



## No Show Starfish Procedure

1. Registrar sends email announcement to campus with No Show information prior to semester. Short courses have different dates and only use No Show DROP reporting.

2. No Show WARNING 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 in the first week.

- a. Progress survey open to faculty 1<sup>st</sup> Tuesday of semester at 8:00am through the 2<sup>nd</sup> Monday at 11:00pm. (Full semester courses)
- b. Default response is labelled **“Student enrolled in 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 the 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. No Show DROP survey:

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 2<sup>nd</sup> Tuesday at 8:00am through the 3<sup>rd</sup> Monday at 11:00pm (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.”**
- 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. No Show DROP process

- a. Starfish survey report of students with active DROP flags will be generated at 8:00am on 3<sup>rd</sup> 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** .
- 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.