



INTERVENE

**EARLY!**



# RESOURCE HANDBOOK

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## WHAT IS EARLY ALERT?

Early Alert is a tool designed to provide faculty with an easy way to partner with other campus professionals to reach out to students who have academic related concerns within the classroom once other methods of outreach have been unsuccessful.

Areas of concern include:

- Multiple missing assignments
- Poor class performance (exams, assignments, projects, etc.)
- Difficulty comprehending course material
- Poor class attendance (more than three unexcused absences)

# FREQUENTLY ASKED QUESTIONS

## How does Early Alert help faculty?

Early Alert assists faculty in partnering with campus resources to best assist students in academic difficulty whom are in need of additional support on campus. Early Alert is an added layer to the efforts of the professor to contact and offer aid to a student.

## How does Early Alert help students?

Early Alert helps students by connecting them to useful resources that will support them in their current situation. Efforts will be made to personally reach out to students by campus partners. Those partners consist of residence hall staff, academic advisors and student success office staff.

## When is it appropriate to submit an Early Alert?

Early Alert is a supplemental early intervention system to be used in conjunction with faculty member outreach to aid in connecting the student to additional campus resources.

## How do I submit an Early Alert?

Log into [Flashline](#) and go to the Faculty Dashboard, and it will be listed under Grading Resources.

## What happens once my Alert is submitted?

Once you have submitted an early alert for a student the following steps occur:

- The Early Alert report is downloaded by Student Success Programs staff (Monday-Friday).
  - The report is not downloaded on weekends or in the evenings (after 5pm)
  - The report refreshes daily at 4:00am, it cannot be downloaded in live time. Early Alerts will not be seen until the following workday after the submission.
- After the report has been received by Student Success Programs staff, students are distributed to Residence Hall staff (residential students) and/or Academic Advising units where they provide outreach to the students.
- Residence Services and Academic Advising units reach out to students by email, phone and in person contact (residence halls).
- If a student does not respond after 2-3 points of contact, the early alert will be considered closed due to lack of response from the student.
- All attempts at outreach by Residence Services and/or an Academic Advising unit will be documented in the KSU Advising system.
- For any other updates on your submitted alert(s) please contact the Coordinator in Student Success Programs.

## What if I have a concern about a student's mental health or safety?

1. Do not submit an Early Alert as the system is not intended for mental health or emergency situations.
2. Visit the [Step Up Speak Out site](#) for more information in dealing with suicide risk, disruptive individuals, distressed individuals, etc.
3. If a student is ill or missing classes, you can encourage them to contact the Student Ombuds at 330.672.9494. The Dean of Students can also assist with this situation by calling 330.672.4050. The Student Ombuds or Dean of Students can notify instructors at the student's request of their situation and assist the student in following up once the student returns to campus. The Student Ombuds often assists students in reviewing the withdrawal policy, exploring the incomplete process and other academic policies.

- The office of [Student Accessibility Services](#) can provide students with accommodations for various documented disabilities. Students can contact Student Accessibility Services to provide documentation and schedule an intake appointment to determine the nature of their disability and what services and accommodations they are eligible for.

### When should I submit an SF/NF grade?

- The **NF (Never Attended-Fail)** administrative mark denotes that the student never attended one class session nor did the student formally withdraw from the course. The NF administrative mark will count as an F (zero quality points) in computing grade point averages and will not count towards the calculation of time status (full-time, three-quarter time, etc). Students who have received the NF administrative mark will lose their access to Blackboard. The administrative mark of NF can only be entered via the Academic Presence Verification Roster by marking a student as "Not Started" and cannot be updated via the midterm or the final grade rosters. *Students who are not currently enrolled or are not gradable (including students who have dropped, have withdrawn, or are auditing the course) will not have their final or midterm updated by the APV.*
- The **SF (Stopped Attending-Fail)** administrative mark denotes that the student stopped attending the course and did not formally withdraw. The **SF** administrative mark will count as an F (zero quality points) in computing grade point averages and will not count towards the calculation of time status (full-time, three-quarter time, etc). The SF administrative mark **must be accompanied by a date of last attendance** in the course. Faculty who cannot determine the exact date of last attendance may use the date of the last academic activity in which students participated. The SF can only be entered via the midterm and/or final grade rosters. Students who have received the SF administrative mark will not lose their access to Blackboard.

