



**Early Alert Meeting Minutes**  
**August 30<sup>th</sup> at 10:00am in S-262 with Video Conferencing**

Whitney Rhyne	Present	Karen Miller	Present
Brooke Roughgarden	Absent	Kim Turano	Present
Cal Majure	Absent	Kristin Corkhill	Present
Candace Rosene	Present	Laura Alvarez	Present
Catherine Vache	Present	Linda Freeman	Present
Christina Seado Vasquez	Present	Linda Johnsen	Present
Christy Gilfert	Present	Lynn Gledhill	Present
Cindy Enslin	Present	Melanie LeMaster	Absent
Frances O. Thomas	Present	Monica Moore	Present
Helen Algernon	Present	Sarah Corcoran	Absent
Jill Rhode	Present	Susan Potts	Absent

**2012-2013 Early Alert numbers**

Whitney started the meeting by reviewing last academic year's Early Alert numbers. In fall 2012, Lee campus/EOL received 178 Early Alerts from 40 different professors and 50% of the alerted students reenrolled at Edison for the Spring semester. For the Spring 2013 semester, Lee/EOL received 192 Early Alerts, an increase from the fall semester. Charlotte received 54 alerts, Collier 36, and Hendry Glades 31 for a total of 313 alerts college wide from 84 different faculty members. During the summer term Lee/EOL received 51 alerts. 15 of the students (29.41%) passed the course they were alerted for and 32 of the students (62.75%) are enrolled in classes at Edison for the fall semester. Whitney asked for the campuses to send their Early Alert list to her and will provide the college wide Early Alert numbers at the next meeting.

**Mass E-mail Communication**

The group reviewed the Early Alert letter that was sent to all faculty and staff at the start of the Spring semester, and Whitney asked for any updates or changes. Whitney

mentioned adding Kim as the Edison Online contact, Dr. Gilfert noted that Brooke's contact information needed to be updated. The group discussed the timeline for sending follow-up communication and noted three weeks prior to the withdrawal date would be best, Professor Rosense noted the date Oct. 7<sup>th</sup>. Lynn Gledhill noted the importance of planning the dates in advance. Whitney verified the campus contacts were still accurate: Dr. Gilfert on Charlotte campus, Christina Seado-Vasquez on Collier campus, Brooke Goerhing for Hendy Glades, and Kim Turano for Edison Online. Kim noted that she hosts webinars for the online faculty regarding the Early Alert Program. Kim also shared that anyone can sign up for the webinars and that if anyone is interested in doing a webinar they can contact Melissa Rizoto. Whitney stated she would make the updates to the letter and send it to all faculty and staff that afternoon.

### **Early Alert Website**

Whitney noted a change to the website since the last committee meeting was a student testimonial from one of Helen Algernon's alerted students. The group hopes to add other student testimonials as well as a few faculty testimonials to the website this semester. Whitney noted the need to update the Lee campus resource map and asked everyone to take a look at the website and email her any suggestions and revisions. Kim noted the desire for a technology solution in which the Early Alert Representatives email to the student could be tracked and have notifications sent to the referring faculty member. Additionally the need for professors to receive an automatic reply once completing the alert and to have a copy of their alert was discussed. Whitney will work with IT regarding this request.

### **Creation of Satisfaction Surveys**

The group talked about creating a survey for both student and faculty members to better assess the Early Alert Program. For the faculty survey, possible questions regarding the form and its ease of use, if the professor saw any results in the student after submitting an Alert, and if the faculty member was satisfied with the Early Alert Representatives communications and efforts.

For the student survey the group discussed having questions relating to the response time, helpfulness of information, to see if the student gained knowledge about resources, or used a resource, the effectiveness, and if the student was satisfied with their interactions with the EA staff.

The group talked about some challenges: to keep the survey short, the difficulty of getting a response (especially from students), and that students may have a negative view of Early Alert. The group discussed where or if students are introduced to the Early Alert program. Whitney noted that they are not. The program is not highlighted or marketed to new students. There was a suggestion to have the Early Alert program mentioned in SLS 1515 classes. Whitney mentioned the alerted student's perception of the program will come from the Early Alert Representative and how they convey the process to the student. Whitney highlighted that when a professor alerts a student, it means they care about that student and want them to succeed. The professor took time out of their day to alert the student because they know the student has greater potential and they want that student to fully utilize their skills and abilities.

### **Special Student Populations**

The group talked about the alerted students who are also members of special populations here on campus. On Collier campus, Hope students who were alerted were sent to Crystal, and Ashley worked with Dual Enrollment students. On Lee campus, Student Support Service (SSS) students are to be sent to Laura, Dual Enrolled students would be given to Kristin, and if housing students needed to be tracked down Nicole would have her staff help with that process. The group noted a need for someone from housing to be invited to join this committee as that Crystal may want to know if any of the HOPE or Presidential Scholars are early alerted. Dr. Gilfert inquired if Dual Enrollment students who are alerted on Charlotte campus should be sent to Kristin. Kristin stated that she would like to know about DE students who are early alerted for since staff on Charlotte has a better understanding of services on Charlotte campus she would prefer the Charlotte staff still reach out to the students. Dr. Gilfert mentioned that Charlotte assigns early alerts to specific staff based on the need of the alerted student.

### **Next Meeting Agenda Items**

The group discussed a few of the expected agenda items for next meeting: the withdrawal letter, Linda mentioned a name change for the Early Alert program.

Minutes submitted by Whitney Rhyne