

Academic Alert Quick Guide

Best Practices

- Before you issue the alert, please make every attempt to have a conversation with the student.
- When you submit an alert, please provide as much context as possible, including what you see as a helpful response or resolution. (e.g., food pantry, tutoring, office hours, advisor, etc.)

Academic Concerns

This section includes the following alerts: Academic progress concern, attendance concern, lack of course engagement, midterm grade concern, missing assignments, poor performance on tests/quizzes/assignments, or student indicated not returning to EIU.

Intervention/Expected Action:

- A case will be opened and the alert will be routed to the appropriate staff member. The student will receive an email or text and the assigned individuals will reach out to the student to check-in and provide resources and support.

Non-Academic Concerns

This section includes the following alerts: Emotional outburst, financial difficulties, hold on account, mental health resources (non-emergency)

Intervention/Expected Action:

- A case will be opened and the alert will be routed to the appropriate staff member. The student will receive an email or text if appropriate and the assigned individuals will reach out to the student to check-in and provide resources and support.

Basic Needs

This includes food, housing, and technology.

Intervention/Expected Action:

- A case will be opened and the alert will be routed to Dr. Michael Gillespie and Ms. Crystal Brown. He will reach out to the student to check-in and provide resources and support.

Panthers Persist Kudos

Panthers Persist Kudos are alerts that help us celebrate our students. This includes the following alerts: Celebrate academic achievement, great attendance, great leadership, helped another student, involvement in campus community, Participation in programming, peer supporter, showing improvement in class, and spotted studying in the wild.

Intervention/Expected Action:

- An email will be sent to the student celebrating their hard work and/or involvement.



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<https://www.eiu.edu/academicsupportcenter/>