No Show in Starfish…Procedure for spring 2018

1. <u>Registrar sends email announcement</u> to campus with No Show information prior to semester. This will reference online training document(s).

2. <u>No Show WARNING survey:</u>

The intent of this survey is to identify "ghost" students who are not attending class so that they can be contacted to verify enrollment for financial aid and student success. Please indicate which students you have not seen or heard from at least once in the first week.

   a. Progress survey open to faculty 1st Monday (Jan 15) at 8:00am - 2nd Monday (Jan 22) 11:00pm. (Full semester courses)

   b. Default response is labelled **"Student attended or contacted me at least once in first week of class."**

   c. Flag response is **"Student did not attend class and did not contact me at all in first week."**

   d. Email is sent to Student alerting them of No Show Warning flag and encouraging them to take action.

   e. Flag is available in Starfish for viewing by advisors, athletics, housing, international programs, and TRIO, so follow up with student can occur.

   f. Faculty participation report will be available for deans.

   g. Only Faculty may **Clear** the flag, whether it was placed in error or the student contacts them to resolve it.

   h. All active No Show flags will be system-cleared after the drop date. Flags will remain in Starfish marked as resolved, regardless of clearing reason.

3. <u>No Show DROP survey:</u>

The intent of this survey is to find "ghost" students who have NEVER attended and NEVER contacted you this semester. Please indicate which students have not attended your class and have not contacted you at least once in this semester. These students will be dropped from the class.

   a. Progress survey open to faculty 2nd Tuesday at 8:00am (Jan 23) – 3rd Monday at 11:00pm (Jan 29=course drop date).

   b. Default response is: **"Student enrolled in class."**

   c. Flag is **"Student NEVER attended class and NEVER contacted me-DROP student from course."**

Approved Dec 2018 by Starfish Internal team and Academic Council

d. Flag is available in Starfish for viewing by advisors, athletics, housing, TRIO, financial aid, and international programs so follow up with student can occur.

e. Email is sent to Student urging them to take action

f. Emails also sent:

  i. Confirmation of DROP email to faculty member

  ii. Flag notice to Primary advisor and Athletics leadership

g. If flagged student chooses to drop the course, the flag will remain in Starfish, but not be visible to the instructor.

h. Faculty participation report will be available for deans and registrar.

i. Only Faculty can **Clear** the flag if student has contacted the instructor before 11pm on drop day. Faculty will receive an email when the flag is cleared indicating the student will not be dropped.

j. All No Show flags will be system-cleared after the drop date. Flags will remain in Starfish marked as resolved, regardless of clearing reason.

4. <u>No Show DROP process</u>

a. Starfish survey report of students with active DROP flags will be generated at 8:00am on 3rd Tuesday and sent to Registrar. This will be formatted to include one worksheet with student name, PID, Course ID and flag status (active or resolved).

b. Registrar will enter the list into AIS for No Show **System DROP** which IT will build.

c. IT will build report of students where a majority of classes were dropped so Registrar can follow up on whether remaining course(s) should be dropped.

d. All No Show flags will be system cleared after the drop date.

No Show Reporting

1. Choose course section to report on.

2. Flag students who have not attended.

3. Choose submit.

   (found in Starfish under Students, Progress Surveys)

No Show Warning screenshot

No Show DROP screenshot

No Show email templates

5. No Show Warning email to student:

Subject: [Starfish] No Show Warning for [Student Full Name] in [Course Name]

Dear [Student Full Name],

Your instructor has flagged you for lack of attendance in [Course Name]. This could affect your success and final grade in the class, as well as your financial aid, as you may be dropped from the course.

Please contact your instructor, [Instructor Name], immediately in class or by replying to this email if you are attending. If changes to your course schedule are needed, see your advisor or the Registrar's office now.

Accuracy of your entire course schedule is your responsibility. If your attendance is not resolved soon, you may be dropped from this course!

Sincerely,

Starfish Success Team

6. No Show DROP Email confirmation to faculty

Subject [Starfish] Confirmation of No Show DROP for *Student* in *Class*

Dear *Instructor*,

This email confirms that you have flagged [*Student]* for NO SHOW Drop in [*Course Name]*.
This indicates the student has NEVER attended your class or contacted you regarding their lack of attendance. The student likely will be **dropped from this course** at the end of the drop period unless this is resolved.

If you have raised this flag in error, or the student has now contacted you, please log in to Starfish and **clear** the flag for this student to avoid a course drop. If you have further concerns, please contact the Registrar's office.

Sincerely,

Starfish Success Team

7. No Show DROP email to student

Dear [Student Full Name],

You've been flagged by your instructor for NEVER attending class and NOT contacting him/her regarding lack of attendance in [Course Name]. You likely will be **dropped from this course** at the end of the drop period unless this is resolved. This drop will affect your academic progress and perhaps your financial aid.
[Raise Notes]
Please immediately contact your instructor, [Instructor Name], in class or by responding to this email if you plan to attend. It is your responsibility to check your course schedule in PAWS and verify its accuracy to address this concern. You also may consider contacting your advisor or the Registrar's office for assistance regarding your enrollment.

Sincerely,

Starfish Success Team

8. Clear Flag: No Show DROP email to Faculty

Hello   [Recipient First Name] ,
Your No Show DROP concern for *[Student Full Name]* in *[Course Name]* has been cleared.

The student will remain enrolled and NOT be dropped from the course. If this clear is an error, please raise the flag again in Starfish or contact the Registrar.

Sincerely,

Starfish Success Team