CSU PUEBLO

No Show Starfish Procedure

No Show Week 1 Alert Survey:

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 of full semester courses.

a) The week 1 alert 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 faculty response is labeled "*Student did not attend or participate in class during Week 1.*"

c) This raises the "*Week 1 No Show Alert*" flag for the student. 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, financial aid, and TRIO, so that follow up with the student can occur as needed.

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

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

g) All active No Show Week 1 Alert 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 this semester. These students will be dropped from the class.

a) The progress survey opens to instructors on the 2nd Wednesday of the semester at 8:00 a.m. and closes the 3rd Monday at 11:00 p.m, for full term courses. Alternate timeline is used for courses in shorter parts of term.

b) The instructor response is labeled "*Student NEVER participated in class and/or NEVER contacted me--DROP student from course.*"

c) This raises the *No Show Drop Confirmation* flag for the student*.* 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, 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 instructor
   ii. Flag notice to the primary advisor, TRIO and athletics leadership

f) If the flagged student chooses to drop the course on their own, 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 automated 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 for processing.

j) The Registrar will drop the students and enter into Banner as NO Show System DROP. If updates to enrollment are needed after this instructor please contact csup_registrar@csupueblo.edu.

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