Sacramento City College
Early Assistance Program:

**Guide for Using the Early Assistance Referral Form**

The intent of the Early Assistance Referral form is to provide a quick and simple mechanism for faculty members to identify problems or concerns about a student and make appropriate referrals to address those concerns in a timely fashion. Sars Alert is entirely web-based. This section discusses how to log in and out of the Early Assistance Referral System, how to make referrals, and how to view and update the status of referrals.

To access the website enter the URL below into your web browser, or you can find the link in your Internet Explorer favorites.

**Logging In to Sars Alert:**

1. Log in to Sars Alert Early Assistance Referral System via Sacramento City College’s public website. [http://sarsalert.scc.losrios.edu/sarsalert/](http://sarsalert.scc.losrios.edu/sarsalert/).

2. The following screen will be displayed:

2. Click on the USER NAME field and type in your username (Employee ID e.g. W1234567).

3. Click on the PASSWORD field and type in your password (Password you use to login to your computer, email account, PeopleSoft, etc...)

4. Click on Log In. The Early Assistance Referral Form will be displayed.
The top section of the form which requests Student Information and Instructor/Course information consists of predetermined fields. The options are as follows:

**Student Information Section**: Use to enter specific information about the student for whom the alert is being created.

**STUDENT ID**: Use to enter a student’s identification number. Once this field is completed, additional fields will automatically populate.

**STUDENT NAME**: Use to enter a student’s name. Use this field if a student ID is not available.

**SEARCH**: Use to search for a student’s name and ID number when only part of the name is known.

**PHONE**: Use to enter a student’s telephone number.

**EMAIL**: Use to enter a student’s email address.
**Instructor/Course Information:** Use to enter specific information about the course in which the student is having difficulty. This field will auto-populate if student ID is entered and you have him or her in your class. For a service to service referral, no class information will populate this field.

**COURSE NUMBER:** Use to select the course number in which the student is enrolled that is the subject of the concern.

**COURSE TITLE:** Use to display the title of the course.

**INSTRUCTOR:** Use to display the name of the instructor of the course.

**SECTION NUMBER:** Use to display the section number of the course.

**Concerns Section:** In this section are directions for you to specify your individual concerns and recommended services for the student. Below is a list of concerns that may be inhibiting the student's success. They are listed in the columns on the left. Please select as many concerns as apply. For the concerns list under Instructor, you will be requesting the student to meet with you, which will always be the first step in the Early Assistance referral process. For the concerns list under Academic and Personal, you will be referring the student to a college service. Only refer students to services if your initial discussion with the student indicated further services are needed. All concerns will be matched to a service area in the columns on the right. The student will be notified by email that you are concerned about his or her academic performance and the student will be instructed to contact the service areas that have been selected. During your conversation with the student, we encourage you to learn more about the student’s goals and connections (e.g. if the student is an athlete, veteran or participates in EOPS). If you then need to make a further referral to a service area, including that information will help the service area direct and assist the student.

Then, following the directions, appear three Concern Groups with specific concerns listed within those categories. The **Concern Groups** are:

- Meet with Instructor
- Academic Concerns
- Personal Concerns

**Services Section:** The system has been set up to allow instructors to view services to which students may be referred. These services are automatically matched to the selected concerns. The two Service Groups will be displayed with specific services listed within those categories. The **Service Groups** are:

- Learning Support Services
- Student Services

**Message to Student Section:** Following the list of Concern Groups and Service Groups, a field is provided for the instructor to write a personal note to the student. This message is seen by the student and the service area(s). Please use vocabulary easily understood by the student. For example:

**Message to Student**
*I am concerned about your attendance in my class and your poor test scores.*
**Message to Service Area(s) Section:** Following the Message to Student section is a field for the instructor to write a personal note to the Service area(s). For example:

**Message to Service Area(s)**
*John needs assistance with intermediate algebra, please contact him for tutoring.*

**At the bottom of the form, the following options are provided:**

- **RESET:** Use to clear the form without saving any entries.

- **PRINT:** Use to print a blank form that may be hand-written and given to a staff member to enter if the instructor does not have ready access to a computer.

- **VIEW:** Use to review and change the status of the referral for the selected student. Clicking on this option displays a blank View Early Assistance screen.

- **SUBMIT:** Use to save the completed form, initiate the referral actions, and reset the form for entry of another alert.

- **LOGOUT:** Use to exit the system.

**What happens after a referral is made ...**
The student will receive an email about the referral with your concern message and the name of the service(s) to be contacted. The student will be instructed to contact the instructor (for instructor meeting) or service area(s) immediately to schedule an appointment. For example:

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**Early Assistance Notification Message**

Dear ROBERT KELLY,

We care about your success at Sacramento City College and would like to assist you in achieving academic and personal excellence. Below are concerns identified by a services area representative.

