

EARs Urgency Guide

Urgency Level Definitions

High - Indicators of serious or immediate risk to a student's academic standing or enrollment.

Medium - Signs of ongoing challenges that, if unaddressed, could escalate into more serious problems.

Low - Early signs of disengagement or academic difficulty that may be resolved through standard academic or support resources.

Urgency Level	Referral Reasons	Explanation	Intervention
High	Exploring the Possibility of Withdrawing or Pausing College	Indicates the student is considering leaving college. Immediate outreach is needed to retain the student.	<ul style="list-style-type: none"> Guardian Email Phone Outreach
High	Expressing Uncertainty About Continuing or Feeling Low Motivation	Suggests emotional or motivational distress that could lead to withdrawal. Mental health or coaching support may be critical.	<ul style="list-style-type: none"> Guardian Email Phone Outreach
High	Signs of being overwhelmed by course workload	This often leads to burnout or withdrawal without timely support or accommodations.	<ul style="list-style-type: none"> Guardian Email Phone Outreach
Medium	Frequent Absences	Missing class regularly often precedes course failure and may reflect deeper issues (health, family, finances).	<ul style="list-style-type: none"> Guardian Email
Medium	Difficulty meeting deadlines consistently	Suggests executive functioning or time management challenges. Addressable through coaching or tutoring, but may worsen.	<ul style="list-style-type: none"> Guardian Email
Medium	Missing or Incomplete Assignments	Can lead to poor grades or failure. Intervention can help prevent further academic decline.	<ul style="list-style-type: none"> Guardian Email
Medium	Poor grades on assignments or exams	Could result from misunderstanding content, low engagement, or other personal challenges. Early academic support is key.	<ul style="list-style-type: none"> Guardian Email
Medium	Challenges Balancing School with Other Responsibilities	Often a chronic issue that leads to academic strain. Referrals to support services (childcare, financial aid) can help.	<ul style="list-style-type: none"> Guardian Email
Low	Ongoing Challenges with Course Concepts	Common and often solvable with tutoring. Only becomes urgent if unaddressed and leads to falling behind.	<ul style="list-style-type: none"> Guardian Email
Low	Lack of participation or engagement in class discussions or activities	May indicate disinterest or discomfort but isn't necessarily linked to academic failure yet.	<ul style="list-style-type: none"> Guardian Email
Low	Noticeable disengagement or distraction during class	A warning sign, but not inherently urgent unless combined with other factors.	<ul style="list-style-type: none"> Guardian Email

Note: The urgency of a referral can increase as key deadlines—like withdrawal dates—approach. Concerns reported later in the term may require quicker action to support the student before options become limited. If a student is referred **more than once during the term**, their case will be treated as **high urgency**. Repeated concerns suggest ongoing or escalating challenges that require immediate attention and coordinated support. **Faculty may also indicate the urgency level** of a referral based on their professional judgment, regardless of the reason selected. This helps ensure that students receive the appropriate level of support based on context that may not be captured in the referral options alone.