

## FREQUENTLY ASKED QUESTIONS

### WHAT HAPPENS WHEN A CONCERN IS IDENTIFIED THROUGH EARLY ALERT? HOW IS THE STUDENT CONTACTED?

Case managers review and coordinate information sent to Early Alert by faculty and staff. The severity and nature of a student concern will determine if that concern will be identified for response.

While all concerns related to mental health will be followed up. Less serious academic concerns will be followed up by appropriate campus supports. The case manager will discuss the concern with the student and offer to connect them with relevant support or resources. Other supports may include academic advising, financial advising and/or counselling.

### DOES EARLY ALERT AFFECT STUDENTS' ACADEMIC RECORDS?

Information sent to Early Alert is in no way associated with students' academic records. Information within the system is not accessible by anyone other than authorized advisors directly involved in supporting a given student's success.

### CAN STUDENTS REFER THEMSELVES TO EARLY ALERT?

Students cannot refer themselves to Early Alert, but proactively reaching out for help is an important step in ensuring their success and wellbeing. Students are encouraged to speak with Academic Advising, their instructor, or teaching assistant if they are facing difficulties. Students are encouraged to contact Student Wellness or other on-campus supports, depending on their needs.

### HOW DOES EARLY ALERT AFFECT STUDENT PRIVACY?

Early Alert helps protect student privacy by providing a secure way for concerns to be identified, coordinated and responded to.

Information is restricted to the Early Alert team, as well as the advisors who are responsible for coordinating information and providing outreach. The information is shared on a need-to-know basis, meaning that only the amount of information needed to effectively support the student is shared with those directly involved in offering the support.

The system is closed and all records are kept confidential. Faculty and staff logging a concern are not able to see if other concerns about the student have been raised. Faculty and staff who have privacy concerns should use the contact information below for more information.

### HOW WILL FACULTY AND STAFF KNOW WHEN TO USE EARLY ALERT?

Faculty and staff are encouraged to reach out and offer support when they are concerned about a student's academic performance or wellbeing. This might include times when the quality of a student's work suddenly decreases, when a student stops attending classes regularly, or when a student seems unusually withdrawn or distressed.

Ideally, outreach would occur in these situations with or without a program like Early Alert being in place. With Early Alert, the support that is offered is simply enhanced.

### WHAT IF A STUDENT DOESN'T WANT TO BE PART OF EARLY ALERT?

With the exception of situations where someone's safety is at risk, students have the right to accept or decline the support being offered. Students cannot "opt out" of Early Alert, but they can choose whether they would like to accept support.

### IS THIS A FORM OF SURVEILLANCE?

Part of having a caring community means that when we notice signs of difficulty in others, we reach out and offer support. Early Alert is not meant to be a form of surveillance for the purpose of evaluating or reprimanding students. Instead, it complements the way that faculty and staff are already looking out for the wellbeing of students and reaching out when they notice that a student may need assistance.

### WILL STUDENTS BE MADE AWARE OF EARLY ALERT?

Student awareness is an important part of the success of Early Alert. Faculty and staff are also encouraged to familiarize students with Early Alert, emphasizing:

*We care about students and their ability to succeed, and Early Alert helps build a more caring community that can more effectively support student learning, wellbeing and success. Part of having a caring community means that people look out for each other and, when they notice signs of difficulty in others, reach out and offer assistance.*

### HOW EASY IS IT TO IDENTIFY A CONCERN USING EARLY ALERT?

The web-based form to identify a concern about a student is user-friendly and takes very little time to complete.

### HOW SHOULD I TALK TO STUDENTS ABOUT EARLY ALERT?

When reaching out, let the student know that you will be using Early Alert to support their academic and personal success.

Faculty can introduce Early Alert information in the course syllabus using this sample messaging:

*Reach out and ask for help if you need it*  
*University students often encounter setbacks from time to time that can impact academic performance. If you run into difficulties and need assistance, I encourage you to contact me by email or phone during my office hours, before or after class, or by dropping into my office (location). I will do my best to support your success during the term. This includes identifying concerns I may have about your academic progress or wellbeing through Early Alert. With Early Alert, faculty members can connect you with advisors who offer students support and assistance for getting back on track to success. Only specialized UBC advisors are able to access any concerns I may identify, and Early Alert does not affect your academic record.*

*For more information about Early Alert, visit [earlyalert.ubc.ca](http://earlyalert.ubc.ca)*

## NOTES ABOUT EARLY ALERT

### UBC OKANAGAN

- Early Alert is not an emergency service.
- Early Alert is monitored during regular business hours.
- Program rolled out to all undergraduate and graduate programs in May 2015.
- Ongoing training sessions are available for faculty and staff.
- To arrange a training session, email [early-alert.ok@ubc.ca](mailto:early-alert.ok@ubc.ca).

