# Enrollment Verification & Never Attended Workflow

**All Faculty are asked to complete the Enrollment Verification Survey by selecting the <u>one</u> alert that is true for each student – Has Attended or Never Attended.** The Never Attended flag should be raised for students who have NEVER attended a course. This flag is only available in Enrollment Verification Survey Period prior to 10<sup>th</sup> day of term. The goal of this flag is to identify if students have returned to campus for the term as expected. This assists with identifying no-show students and those who need to be administratively withdrawn prior to the 10<sup>th</sup> day of classes.

1. A message is sent to the student. This message does **not** include Raiser Comments. The message does direct the student to the procedure to drop a course as well as provides direct links to contact and/or schedule with Academic Advising. (see template below)

2. A message is sent from the HIVE to Academic Adivsing, Finanical Aid, Primary Faculty Advisor, and Varsity Athletics Coach. <u>These messages include</u> the Instructors Comments.

3. **The instructor should clear the flag when/if the student returns to class.**

4. Review will be done by Student Success System Administrator and/or Academic Adivsing to see if student is present in other courses based on alerts present and attendance data. Where students have multiple Never Attended flags from more than one instructor (and/or they have no "Has Attended" high fives) a member of the campus support network may be assigned to reach out to the student regarding their plans for the term.

    > Outreach via phone/email to Student to discuss and give Student recommendations on next steps

    > The results of each outreach attempt will be recorded the flag comment feature.

    > Faculty/Staff doing outreach record the outcome and clear the flag when they have successfully made contact or when determined student is a no show for term. Include comments for flag raiser and close the loop.

    > The HIVE generates a close the loop message to the Instructor who raised the flag once the flag is cleared.

5. At times the flag may be cleared if the student is present on campus and attending other classes. If they continue to be absent in a given course, the instructor should raise an Attendance Concern or other flag that is appropriate. Include comments written as a message to the student regarding the actions they should take in relation to your course to be successful at that point in the term.

**Message Template**: Attendance Message to Student

**Subject**: The Hive – Action Needed - {Course Name}

{Student Name},

Attending class is essential to your success. You are receiving this message because your instructor**, [Instructors Name],** has indicated that you have not yet attended **[Course Name].**

If there is a reason you cannot attend this class as scheduled, please follow <u>procedures for dropping the course</u> and/or contact <u>Academic Advising</u> for assistance as needed. The last day for a permanent drop can be found under Semester Dates & Deadlines <u>here</u>. If you will not be returning to CSB/SJU this term, please connect with Academic Advising for information on the process to request a Leave of Absence or Withdrawal.

- Student Success Team

Use The Hive to find contact information for Academic Advising or to schedule an appointment with an <u>Academic Advisor</u>