- **Needs assistance with transfer - 4year college**
  
  Please see Counseling Services information below

Please contact the service department identified for each concern immediately to schedule an appointment.

- **Counseling Services: RN147 (916)558-2204**
  
  http://www.scc.lasposa.edu/current_students/from_enrollment_to_graduation/counseling.htm

Additional information from your instructor

Please assist Mr. Kelly with admission application to UCLA

Thank you,

Sacramento City College Early Assistance Team
A copy of the referral will be emailed to the service area(s) for their records and for follow-up. It is recommended that the services area(s) follow up with the student within 10 days if an appointment has not been made.

When a student requests an Early Assistance appointment, the SARS-GRID system will show a popup screen indicating to the service area that this is an Early Assistance Student. For example:

![Early Alert Pop-up]

This is an Early Alert student.

Needs assistance with transfer – 4 yr college

General Counseling

0000002

ROBERT KELLY

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At this point, the counselor may view the Early Assistance or transfer the referral to another service area(s).

Closing the Loop of Communication:
Upon the student meeting with the counselor, the counselor will record the appointment as attended, and the professor will then receive an Early Assistance auto-generated email indicating that the referral has been met. This is the last step which closes-the-loop of communication among professor-to-student, student-to-counselor, and counselor-to-professor.
Reviewing and Updating the Status of a Referral

Instructors may wish to periodically review the status of an Early Assistance referral student to see whether the student has followed up on recommended actions. Service providers may also use this system to update the system to indicate whether the student has satisfied the concerns by completing the recommended services.

1. From the Early Assistance Referral Form, click on View. A blank screen will be displayed. Here is an example:

![View Early Alerts](view_early_alerts.png)

The options are:

- **TERM INFORMATION:** [Optional] Use to select a specific Term in order to view all alerts created during that Term.
  
  **TERM:** Use to select the Term that will encompass all referrals to be viewed.
  
  **START DATE:** Used to display the first date of the selected Term.
  
  **STOP DATE:** Used to display the last date of the selected Term.

- **STUDENT INFORMATION:** [Optional] Use to further filter alerts created during the selected term by entering a student ID number or searching for the student’s name in order to view all referrals for the specified student during the Term.
STUDENT ID: Use to enter a student’s identification number.

STUDENT NAME: Use to enter a student’s name.

SEARCH: Use to search for a student’s name and ID number when only part of the name is known.

- PLEASE SELECT THE DESIRED Early Assistance FROM THE LIST BELOW:

  Use to view a specific referral by double clicking on the desired name.

- SAVE: Use to store the alert.

- RESET: Use to clear the screen for new entries.

- CLOSE: Use to exit the screen.

2. Click on TERM Ц and select the desired Term. The Start Date and Stop Date fields for the Term will be populated automatically. A list of all referrals made during that term will be displayed. Here is an example:

   ![View Early Alerts](image)

3. [Optional] To further enter student information as follows:

   a. If the student ID number is known, click on the STUDENT ID field and type in the number. The remainder of the student information will be filled in to their respective fields automatically.

   -or-

   b. If the student ID number is not known, click on the STUDENT NAME field and type in the student’s name or a portion thereof and click on SEARCH.
c. If more than one student has the same name, a results screen will be displayed. Here is an example:

Then click on the line containing the correct student name and identifying information. The student name and remainder of the student information will be filled in to their respective fields on the screen.

d. If only one name matches the search, the student name and remainder of the student information will be filled in to their respective fields on the screen. Here is an example:

4. Under the message “Please select the desired Early Assistance from the list below,” click on the desired Early Assistance from the list. This action will highlight the selection and will expand the screen to display more details. Here is an example:
a. Note whether each concern has been satisfied (Yes) or not (No).

b. To view additional details for a concern, click on the plus symbol to the left of the concern. This action will expand the screen to show the details for that concern. See the example on the next page.
c. To show that the student has satisfied the service requirement click on the **YES** option on the line for the relevant service. To change a service to show that the student has not satisfied the service requirement, click on the **NO** option. To enter a comment, click on the **COMMENTS** field adjacent to the specific service and type in the comment.

d. When done viewing and/or changing the details of this Early Assistance referral, click on **SAVE** to store any entries or click on **CLOSE** to exit the screen without saving.

**Note**
If a service does not display an option to check as “Yes” or “No” in the expanded view, it is because the “Instructor Can Mark As Satisfied” option on the Services Maintenance screen has not been checked. (See Services Maintenance at Section 2.4.1 in Part II.)

5. When done viewing and/or changing the details of this Early Assistance referral, click on **SAVE** to store any entries and return to the Early Assistance Referral Form, or click on **CLOSE** to exit the details screen without saving.

6. Click on **RESET** to clear the screen for another entry and repeat steps 1 – 8 above to view the status of another student.

7. When done, click on **LOGOUT**.