### OTHER STUDENT SUPPORTS

- Students may access the Student Assistance Program for free, 24/7 support.
- For more student supports, please refer to the Student Health & Wellbeing resource list.



# EARLY ALERT

## Earlier support to get back on track

[earlyalert.ubc.ca](http://earlyalert.ubc.ca)

**SUPPORTING STUDENT LEARNING AND SUCCESS** involves proactively reaching out to students who face academic, financial, or mental health difficulties.

**EARLY ALERT** will allow outreach to students before difficulties become overwhelming, making it easier for students to get back on track and to participate as strong members of a caring community at UBC.

An online system will provide faculty and staff with a way of identifying student concerns. This will enable the university to support students in a caring, coordinated and holistic manner.

## CONTACT

Student Wellness | UNC 337  
250 807 9270 | [healthwellness.okanagan@ubc.ca](mailto:healthwellness.okanagan@ubc.ca)

[earlyalert.ubc.ca](http://earlyalert.ubc.ca)  
[early-alert.ok@ubc.ca](mailto:early-alert.ok@ubc.ca)



THE UNIVERSITY OF BRITISH COLUMBIA  
Okanagan Campus

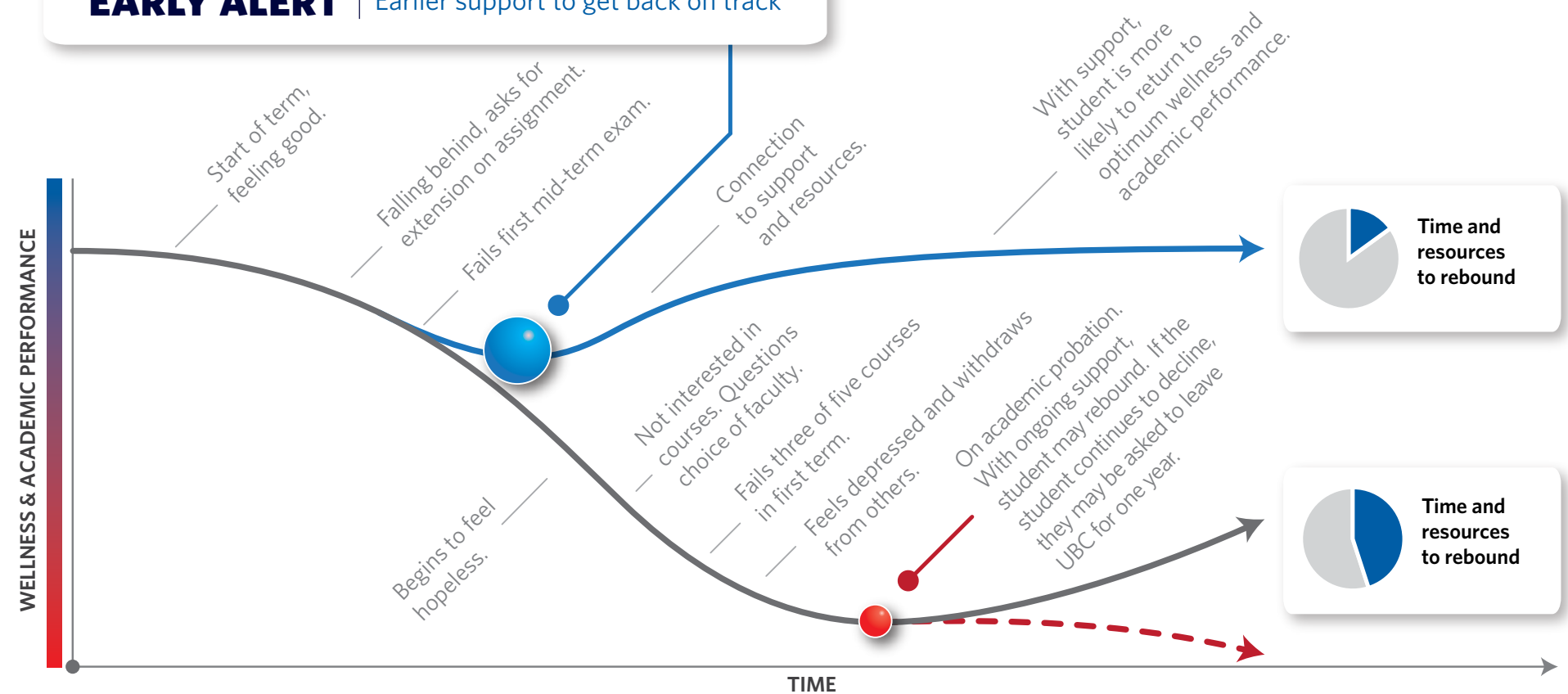
## ADVANTAGES FOR STUDENTS

- ✓ **EARLY IDENTIFICATION** of student concerns before difficulties become overwhelming.
- ✓ **IMPROVED AND TIMELY ACCESS** to a support system.
- ✓ **A REDUCTION IN THE TIME AND RESOURCES REQUIRED** to recover from difficulties.
- ✓ **AN IMPROVED ABILITY TO GET BACK ON TRACK** and achieve academic and personal success.
- ✓ **INCREASED SECURITY AND PRIVACY OF STUDENT INFORMATION** about student concerns is communicated with a secure system on a need-to-know basis.

## ADVANTAGES FOR FACULTY AND STAFF

- ✓ **IMPROVED CLARITY REGARDING THE ROLE OF FACULTY AND STAFF RELATED TO:**
  - What types of student concerns should be entered into Early Alert.
