

# The Student Tracking Early Alert Retention (S.T.E.A.R.) System

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Among the criteria set forth in the Middle States Commission on Higher Education’s Standard IV (Support of the Student Experience) is a requirement that colleges and universities possess “a process by which students who are not adequately prepared for study at the level for which they have been admitted are identified, placed, and supported in attaining appropriate educational goals” and “...advisement... to enhance retention and guide students throughout their educational experience.” One of the tools available at Lehman College is the Student Tracking Early Alert Retention (S.T.E.A.R.) System.

The system is a web-based tool that allows faculty members to identify students who are potentially at risk for a variety of reasons (chronic lateness or absence, in-class conduct, academic performance, etc.). Students are e-mailed a notice informing them that an alert has been activated on a particular issue and the academic advisor who has been assigned to that student receives a copy of the alert. The advisor then reaches out to the student. Faculty and advisors collaborate to develop plans to facilitate student success, provide students with relevant support services, etc. The tool contains a log of faculty-advisor discussions to allow them to monitor student progress.

S.T.E.A.R.’s intended outcomes include targeting adequate support to at-risk students, increasing faculty-advisor collaboration to promote student success, increasing student retention and graduation rates.

The screenshot displays the S.T.E.A.R. system interface. At the top, there is a table with columns: Email, Alert, Last Name, Full Name, EMPLID, Class, Major, and Advisor Name. Below this, a 'View Workflow' window is open, showing a 'Note History' table. The table has columns for Action, Notes, User, and Date. Below the table is an 'Enter New Note' form with a rich text editor toolbar and a 'Save' button.

Action	Notes	User	Date
Advisor Course Note	Have emailed and called student.		3/28/2016
Advisor Course Note			3/28/2016
Instructor Note	He came to class on 3/29 and received his mid-term with a request to schedule an appointment.		3/29/2016
Advisor Course Note			3/30/2016
Instructor Note			3/30/2016
Instructor Note	He skipped last night's class.		4/6/2016

Sample communication through S.T.E.A.R.