No Show Starfish Procedure

<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 during the first week. This survey is intended for full semester courses.

a) The warning survey opens to faculty on the 1st Wednesday of the semester at 8:00 a.m. and closes on the 2nd Monday at 11:00 p.m.

b) The Flag response is labeled "*Student did not participate in class and did not contact me at all in the first week*"

c) An email is sent to the student alerting them of the flag and encouraging them to take action.

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

e) A faculty participation report will be available for the deans.

f) Only faculty can clear the flag, whether it was placed in error or the student contacts them to resolve it.

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

<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) The progress survey opens to faculty on the 2nd Wednesday of the semester at 8:00 a.m. and closes the 3rd Monday at 11:00 p.m.

b) The flag response is labeled "*No Show DROP"*

c) An email is sent to the student urging them to take action

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

e) The following emails are also sent:
   i.   Confirmation of DROP email to the faculty member
   ii. Flag notice to the primary advisor, TRIO and athletics leadership

f) If the flagged student chooses to drop the course, the flag remains in Starfish and will be system-cleared.

g) A faculty participation report will be available for the deans and the registrar.

h) Only faculty can clear the flag if the student has contacted them before 11 p.m. on the drop day. Faculty will receive an email when the flag is cleared indicating that the student will not be dropped.

i) Starfish survey report of students with active DROP flags will be generated and sent to the Registrar.

j) The Registrar will enter into Banner as NO Show System DROP.

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