  - When to reach out to a student.
  - When and where to refer students.
- ✓ **MORE COMPREHENSIVE UNDERSTANDING OF STUDENT DIFFICULTIES**
  - Aggregation of reports from multiple sources enables more effective response to students.
- ✓ **REDUCTION IN FACULTY AND STAFF WORKLOAD**
  - Connecting students to supports before they have more serious difficulties can reduce the time and resources necessary to effectively assist the student.
  - More shared, coordinated responsibility and response reduces the demand on any one staff or faculty member.

## EARLY ALERT | Earlier support to get back on track



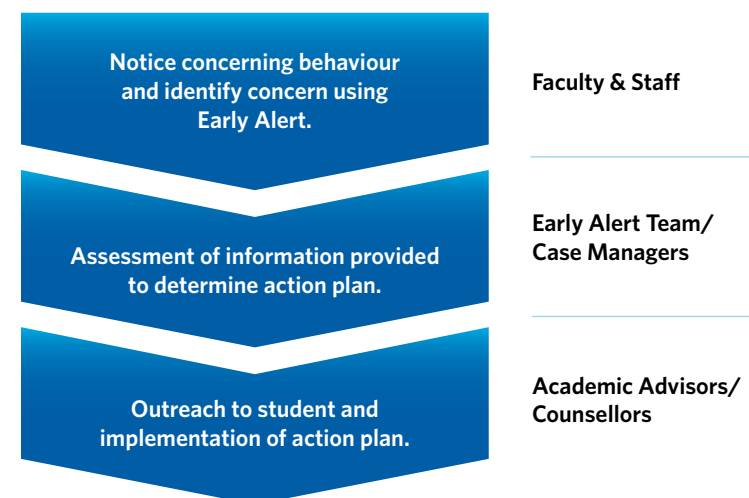
### WHY EARLY ALERT?

University is a time of excitement, growth and learning. It can also be a time of transition as students face new responsibilities and challenges. Occasionally, students may face difficulties that put their academic and personal success at risk.

When difficulties arise, UBC students deserve to have the support of a caring community to help get them back on track.

With Early Alert, academic, financial or mental health concerns can be identified sooner and in a coordinated way. By reaching out to students earlier and connecting them to the right resources and support, students can overcome difficulties before they become overwhelming.

### HOW DOES EARLY ALERT WORK?



### WHAT DOES IT MEAN TO BE "ALERT"?

Being alert means:

- Being aware of our own wellbeing and the wellbeing of others.
- Taking active steps to support our wellbeing, and reaching out to others when they need assistance.
- Our community is empowered to help through resources, services and tools like Early Alert.

Through being alert, we can create a caring campus community that helps students in need of assistance and supports their learning and success.

