University of Colorado Colorado Springs

UCCS

Automated emails sent to students when a flag is raised

LEVEL 1 FLAGS:

	Flag: Low Test/Quiz Score	Flag: Low Assignment Quality/Score
LEVEL 1 FLAGS	• Students are encouraged to meet with their professor during office hours to discuss the specifics of what they are struggling with. • The email to students includes a list of additional academic resources. • No directed outreach from the Academic Advising office will occur. However, there is an expectation that advisors will discuss all alerts during advising sessions.	

<u>Low Test/Quiz Score</u>

Dear {student name},

I'm writing because I am concerned about your low test or quiz score in {course name}. I would like to meet with you to discuss your test or quiz. **Please visit me during my office hours (posted in the course syllabus) so that we can work together to identify areas and strategies for improvement.** If you are unavailable to meet during my office hours, please email me at {instructor email} or touch base with me after class so that we can find another time to meet.

In addition to meeting with me, I encourage you to take advantage of other academic support resources at UCCS:

- **Excel Centers:** There are five Excel Centers at UCCS to assist you with gaining a better understanding of the content in your courses. Each center offers free peer tutoring and work and study spaces. For more details and hours of operation, visit www.uccs.edu/excel.

- **First Year Experience:** First Year Experience (Main Hall 324) will meet with any student at UCCS to assist with developing and fine-tuning academic skills such as time management, note-taking, reading, and understanding your learning style. Additionally, peer academic coaches will help students to establish academic goals and develop a success plan to reach those goals. To schedule an appointment with First Year Experience, log in to Starfish or call 719-255-3570.

- **Academic Commons:** There are two Academic Commons located in the Housing villages – one is located in Copper House and the other in LaPlata. The Academic Commons provide study spaces during the evening and weekend hours. Academic Learning Assistants are available to help answer basic questions and to provide study tips.

- **Academic Advising:** If you have questions regarding your academics and aren't sure where to go, your Academic Advisor is a great place to start. Not only will they assist you with helping to stay on track with your degree plan, they will help you navigate your college experience, connecting you to resources that will help you to succeed. To schedule an appointment with your Academic Advisor, log in to Starfish or call 719-255-3260.

Again, I look forward to meeting with you and exploring ways that you can improve in the class.

Sent on behalf of Yasmin Gold, Faculty
ygold@excellent.edu

To schedule an appointment in Starfish:
1. Log in to Starfish with your UCCS email address and password.
2. Click on the bars in the upper left-hand corner of your screen and select **My Success Network**.
3. Find the person (in **Your Connections**) or office (*search services and people*) you'd like to schedule an appointment with.
4. Click **Schedule Appointment** (this option is only available if the person or office has online appointment scheduling available).

Low Assignment Quality/Score

Dear {student name},

I'm writing because I am concerned about your low assignment score in {course name}. I would like to meet with you to discuss your assignment. **Please visit me during my office hours (posted in the course syllabus) so that we can work together to identify areas and strategies for improvement.** If you are unavailable to meet during my office hours, please email me at {instructor email} or touch base with me after class so that we can find another time to meet.

In addition to meeting with me, I encourage you to take advantage of other academic support resources at UCCS:

- **Excel Centers:** There are five Excel Centers at UCCS to assist you with gaining a better understanding of the content in your courses. Each center offers free peer tutoring and work and study spaces. For more details and hours of operation, visit www.uccs.edu/excel.

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LEVEL 2 FLAGS:

	Flag: Attendance Concern	Flag: English Absences*	Flag: No Shows
LEVEL 2 FLAGS	- Students are encouraged to discuss their absences with their professor. - Resident Students: The residence hall manager will attempt to check in with them. - Commuter Students: First Year Experience will reach out to first-year commuter students who are not attending classes prior to census date. - Academic advisors will reach out to the students for all other level 2 concerns. - After census, no directed outreach from Academic Advising will occur. However, there is an expectation that advisors will discuss all alerts during advising sessions. *An English Absences flag is used only by faculty teaching in the English department.		

Attendance Concern

Dear {Student First Name},

I am concerned about you missing class. Attending class is the first step in accomplishing your academic goals.

