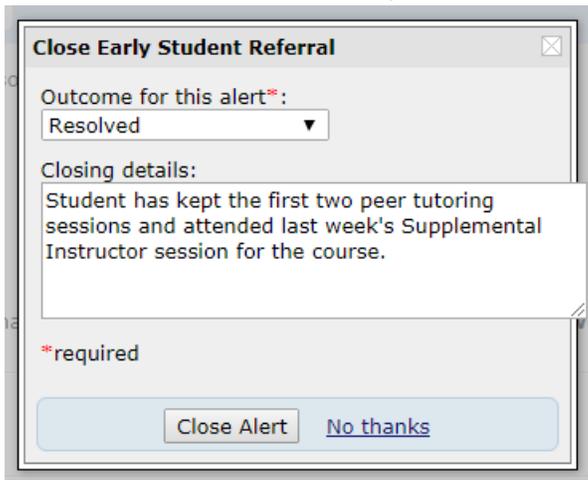


Early Student Referral for Logan Flick:
Personal Concern

Open (today) Close Early Student Referral

Submitted by: **Chris Lovett** (Staff - Direct Interaction) on 12/14/17 (2:50 PM)
Relevant Course: None
Severity: Low

3. Select an Outcome and enter any Outcome notes



Close Early Student Referral

Outcome for this alert*:
Resolved

Closing details:
Student has kept the first two peer tutoring sessions and attended last week's Supplemental Instructor session for the course.

*required

Close Alert No thanks

4. Check your e-mail. Note the e-mail you 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)

No Photo Available

ID: [REDACTED] ⓘ
Year: Freshman
Major: Undecided
Mobile Phone: [REDACTED]
Gender: Male
[More student info...](#)

E-mail [REDACTED] **Add Early Student Referral** **Add Intervention** **Assign Follow-Up**

Actions Relationships Course Schedule Student Info Notes

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

Actions **Relationships** Course Schedule Student Info Notes

 [Add a Relationship](#)

■■■■■'s Current Relationships

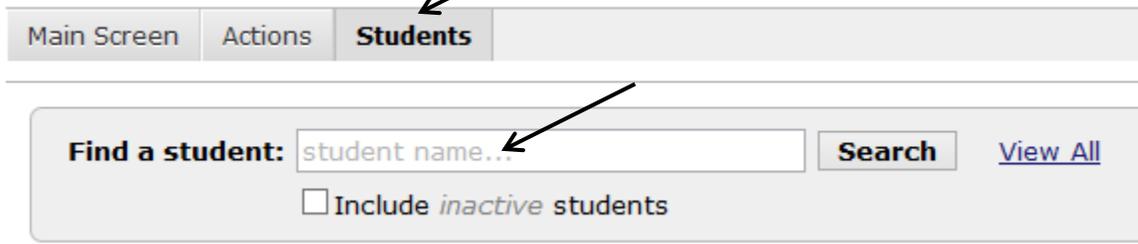
Related Person	Relationship	Description	Notes
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Performing a Student Search