### How do I remove the NF?

- The NF (Never Attended-Fail) administrative mark can only be entered via the Academic Presence Verification Roster by marking a student as "Not Started". To remove the NF, the primary instructor must mark the student as "Not Reported" or "Started" on the APV, as appropriate. This will remove the NF grade from the final grade roster (midterm grade roster where appropriate). Access to Blackboard will be restored. *The instructor may need to sync their course using the Blackboard Learn Sync tool in FlashLine (Faculty & Advisors – Resources – Blackboard Learn).*
- Below is a sample NF/SF email communication from the University Registrar:

*Urgent Grade Information*

*Dear :*

*Your instructor has reported a grade of NF (Never Attended F) or SF (Stopped Attending F) for you in the following course(s):*

<i>Term</i>	<i>Subject Course Section Title</i>	<i>Grade Date</i>	<i>Instructor Email</i>
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Please note that a grade of NF or SF will count as an F in calculating your grade point average.

If you have been awarded federal or state financial aid for the current term, this grade may adversely affect your federal or state aid eligibility, and you should contact the Financial Aid office for more information.

If you are receiving any type of GI Bill benefits, this grade could affect that benefit, and may cause you to owe the Veterans Affairs (VA) a portion of your funds. Please contact your VA Certifying Official with any questions.

**If you believe a grade of NF or SF was reported in error, contact your instructor immediately to discuss your specific circumstances.**

If the NF or SF is an accurate report because you either "never attended" or "stopped attending" the course(s) listed, you may use FlashFAST to withdraw from the course(s) but **ONLY IF** you complete the action **by the withdrawal deadline** for each course.

To find withdrawal deadlines, visit the Registrar's website at <http://www.kent.edu/registrar/>. Click on the "Schedule of Classes Search" button. Select the appropriate term, then click the "Detailed Class Search". Use the search to find your class, then look at the Registration Deadlines column to find drop and withdrawal dates. Also, note that withdrawal deadlines vary for courses with beginning or ending dates that differ from the start and end dates of a regular term. For additional information on withdrawal deadlines for flexibly scheduled or open learning courses, you may call the Office of the University Registrar at 330-672-3131.

To process a course withdrawal in FlashFAST, login to FlashLine at [www.kent.edu](http://www.kent.edu) and click on Student Tools & Courses. Go to the Add or Drop Classes page and withdraw from the selected course(s) using the options available from the Action drop-down box. Review the Status column to verify each withdrawal has been processed and go to the Student Printable Schedule page to print a copy of your revised schedule to keep for your records.

If you need assistance in determining the appropriate course of action or have questions after the withdrawal deadline, contact your College or Regional Campus Advising Office immediately.

### **[I have already submitted an SF/NF grade for a student. Is it appropriate to submit an Early Alert?](#)**

If a student is still listed on the class roster and has not responded to any outreach efforts from the faculty member after the SF/NF grade has been submitted, then an Early Alert would be an appropriate next step. Making note in your Early Alert submission that an NF/SF grade has already been submitted for the student will be helpful to the Student Success Programs staff and campus resource staff.

# CAMPUS RESOURCES: ACADEMIC RESOURCES

## ACADEMIC ADVISING OFFICES

**CONTACT:** Various- see chart below

**HOURS:** Monday-Friday 8:00am-5:00pm. Appointments needed, various walk-in appointment hours available. Contact specific college for details.

