








## EARLY-ALERT STUDENT PRIMARY REPORT GUIDE

SMU in Four is SMU’s comprehensive approach to improving retention and four-year graduation rates. To this end, SMU in Four advances student academic success through its most essential form: progress toward degree. Sometimes students encounter academic, personal, and professional challenges that do or have the potential to slow their progress. Our university community should be aware of the primary early-alert report location which will trigger university intervention and outreach to support student success.

There are five, primary reporting locations for early-alert scenarios depending on the topic. They include SMU reporting mechanism of my.SMU Advising Notes, Caring Community Connections, Financial Aid, Student Success and Retention, and StarRez Notes. Keep in mind, student issues are often multifaceted, and they might present more than one topic at a time. Plus, depending on your role at the university, you may not have access to each of them. It is important to alert the best resource which addresses the most pressing need for the student. This guide is to help faculty and staff alert the correct university office, representative, or resources. When in doubt, always submit a Caring Community Connections form.

Review common student scenarios, identify the reporting avenue to follow, and learn the rationale behind the selection. Use this guide to inform how you support student success on the Hilltop.

 <b>ADVISING NOTE</b>	 <b>CARING COMMUNITY CONNECTIONS</b>	 <b>FINANCIAL AID</b>	 <b>STUDENT SUCCESS AND RETENTION</b>	 <b>STAR REZ NOTES</b>										
<b>Phone Number</b> (214) 768 - 6064	<b>Website</b> smu.edu/UAC	<b>Email Address</b> advising@smu.edu	<b>Phone Number</b> (214) 768-4564	<b>Website</b> smu.edu/CCC	<b>Email Address</b> deanofstudents@smu.edu	<b>Phone Number</b> (214) 768-3417	<b>Website</b> smu.edu/financialaid	<b>Email Address</b> Enrol_serv@smu.edu	<b>Phone Number</b> (214) 768-1231	<b>Website</b> smu.edu/SSR	<b>Email Address</b> ssr@smu.edu	<b>Phone Number</b> (214) 768-2407	<b>Website</b> smu.edu/housing	<b>Email Address</b> housing@smu.edu

Topic	Scenario	Rationale
<b>FIT BELONGING</b>	A student attending my program tells me he isn’t fitting in at SMU and will mostly likely transfer at the end of the semester.	Student Success and Retention (SSR) can outreach and also refer to Student Affairs for involvement. Reason for not fitting in may be multifaceted.
<b>ATTENDANCE</b>	A resident who is also in my class stops attending regularly and isn’t submitting work on a regular basis. This is a change from the behavior before EPRs where I designated no deficiency. It’s MPR time now.	Alert SSR as it is an academic concern which may be a retention/enrollment issue.
<b>BEHAVIOR IDEATION</b>	A student who comes to me regularly appears drunk and slurring her words. She says she has no friends and just “doesn’t want to be here anymore.”	Concerning quote may relate to suicide ideation; therefore, referral to CCC program supersedes no friends and alcohol consumption concerns. Agree with the doesn’t want to be here being concerning but will add the no friends so that CCC will share with SSR.
<b>FACULTY CONCERN</b>	A professor colleague comes to you to express her concern about a resident in your Commons. Student has been losing a lot of weight and appears half asleep all the time in class time.	Encourage the professor with first-hand knowledge of the student of concern to submit a CCC.

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<b>FAMILY ILLNESS MOVE OUT INTENTION</b>	Resident comes to you after a salon and says his father has been diagnosed with cancer and the student wants to break housing contract and move out to live at home.	Submit to CCC as the student will need support. Consider a referral to the Counseling Services.
<b>MENTAL HEALTH ANXIETY ISSUE</b>	Resident comes to you saying he is anxious, can't focus and can't sleep. Wants to take some time off and go home for a week. He says his academic work is suffering because he's so anxious all the time.	Also refer to faculty since "time off" for a week is not an excused absence. Counseling Center referral for Anxiety workshops and A-LEC for academic counseling.
<b>HARASSMENT ISSUE</b>	Student mentions sexual harassment, assault, stalking, bullying.	Start with a CCC submission. Response from CCC may ask you to report directly to Office of Institutional Access and Equity.
<b>HOMELESSNESS CONCERN</b>	Student is always in the library/lab late into the night – no change of clothes. (other evidence of housing insecurity)	CCC will connect other areas to assist student once situation is assessed. CCC has access to emergency grants and support.
<b>FAMILY AND WORK ISSUE</b>	Student comes to you saying her family is having financial issues and she has to consider more work hours. Should she drop some classes?	Refer student to advisor to discuss course load and refer to Financial Aid (FA) - student should know what consequences dropping courses would have on degree plan and any grants, scholarships or loans.
<b>FAMILY AND FINANCIAL ISSUE</b>	Same student comes to you saying her family can't financially support her attending SMU and she feels like she needs to withdraw and go home.	Refer to Financial Aid but also to SSR who will follow-up to discuss other options.
<b>PEER CONCERN</b>	Student's parents call about housing issues and wants to know about the Housing Exemption Process.	Use StarRez Notes to document key communications with parents, residents, etc. related to housing processes. These notes help keep all parties within RLSH updated with a student's situations.
<b>FAMILY ILLNESS MOVE OUT INTENTION</b>	Resident comes to you after a salon and says his father has been diagnosed with cancer and the student wants to break housing contract and move out to live at home.	Housing exemption request (personal) but also a check from CCC. Consider referral to counseling center to cope with family emergency.
<b>ACADEMIC ISSUE</b>	Resident comes to you to say his parents saw his midterm grade reports and are furious. He doesn't even know what these are – how do you find them and what do they mean?	RCD (Residential Community Director) and FiR (Faculty in Residence) should refer to advisor or Peer Academic Leader so that student can locate these reports and understand FERPA.