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

Retention



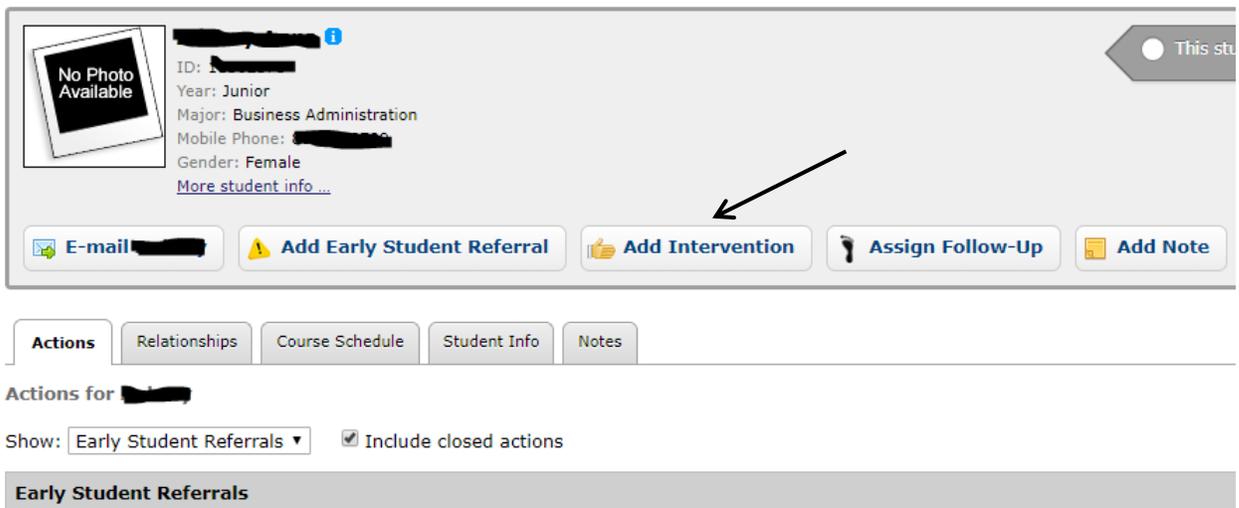
The screenshot shows the 'Retention' interface. At the top, there are three tabs: 'Main Screen', 'Actions', and 'Students'. An arrow points to the 'Students' tab. Below the tabs is a search bar with the text 'Find a student:' followed by a text input field containing 'student name...'. To the right of the input field are two buttons: 'Search' and 'View All'. Below the search bar is a checkbox labeled 'Include inactive students'.

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

Student Detail



The screenshot shows the 'Student Detail' interface. On the left, there is a placeholder for a photo with the text 'No Photo Available'. To the right of the photo, the student's information is displayed: ID: [redacted], Year: Junior, Major: Business Administration, Mobile Phone: [redacted], Gender: Female, and a link for 'More student info...'. Below the student information, there are five buttons: 'E-mail [redacted]', 'Add Early Student Referral', 'Add Intervention', 'Assign Follow-Up', and 'Add Note'. An arrow points to the 'Add Intervention' button. Below the buttons, there are five tabs: 'Actions', 'Relationships', 'Course Schedule', 'Student Info', and 'Notes'. Below the tabs, there is a section for 'Actions for [redacted]' with a dropdown menu set to 'Early Student Referrals' and a checkbox for 'Include closed actions'. At the bottom, there is a header for 'Early Student Referrals'.

Add an Intervention for [REDACTED]

If you have interacted with a student regarding a retention issue, please submit this report to keep our retention management team aware of all actions that have been taken.

01:27PM on 12/20/2017 [Change date or time](#)

1. Your relationship to [REDACTED]*

2. Type of concern*

3. Relevant Course

4. How did you interact with [REDACTED]?*
- I have worked directly with the student to create a plan for overcoming this issue.
 - I have communicated my concerns to the student, and s/he has 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.

5. Details*
Please share any additional information you can about your interaction with the student.

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

1. Submit as

Chris Lovett

 [Choose someone else](#)

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



Early Student Referral for [REDACTED]:
Academic - Attendance

 [Edit this Alert](#)



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.

Advisor Home

Advisor Meetings

Advisor Meetings For: Dr. Chris M Lovett

You may enter a start and/or end date for meetings to display. To display all meetings, do not enter any dates. Click the "Display Meetings" button.

Start Date:

End Date:

There are no scheduled meetings matching the entered criteria

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.

Advisor Home

Advisor Meetings - Meeting Details

[Advisor Meetings](#) > Meeting Details

Advisor Meetings For: Dr. Chris M Lovett

Name: *

Date/Time: * 6 : 55 AM

Description:

Status:

Purpose:

Notes:

[Send Meeting Notification To Advisee](#)

There are no meetings scheduled for a later date for this advisee.

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