

# Early Alert Referral System (EARS)

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## What is EARS?

The Early Alert Referral System (EARS) is an online reporting tool used by faculty and Pathway Advisors to provide students with academic interventions when they are not succeeding. It also serves as a database for documenting and tracking these efforts.

## Faculty's Role in EARS

Faculty may use EARS for the following reasons:

1. To request academic intervention from Pathway Advisors when a student is at risk of being unsuccessful in a course.
2. To document efforts that have been made to reach out to students who are not succeeding.
3. Reporting "D" and "F" midterm grades and submitting instructor recommendations.

EARS **should not** be used for the purpose of:

1. **Reporting Code of Conduct Violations**  
Please submit a Student Referral in the Intranet under Resources or refer to the Director of Student Conduct.
2. **Reporting violations of the College's Academic Integrity policy**  
Please submit a Student Referral in the Intranet under Resources or refer to the Director of Student Conduct.

## Pathway Advisor's Role in EARS

Pathway Advisors use EARS daily to view faculty's reports on student performance and to provide academic interventions for students who are not being successful.

## Questions?

Contact a Pathway Advisor in Room 1340 or at [advising@saintpaul.edu](mailto:advising@saintpaul.edu)

For further information about Advising please visit our webpage at [saintpaul.edu/academicadvising](http://saintpaul.edu/academicadvising)

# Early Alert Referral System (EARS) Frequently Asked Questions

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## How should I use EARS if a student is not succeeding in my class?

Your first course of action is to submit an EARS report for the student. This will generate an e-mail to the student outlining your concerns. The e-mail will be sent to both the student's Saint Paul College and their personal email address, if they have one on file with the school. **Please remember, every EARS report generates an email to the student. If you delete all of the text the student gets a blank e-mail!**

At any point you may elect to have a Pathway Advisor attempt to follow up with the student. Provide as much detail as possible in your EARS documentation so that the Pathway Advisor can provide effective academic intervention.

## Does the student know I am reporting them in EARS?

All the student will see is that you are sending them an e-mail.

When the Pathway Advisor contacts a student because of an EARS report, we do not notify the student that they were reported in EARS. We simply inform the student that we have been contacted by their instructor about their progress or lack thereof. We feel it is not necessary to inform the student about the internal process of how faculty and staff connect to assist in student success.

## Once I have submitted an EARS report requesting intervention from a Pathway Advisor, how soon is my student contacted?

Pathway Advisors review EARS reports on a daily basis. Once a report has been reviewed, the student is contacted within three business days of the date the report was submitted.

## How do Pathway Advisors follow up with students?

The initial contact with students reported in EARS is typically an email, though if time permits a call may be made as well. If after a few days have passed and the student has not responded to an email from the Pathway Advisor, a phone call is made to the student.

## What will happen if I have reported a student more than once?

If a student is reported multiple times, it is our practice to not only email the student, but also to call the student. The students who are at a very high risk of unsuccessfully completing a course (i.e. multiple EARS reports, academic probation hold, 1st semester student, etc.) are concentrated on more heavily.

## What will happen if no one can contact the student?

Attempts to reach the student by phone are often unsuccessful due to incorrect or missing information. The contact information provided by ISRS is the most often the only contact information we have. We will make every attempt to reach students by phone and email.

## What if there is no change in the student's progress?

Follow up! Encourage them to make an appointment with a Pathway Advisor by stopping by Room 1340, emailing [advising@saintpaul.edu](mailto:advising@saintpaul.edu), or calling 651.846.1739.

## I see Cohort Code and Hold Code listed in my classlist. What does this mean?

Cohort codes are how we group certain populations of students together. This is used by Pathway Advisors as a way to prioritize follow up and communication with students.