**LOCATION:** Various- see chart below

College	Advising Location	Hours	Website	Phone
Applied Engineering, Sustainability & Technology	127 Aeronautics & Technology Building	8:00am-5:00pm	<a href="https://www.kent.edu/cae/undergraduate-academic-advising">https://www.kent.edu/cae/undergraduate-academic-advising</a>	330-672-2892
Architecture & Environmental Design	223 Center for Architecture & Environmental Design	8:00am-5:00pm	<a href="https://www.kent.edu/caed/advising-options">https://www.kent.edu/caed/advising-options</a>	330-672-0922
Arts	134 Cartwright Hall	8:00am-5:00pm	<a href="https://www.kent.edu/artscollege/students/advising">https://www.kent.edu/artscollege/students/advising</a>	330-672-8393
Arts & Sciences	105 Bowman Hall	8:00am-5:00pm	<a href="https://www.kent.edu/cas/advising">https://www.kent.edu/cas/advising</a>	330-672-2062
Business Administration	107 Business Administration Building	8:00am-5:00pm	<a href="https://www.kent.edu/business/current-students#advising">https://www.kent.edu/business/current-students#advising</a>	330-672-2872
Business Administration (International)	300E Business Administration Building	8:00am-5:00pm	<a href="https://www.kent.edu/business/international-advising">https://www.kent.edu/business/international-advising</a>	330-672-1292
Communication & Information	101 Taylor Hall	8:00am-5:00pm	<a href="https://www.kent.edu/ci/academics/advising">https://www.kent.edu/ci/academics/advising</a>	330-672-2131
Education, Health & Human Services	304 White Hall	8:00am-5:00pm	<a href="https://www.kent.edu/ehhs/vos/advising-0">https://www.kent.edu/ehhs/vos/advising-0</a>	330-672-2862
Nursing	216 Henderson Hall	8:00am-5:00pm	<a href="https://www.kent.edu/nursing/students/advisors">https://www.kent.edu/nursing/students/advisors</a>	330-672-7930
Public Health	First floor, Moulton Hall	8:00am-5:00pm	<a href="https://www.kent.edu/publichealth/undergraduate-advising">https://www.kent.edu/publichealth/undergraduate-advising</a>	330-672-6500
University College (Exploratory)	Suite 169, Center for Undergraduate Excellence (CUE)	8:00am-5:00pm	<a href="https://www.kent.edu/exploratory">https://www.kent.edu/exploratory</a>	330-672-3676

## CAMPUS RESOURCES: ACADEMIC RESOURCES

### ACADEMIC SUCCESS CENTER (ASC)

**CONTACT:** Website: <https://www.kent.edu/asc> // Phone: 330-672-3190 // Email: asc@kent.edu

**HOURS:** Monday-Friday, 8:00am-5:00pm

**LOCATION:** Suite 114 & 169 in the Center for Undergraduate Excellence (CUE) located between Lake & Olson Halls

#### DETAILS:

- All services are free at the Academic Success Center and available for all students.
- Supplemental Instruction (SI)- provides an effective way for students to study with classmates and a trained facilitator who has taken the course before and successfully earned an A.
- University Tutoring – consists of drop-in tutoring sessions, scheduled tutoring sessions and virtual tutoring sessions.
- Online Learning Skills Modules- available through a Blackboard course- students can register at: <https://www.kent.edu/asc/studyskills>
- Current Tutoring Resources can be found here: <https://www.kent.edu/asc/scheduled-tutoring-available>

### CAREER EXPLORATION AND DEVELOPMENT

**CONTACT:** Website: <http://www.kent.edu/career> // Phone: 330-672-2360 // Email: career@kent.edu

**HOURS:** Monday-Friday, 8:00am-5:00pm

**LOCATION:** 261 Schwartz Center (above Admissions)

#### DETAILS:

- The mission of the Career Services Center is to support students in achieving their academic and career goals by assisting them in developing self-awareness, making informed decisions, acquiring experience and obtaining meaningful employment.
- Students will gain a better understanding of personal values and interests, skills and abilities and preferred work environments.
- Students can learn more about the following areas: selecting a rewarding career and major, research careers and employers, prepare resumes and cover letters, interview successfully, obtain an internship, convey proper business etiquette, and pursue admission to graduate school.
- Drop in times for Career Counseling can be located at: <https://www.kent.edu/career/appointmentsdrop-ins>