To review your academic performance and to create a plan for your success, schedule an appointment with your academic advisor. You may do so by logging in to [Starfish](#).

If you need assistance with academic skill development (time management, test-taking, note-taking, etc.) or would like to discuss other personal concerns that may be impacting academic performance, also schedule an appointment with First Year Experience by logging in to Starfish or by calling 719-255-3570 or searching First Year Experience in Starfish.

If you would like to talk with me, please email me or visit me during my office hours. I hope I will see you in class soon.

Sent on behalf of [Raiser Name] Faculty
[Raiser Email]

To schedule an appointment in Starfish:

1. Log in to [Starfish](#) with your UCCS email address and password.
2. Click on the bars in the upper left-hand corner of your screen and select **My Success Network**.
3. Find the person (in **Your Connections**) or office (*search services and people*) you'd like to schedule an appointment with.
4. Click **Schedule Appointment** (this option is only available if the person or office has online appointment scheduling available).

English Faculty Only – Additional absence will result in failing

Dear {Student First Name},

You are receiving this message because you have used all of your allowed absences in this course. If you miss class again, you will earn a failing grade for the course due to your absences. Please see the course syllabus for a full description of the attendance policy.

I highly encourage you to schedule an appointment with your academic advisor (719-255-3260) to discuss your progress in this course.

I also encourage you to email me or visit me during my office hours. I look forward to seeing you in class for the remainder of the semester.

Sent on behalf of [Raiser Name]
[Raiser Email]

To schedule an appointment in Starfish:

1. Log in to [Starfish](#) with your UCCS email address and password.
2. Click on the bars in the upper left-hand corner of your screen and select **My Success Network**.

3. Find the person (in **Your Connections**) or office (*search services and people*) you'd like to schedule an appointment with.
4. Click **Schedule Appointment** (this option is only available if the person or office has online appointment scheduling available).

English Faculty Only – All unpenalized absences used

Dear {Student First Name},

You are receiving this message because you have used all of your unpenalized absences in this course. Missing class again will result in a deduction from your course grade. Please see the course syllabus for a full description of the attendance policy.

UCCS has many resources that can aid your effort to improve academic performance and assist you with personal concerns. An academic advisor will be contacting you. If you would like to schedule an appointment with your academic advisor, please call 719-255-3260.

If you would like to talk with me, please email me or visit me during my office hours. I look forward to seeing you in class.

Sent on behalf of [Raiser Name]
[Raiser Email]

To schedule an appointment in Starfish:

1. Log in to Starfish with your UCCS email address and password.
2. Click on the bars in the upper left hand corner of your screen and select **My Success Network**.
3. Find the person (in **My Success Network**) or office (*search services and people*) you'd like to schedule an appointment with.
4. Click **Schedule Appointment** (this option is only available if the person or office has online appointment scheduling available).

No Show
Dear {Student First Name},

I'm writing because I have noticed that you are registered for {Course Name} but I do not have in my records that you have attended the course. If you are still planning to stay in this course, please email me or visit me during my office hours so that we can discuss your options. If you are not planning to stay in this course, please contact your academic advisor (719-255-3260) to help you dis-enroll from the course.

To review your academic performance and to create a plan for your success, schedule an appointment with your academic advisor. You can do so by logging in to Starfish (instructions below) or by calling 719-255-3260.

If you need assistance with academic skill development (time management, test-taking, note-taking, etc.) or would like to discuss other personal concerns that may be impacting academic performance, also schedule an appointment with First Year Experience by logging in to Starfish or by calling 719-255-3570.

Sent on behalf of [Raiser Name]
[Raiser Email]

To schedule an appointment in Starfish:

1. Log in to Starfish with your UCCS email address and password.
2. Click on the bars in the upper left-hand corner of your screen and select **My Success Network**.
3. Find the person (in **Your Connections**) or office (*search services and people*) you'd like to schedule an appointment with.
4. Click **Schedule Appointment** (this option is only available if the person or office has online appointment scheduling available).

