Survey Item	Percentage of respondents who "strongly agree" or "agree"
The mentor clearly explained mentoring requirements/recommendations for the semester.	91%
I felt that all mentoring staff—including front-desk and study-skills staff—treated me courteously.	87%
Overall, I was satisfied with the mentoring program.	86%

AIM - Participants' Satisfaction with Academic Support Programs Staff and AIM Action
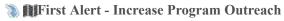
Action Description
We will review two to three more semesters of data during the next cycle to determine trends.

First Alert

Goal Description
The First Alert program is an early alert referral system that enables SHSU faculty and staff to refer students whose in- or out-of-class performance demonstrates a need for academic support to the SAM Center mentor who aid those referred to improve their academics.

Related Items/Elements
First Alert - Increase Program Outreach

Performance Objective Description
The mission of the First Alert program relies upon both the faculty and staff, who refer students, and t students, who must respond, to use the program. Given this, it is important to monitor the outreach conducted on behalf of the program.

First Alert - Increase Referrals and Referrers

KPI Description
To establish a benchmark, the number of referrals made to the First Alert program and the nur of referrers who use the First Alert program will be tracked for each semester (Fall and Sprin well as for the entire academic year.

Results Description
There was a 14.7% increase in the number of First Alert referrals from fall 2015 – fall 2016. I spring 2016 – spring 2017, there was a 28.4% increase in the number of referrals. Altogether, there was a 21.2% increase in referrals from the 2015 – 2016 to the 2016 – 2017 assessment c While the number of referrers did increase for the entire academic year, the growth was minir During the fall 2016 semester, 142 professors issued alerts, which is ten more than the numbe who referred in the fall semester of the year prior. During the spring 2017 semester, 135

professors referred students to the First Alert program, which is only one more than the numb
professors who referred during the spring semester of the previous year.

Semester	Number of Referrals	Number of Referrers
Fall 2015	656	132
Spring 2016	584	134
Fall 2016	753	142
Spring 2017	750	135

First Alert - Increase Referrals and Referrers Action

Action Description

Both the number of referrals and the number of referrers increased. The hope is that
trend will continue so the First Alert program is used by far more than 10% of camp
instructors.

The Texas Legislature passed House Bill 2223 recently. In response, the university
activating a progress report function in EAB's SSC software (MSP). This function i
tied to the Alert system. This means that the First Alert program will be receiving
anywhere from 0 (assuming every students is doing phenomenally) to over 2000 nev
referrals in the fall semester alone. The goal in the office is to train a new hire to he
facilitate these referrals.

First Alert - Increase Response Rate

KPI Description

To establish a benchmark, the method (i.e., phone, in person, email, all responses, and no
response) and the rate at which students respond will be tracked for each semester (fall and
spring) as well as for the entire academic year.

Results Description

A benchmark has been established for the response rate of students referred during the upcon
assessment cycle. Although the number of First Alerts issued has been steadily growing each
semester since 2013-2014, the number of referred students reached has been in decline. The
average number of referrals received during a fall semester is 587, a number exceeded during
2016, in which 753 referrals were issued. However, the average percentage of students reache
for fall semesters is 61.96%. During fall 2016, only 48.34% of the referred students were reac
During the spring 2017 semester, the number of referrals rose from 329 during the previous y
to 385 referrals. However, the percentage of referred students reached fell from 56% during t
year prior to 51%. Furthermore, phone is the method of outreach by which the majority of Fi
Alert referred students are reached, with the average number of respondents reached by phon
being 58.76%.

Semester	Number of Referrals	Number of Referred Students Reached	Percentage of Referred Students Reached