## CAMPUS RESOURCES: ACADEMIC RESOURCES

### CENTER FOR ADULT & VETERAN SERVICES (CAVS)

**CONTACT:** Website: <http://www.kent.edu/cavs> // Phone: 330-672-7933 // Email: jrider@kent.edu

**HOURS:** Monday-Friday, 8:00-5:00pm. Please call for evening and weekend hours.

**LOCATION:** 181 Schwartz Center

#### DETAILS:

- Provides necessary tools to help adults and veterans reach their highest success in their adult education
- Helps negotiate adult and military-friendly school services, resources and benefits
- Offers free tutoring in the subject area of Math. Contact the office for details about the days and times as they vary.
- Assists with time management, where to look for financial help, study skills, concerns with adding school to an already busy schedule, connecting career goals with declaration of major, career guidance, child care concerns and dual career complications, and providing family friendly housing information and childcare providers.



## CAMPUS RESOURCES: ACADEMIC RESOURCES

### STUDENT ACCESSIBILITY SERVICES (SAS)

**CONTACT:** Website: <http://www.kent.edu/sas> // Phone: 330-672-3391 // Email: [sas@kent.edu](mailto:sas@kent.edu)

**HOURS:** Monday-Friday, 8:00am-5:00pm. Evening hours by appointment.

**LOCATION:** University Library, 1st Floor, Suite 100, just past the elevators

#### DETAILS:

The mission of Student Accessibility Services (SAS) is to provide students with documented disabilities equal opportunity to participate in, contribute to, and benefit from all university programs, services and activities. Services offered include:

- Priority registration for classes
- Assistive technology resources
- American sign language interpreters, ASL materials, resources and video phone access
- Exam proctoring and note-taking services

Students must provide documentation and schedule an intake appointment before to assist in determining eligibility for services and reasonable accommodations.

### STUDENT SUCCESS SERIES PRESENTATIONS

**CONTACT:** Office of Student Success Programs // Phone: 330-672-9292// Email: [coursesuccess@kent.edu](mailto:coursesuccess@kent.edu)

**Website:** <http://www.kent.edu/success/student-success-series>

**HOURS:** Monday- Friday, 8:00am-5:00pm

**LOCATION:** Suite 135, Center for Undergraduate Excellence (CUE) located between Lake & Olson halls. Presentations occur in various locations.

#### DETAILS:

- Presentations are offered during the Fall and Spring semesters on a variety of topics from different departments and offices on campus including academic success, career and major exploration, health and wellness, civic engagement, diversity, and getting involved.
- Presentations are provided by experts as well as Student Success Leaders who provide peer-to-peer information and guidance.
- Presentations are open to all students and students are highly encouraged to attend any presentations that interest them.
- Students register online to attend via the above website. The schedule of presentations is updated each semester.

# CAMPUS RESOURCES: ACADEMIC RESOURCES

## SUCCESS COACHING

**CONTACT: Website:** <https://www.kent.edu/successcoaching> // **Phone:** 330-672-0972 // **Email:** [pjones@kent.edu](mailto:pjones@kent.edu)

**HOURS:** Monday- Friday, 8:00am-5:00pm

**LOCATION:** Suite 151, Center for Undergraduate Excellence (CUE) located between Lake & Olson halls.

### DETAILS:

- Success Coaching is about YOU. Success Coaching moves students toward achieving their academic goals while focusing on school and life balance.
- Students complete an online profile form and prep-assignment before their first meeting.
- Students will meet with a success coach to co-design an action plan with specific steps and completion dates
- To learn more about Success Coaching visit the website: <https://www.kent.edu/successcoaching>

## THE WRITING COMMONS

**CONTACT: Website:** <http://www.kent.edu/writingcommons> // **Phone:** 330-672-1787 // **Email:** [writing@kent.edu](mailto:writing@kent.edu)

**HOURS:** Hours vary by semester; check the website for most up to date hours.

**LOCATION:** 4<sup>th</sup> Floor University Library

### DETAILS:

- As the university writing center, the Writing Commons supports KSU students at all levels in every academic discipline with any projects that include writing.
- Assist writers at every stage of the composing and revising process.
- Help writers at every level of proficiency to experience the satisfaction of developing effective written communication.
- 3 types of appointments are available: In-Person Appointments, Online Writing Lab (OWL) Appointments and Online Google Chat Appointments. All appointments are 45 minutes long.
  - For more information on making an appointment visit: <https://www.kent.edu/writingcommons/schedule-appointment-2>

