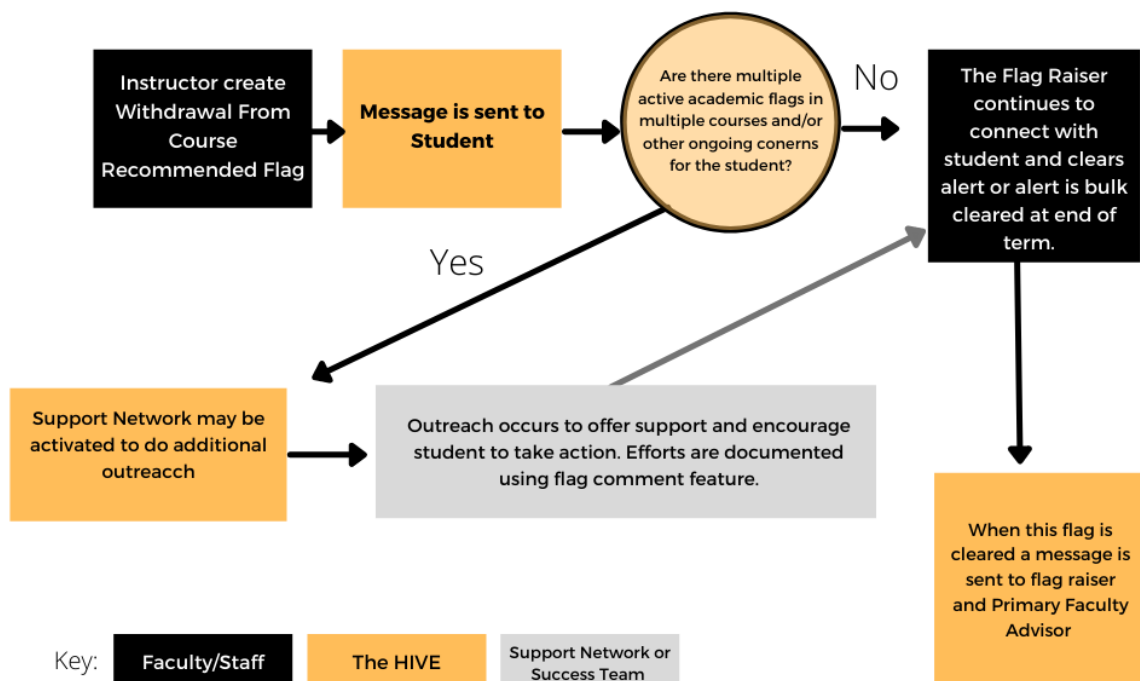# Withdrawal From Course Recommended Workflow

Use to communicate with student when withdrawal from a course is recommend. This alert may be raised as part of a response to progress survey(s) or at any time during the term from the student file.

1. This flag may be raised by a student's instructor.
2. A message is sent to the Flagged Student. This message includes the Flag Raiser's Comments.
   - Flag creation message to student includes recommendations as well as links to Academic Advising and Finanical Aid.
3. Students who have significant/ongoing concerns or concerns in numerous courses <u>may</u> be contacted by members of the campus support network. **A comment should be added to let others know this is occurring.**
   - Outreach via phone/email to Student to discuss and give student recommendations on next steps
   - Those doing outreach documents the results of their attempt to connect with the student using the flag comment feature.
   - Other members of the support network can also add any additional information they may have using the comment feature.
4. The Flag Raiser should continue to connect with and follow up with the student regarding this concern in the context of their academic interactions.
   - Instructor should add comments regarding any response from student
   - Instructor can use comment feature to send additional messages/continue outreach to student
   - **Instructor should clear flag if improvements are made and the concern is resolved.**
5. Flags that are not cleared by instructor/support network will remain active and bulk clear at the end of the semester
   - If a student drops the class, the flag will be cleared by the system when their enrollment in the class ends.

Withdrawal From Course Recommended Workflow

Student Message Template: Withdrawal From Course Recommended

Subject: The HIVE – Stay on your academic path

[Student First Name,]

You are receiving this message because your instructor, [Flag Raisers Name] has indicated that you may want to consider withdrawal from [Course Name]. Please discuss your class standing with your instructor and take action to review your options, then develop a plan for the rest of the term. Your Success Network wants to see you succeed.

We recommend that you use The Hive to contact your support network or campus support services if you need assistance figuring out your next steps.

- Contact Academic Advising to discuss your options for dropping the course.
- Connect with Financial Aid to address any questions you may have about how this could impact your financial aid.

Let us know if there is anything we can do to help support or direct you to resources as you navigate this process.

Sincerely - Student Support Team

Message from your instructor: [Instructor's Comments]
Instructors Name: [Name of Instructor]

Message to Faculty Advisor/Coach re: their advisees/athletes

Subject: The Hive - - Rachel Lands Attendance Concern

[Faculty Advisor/Coaches name],

The following [Flag Name] has been created by [Flag Raiser Name] in reference to [Students Name] [Banner ID: Students ID].

Alert Creator Comments: [instructors' comments]

You have been included on the communications for this alert as you are listed as the [student's name] [faculty advisor/Varsity Athletics Coach]. Connect with the student as appropriate to offer resources and support. Please add any observations or information you have to **The Hive.**   To add comments to this Alert follow the instructions below.

1. Log into the Hive look for the yellow log in button from csbsju.edu/the-hive
2. Once in The Hive navigate to Students-Tracking Items (from top left hand menu).
3. Next search for the student referenced above. Now you can add your comments to the Attendance Concern by checking the box in front of the student's name for the corresponding flag and using the **+comment button** at the top of the page.
4. Please click the box to send a response to the Flag Raiser.
5. When your comments are complete click submit.

Message to Flag Raiser and Faculty Advisor when flag is cleared

From: HiveNotification@starfish.csbsju.edu

Subject: The Hive - Attendance Concern - FLAG CLEARED - [student last name]

This is a notice that the [flag name] for [student full name] ID: [Banner Id] has been cleared.

Cleared on: [date and time of clearing]

This message was sent via The Hive, a digital platform in support of student success, powered by Starfish from EAB.