There are 3 criteria for a My Success Academic Alert:

1. Student must be demonstrating a pattern of behavior.
2. The instructor has made attempts to address the behavior and/or academic concerns, but attempts have been unsuccessful or the student is not getting enough support.
3. The student should need additional support, outside of what is provided in the classroom.

Pre-referral process:

Best Practices for a MySuccess Academic Alert:

At the beginning of the semester, inform students about the possibility that he/she may be referred to the CARE Program.

At Honolulu Community College, we are focused on student success. By supporting students, we can attempt to guide students how to successfully navigate the multiple demands and responsibilities that can impact their success during their academic journey.

Letting students know in advance that a referral to CARE may be a possibility, will avoid students being caught "off-guard" when/if they are referred. It will also let students know that you are concerned about their welfare, and they are not being "singled-out" by an academic alert to the CARE Program.

A MySuccess Academic Alert is a Student Support Program, NOT a Disciplinary Measure!

Students who get referred often think they are "in trouble". Explaining to students that MySuccess Academic Alert is designed to support students be academically successful may debunk this misperception.

Include a short blurb about MySuccess Academic Alert in your syllabi.

By including information in your syllabi you 1) remember to discuss the possibility of an alert with your classes and 2) there is documentation that you told your students that a referral may occur.
Sample Statements for Course Syllabi

Example #1

At Honolulu Community College we want every student to be successful. MySuccess Academic Alert is a campus-wide effort that seeks to support students early in the semester when they first begin experiencing difficulty in a class. If I feel you are having difficulty in my class (ex. missing class, missing assignments, and low test scores) I may refer you to the CARE Program. Once referred, a CARE staff member will follow up with you by phone or email to find out how best to support you by connecting you with the necessary resources, and to help you develop a strategy for success.

Example #2

It is with great hope that every student at Honolulu Community College be successful. Therefore, if an instructor feels you need extra support outside of the classroom in order to have a positive experience in your class, the instructor may generate a MySuccess Academic Alert to ensure that you have access to all of the resources you may need. Once referred, a CARE staff member will follow up with you by phone or email to find out what kinds of help you might need, connect you with the necessary resources, and help you develop a strategy for success.

Example #3

I want every student to be successful in my class. Additionally, I want to make sure that all students have access to the resources they need to be successful. Therefore, if I feel you need extra support outside of my classroom, I will send a MySuccess Academic Alert to the CARE Program. Once I refer you, a CARE staff member will follow up with you by phone or email to find out how best to support you by connecting you with the necessary campus resources, and to help you develop a strategy for success.

Adapted from Leeward CC
What Happens After a MySuccess Academic Alert is Submitted?

1. Instructor submits a MySuccess academic alert.
2. MySuccess will generate an email to the student to inform him/her that a referral has been made.
3. MySuccess notifies the CARE team that a referral has been generated.
4. CARE staff attempts to make contact with student.
5. CARE staff meets with student and makes referrals as appropriate, and assists with staying on track with their academics (academic plan, success strategies, financial aid, personal issues, etc.).
6. A close the loop email to referring instructor will be generated after the CARE staff contacts/meets with the student and/or attempts to contact the student has been made.