## Student Support Services

**CONTACT: Website:** <https://www.kent.edu/studentssupportservices> // **Phone:** 330-672-7434 // **Email:** [studentssupportservices@kent.edu](mailto:studentssupportservices@kent.edu)

**HOURS:** Monday-Friday, 8:00am-5:00pm, Check website for tutoring hours

**LOCATION:** Suite 111, Center for Undergraduate Excellence (CUE) Located between Lake and Olson halls

## CAMPUS RESOURCES: ACADEMIC RESOURCES

### Student Support Services (cont)

#### DETAILS:

- TRIO – provides services for students who are first-generation college students, students registered with Student Accessibility Services (SAS) and students from specific income backgrounds.
- Tutoring- provides one-on-one or group sessions, access to the Learning Assistant Computer lab and free printing, and private and group study spaces.
- Mentoring- provides course selection assistance and add/drop counseling, development of academic and career goals, assistance with transitioning to college, and developing/strengthening study skills.
- Personal and Professional Development- one of the office's three core areas of support which includes career development, leadership development, and student involvement services. The goal of these services are to help students grow as leaders and professionals, explore the possibilities of graduate school, and provide students with a variety of workshops, social events, and cultural immersion experiences.

## ADDITIONAL HELPFUL RESOURCES

### STUDENT OMBUDS

**CONTACT:** Amy Quillin // **Website:** <https://www.kent.edu/studentaffairs/student-ombuds-2>

**Phone:** 330-672-9494 // **Email:** ombuds@kent.edu

**HOURS:** Monday-Friday, 8:00am-5:00pm

**LOCATION:** 250 Kent Student Center

#### DETAILS:

- Provide students with confidential consultation in assisting with the possible resolution of any university-related concern, grievance or appeal.
- Students work closely with the Student Ombuds in developing both informal and formal strategies that will assist them in resolving their university-related concerns.
- The Ombuds Office also works directly with faculty and staff providing consultation related to university policies and procedures.
- To request an appointment with the Student Ombuds, please complete the Student Ombuds Intake Form found on the website.

## ADDITIONAL HELPFUL RESOURCES

### STUDENT LEGAL SERVICES

**CONTACT: Website:** <https://www.kent.edu/sls> // **Phone:** 330-672-9550 // **Email:** studentls@kent.edu

**HOURS:** Monday-Friday, 9:00am-5:00pm

**LOCATION:** 164 East Main Street, Suite #203, Kent, OH.

#### DETAILS:

- Advice- one-on-one counseling sessions with individual students to provide them with answers to legal questions, advice on ways to proceed and referrals to available resources to assist in resolving the problems.
- Representation- see website for list of limitations and exclusions. Available to students in Portage County Municipal Courts, Portage County Court of Common Pleas, Eleventh District Court of Appeals, and Ohio Supreme Court. See <https://www.kent.edu/sls/scope-services> for more information.
- Education- through a combination of seminars, workshops, and/or lectures presented by SLS attorneys/sponsored by the SLS office, students will receive education regarding legal rights and responsibilities.

### One Stop

**CONTACT: Website:** <https://www.kent.edu/onestop> // **Phone:** 330-672-6000 // **Email:** onestop@kent.edu

**HOURS:** Monday-Friday, 9:00am-5:00pm

**LOCATION:** First Floor, University Library (Kent Campus)

#### DETAILS:

- Registration and Records- provides students with information about their time to register, how to withdraw, policies and processes, and aids students with transcript requests.
- Tuition and Payment- provides students with information and aid on tuition and fees, payment options, enrolling in a payment plan, requesting flash cash, and refunds.
- Financial Aid- provides students with information on planning and paying for college, forms and applications, scholarships, types of aid, how to apply for aid (FAFSA), and the Enrollment Plan.
- Financial Wellness- provides students with education on financial literacy (dealing with credit/debit cards, paying for college, budgeting, etc.).