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| Goal | Measure | Operationalized Measure |
| Identify the needs and challenges/ difficulties facing students to inform the work of student services offices across the college. | Quarterly and/or yearly report of common themes identified through Early Alert outreach calls/emails. | # and % of student services offices receiving an Early Alert Thematic Report each year.  # of people opening newsletter |
| Demonstrate the impact and satisfaction of the Early Alert program among faculty and outline areas of improvement based on feedback. | Satisfaction survey for instructors submitting Early Alerts. | % in agreement with survey questions regarding satisfaction.  % who agree that Early Alert provides value to their work and that Early Alert results in observed academic changes. |
| Demonstrate impact and satisfaction of the Early Alert program among Early Alert recipients and outline areas of improvement based on feedback. | Satisfaction survey for students who have received an Early Alert. | % in agreement that the program made an impact on their academic success. |
| To partner with instructors by providing outreach intervention to students demonstrating academic difficulty. | Number of instructors indicating on Early Alert form that they tried to contact students via Canvas message and/or BC email. | * % of EA form submissions indicating prior outreach by the instructor. * Increase the number of faculty participating in Early Alert submissions. * Increase Early Alert submission by divisions, particularly those who have historically reported low numbers of Early Alerts. |
| Increasing engagement of students demonstrating academic difficulty with support services. Deferring until we have systems in place to manage this with a robust card reader system. | Engagement documentation in TargetX. | % of responding students who are documented meeting with the recommended service or office. |
| Advocate for course completion (or incompletion) as it best meets the needs of each individual student receiving an Early Alert. | * Successful course completion * Students who w/d before graded to see quarterly GPA * Credit completion rate or course completion rate | (Both for all reported students and the subset who responded to the outreach)   * % of EA form-associated classes in which a student successfully completed the course (C or better). * % of students who opened EA emails * Median quarterly GPA for students identified in the EA submission. * % of quarterly earned credits of attempted credits. |
| Retaining students with Early Alerts | * Retention of Early Alert students to the following quarter (F/W/Sp quarters only). | * # and % of early alert students retained to the following quarter. |