LEVEL 3 FLAGS

	Flag: Cannot Pass	Flag: In Danger of Failing	Multiple Flags (3+ flags)
LEVEL 3 FLAGS	When a "level 3" flag is submitted, directed outreach from Academic Advising or other student support (First Year Experience, Excel Centers, Athletics, Veteran and Military Student Affairs) will occur. Outreach for first-year students will include a phone call and email. Outreach for everyone else includes an email from student support.		

In Danger of Failing, But Can Pass with Assistance

Dear [Student First Name],

Right now you are in danger of failing [Course Name] There is still time to pull up your grade with hard work and commitment.

If you are wishing to continue in this course, please email me or visit me during office hours to discuss passing this course. I would also like for you to schedule an appointment with your academic advisor to create a success plan. To schedule an appointment with your advisor call 719-255-3260 or schedule an appointment online through Starfish (instructions below).

If you are thinking about withdrawing from this course, you need to schedule an appointment with your academic advisor to discuss your options before doing so. To schedule an appointment with your advisor call 719-255-3260 or schedule an appointment online through Starfish (instructions below). *See below for more information regarding* ***Withdrawing from a Course****.*

Sent on behalf of [Raiser Name]
[Raiser Email]

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Withdrawing from a Course:

1. Call 719-255-3260 to schedule an appointment with your academic advisor to discuss how withdrawing from this course may affect your degree plan.

2. Log in to your student portal. Click on "register for classes". Click on "Drop" under the "Enroll" tab. Select the course(s) that you would like to withdraw from. Then click "Drop Selected Classes." Review that the correct course(s) that you want to withdraw from are listed. Then click "Finish Dropping."

3. The last day to withdraw from full-semester length courses is **Thursday, September 12, 2019.**

Other things to consider before withdrawing from a course:

- **If you are receiving financial aid (loans, scholarships, grants), how might withdrawing from a course versus earning an "F" affect your financial aid?** If you are not sure, please contact Financial Aid at 719-255-3460 to talk with a Financial Aid Counselor.

- **If you are using the GI Bill to pay for school, are you allowed to withdraw from a course?** If you are not sure, please contact the Office of Veterans and Military Student Affairs at 719-255-3253.

- **If you are an athlete, how might withdrawing from course versus earning an "F" affect your eligibility?** If you are not sure, please talk with your coach before withdrawing from the course.

- **If you are an international student, are you allowed to withdraw from a course?** Be sure to check with the Office of Global Engagement at 719-255-5018 before withdrawing from a class and to discuss your options.

To schedule an appointment in Starfish:

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2. Click on the bars in the upper left hand corner of your screen and select **My Success Network**.
3. Find the person (in **My Success Network**) or office (*search services and people*) you'd like to schedule an appointment with.
4. Click **Schedule Appointment** (this option is only available if the person or office has online appointment scheduling available).

<u>**Cannot Pass**</u>

Dear [Student First Name]

At this point in the semester, you cannot pass [Course Name] I recommend that you withdraw from this course no later than **Friday, November 1, 2019** (for full-semester length courses). If you choose not to withdraw from this course, you will earn a failing grade.

You need to schedule an appointment with your academic advisor to discuss how earning a failing grade versus withdrawing from the course may impact your degree plan. To schedule an appointment with your advisor call 719-255-3260 or schedule online through Starfish (instructions below). *See below for more information regarding **Withdrawing from a Course**.*

If you have any questions, please email me or visit me during office hours.

Sent on behalf of [Raiser Name]Faculty
[Raiser Email]

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Withdrawing from a Course:

1. Call 719-255-3260 to schedule an appointment with your academic advisor to discuss how withdrawing from this course may affect your degree plan.

2. Log in to your student portal. Click on "register for classes". Click on "Drop" under the "Enroll" tab. Select the course(s) that you would like to withdraw from. Then click "Drop Selected Classes." Review that the correct course(s) that you want to withdraw from are listed. Then click "Finish Dropping."

3. The last day to withdraw from full-semester length courses is **Friday, November 1, 2019.**

Other things to consider before withdrawing from a course:

- **If you are receiving financial aid (loans, scholarships, grants), how might withdrawing from a course versus earning an "F" affect your financial aid?** If you are not sure, please contact Financial Aid at 719-255-3460 to talk with a financial aid counselor.

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