



**GREAT FALLS
COLLEGE**

**MONTANA STATE
UNIVERSITY**

STUDENT SUCCESS ALERT

Handbook for Faculty

**Advising & Career Center
Great Falls College MSU**

Fall 2013

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Student Success Alert: A Student Success Intervention

Great Falls College MSU's *Student Success Alert* allows faculty a convenient means of referring students for services. The *Student Success Alert* system provides an online form for faculty referrals and for sharing important information regarding students. Faculty can submit students' names to the Advising & Career Center and Disability Services where a member of the staff will contact the student via telephone or email.

Great Falls College is committed to student success, an effort that includes faculty and staff working together across the campus. The *Student Success Alert* is a process to give faculty a means of contributing directly to the College's efforts to improve student persistence and academic success. Also, early intervention may make a difference in a student's life and have an impact on possible drop out and attrition rates. Celebration of student's successes increases a student's feeling of engagement with the campus.

Participation and Expectations of Faculty

The goal of the *Student Success Alert* is to identify and effectively intervene with students who are exhibiting "at-risk" behaviors **AND** to share important successes a student may have experienced.

The *Student Success Alert* program is designed to be a supportive tool to help students connect with their faculty, as well as with their academic advisors, and campus resources such as Disability Services and the Learning Center. For program efficacy, faculty members should:

- Mention the *Student Success Alert* program as they review their syllabi with students during the first few days of classes.
- Immediately attempt to communicate directly with the student who is of concern (i.e., phone calls or emails - if the student is online and is not participating in class, please use their campus or personal email). If this is not successful in altering the student's behavior, please complete the *Student Success Alert* in GradesFirst.
- Complete and submit a *Student Success Alert* online in GradesFirst any time during the semester for any student who is having difficulty in the course. A copy of the Alert will also be sent to the student via email. (A copy of the online form in GradesFirst is found in the Appendix C).
- Provide a statement of their concern and description of faculty attempts to contact the students and any outcomes of those contacts.

Once the form is submitted, the student will receive a *Student Success Alert* email or phone call from the Advising & Career Center to help the student make connections.

If the student is receiving accommodations or has disclosed a disability, do not include this information in the *Student Success Alert* message. Contact Disability Services directly at 406-771-4311 or katherine.meier@gfcmu.edu.

Student Success Concerns and Successes to Report

Description of At-Risk Behaviors

- Excessive absences that are effecting their grade
- Lack of participation in classroom activities
- Decline in work quality
- Failure to complete assignments
- Overt statements regarding difficulties
- Comments of concern from other students/faculty/staff
- Knowledge of personal or family difficulties (i.e., financial, health, etc.)
- Change in demeanor, which might include anxiety, aggression, or depression
- Withdrawal from social activities
- Excessive use of alcohol and/or drug use

Description of Success Behaviors

- Exemplary work
- Significant improvements in course

Administration of the Student Success Alert Program

The Advising & Career Center provides the overall administrative support for the program which includes examining the *Student Success Alert* forms submitted by faculty, and making email or phone contact with the students in order to connect them with student support services.

The *Student Success Alert* program is a collaborative campus effort to be a successful initiative. A number of offices play an essential role in providing resources to faculty and students: Weaver Library, Learning Center, Disability Services, UGF Counseling Interns, and Financial Aid.

Appendix A

Attendance and No Show Policies (210.1)

Attendance Policy

Great Falls College recognizes the correlation between attendance and both student retention and achievement. Any class session or activity missed, regardless of cause, reduces the opportunity for learning and may adversely affect a student's achievement in the course.

Class attendance and/or participation is required in all courses, regardless of the method of delivery (face-to-face, hybrid, or online) and students are expected to attend all class sessions for which they are registered. Instructors may establish absence policies at their own discretion within their courses to conform to the educational goals and requirements of their courses; however, policies will be clearly detailed in the course syllabus, which must be provided to each student enrolled in the course. It is the responsibility of the student to arrange make up work missed because of legitimate class absences and to notify the instructor when an absence will occur. The instructor determines the effect of the absences on grades.

For Financial Aid purposes, faculty are required to take attendance in order to report a last known date of attendance for any student receiving a failing final grade.

No Show Policy

In order to receive any letter grade, a student must have attended a minimum of one class meeting or the equivalent in the case of a distance learning course. In a distance learning course, initial student attendance is determined by course participation as measured by accessing and using course materials, completion of a class assignment, participation in a course discussion, or other evidence of participation.

Students who enroll in a course but do not attend a minimum of one class meeting or the distance learning equivalent by the end of the 15th day of fall and spring semesters (this deadline is prorated for the summer term(s)) will be administratively deleted from the course by Great Falls College administrative personnel. This process will only be carried out after proof of multiple attempts to contact the student is documented by faculty.

Students, who do not attend a class prior to the end of the 15th day of fall and spring semesters, (this deadline is prorated for the summer term(s)) and do not drop themselves from the course will not receive a refund of tuition in the course and will not be allowed to attend/participate in the class or submit assignments. Failure to attend or participate in a course will adversely impact a student's financial aid award and bill with the college.

Appendix B

Course Addition, Drop/Withdrawal Policy (211.1)

Course Drop/Withdrawal Policy

Students may drop one or more courses on Banner Web/My Info with no grade up to the end of the 15th day of fall and spring semesters. This deadline is pro-rated for the summer term(s). Tuition and fees are adjusted accordingly. See the Institutional Tuition and Fees policy for further information:

http://www.gfcmsu.edu/about/PoliciesProcedures/300/308_2_TuitionAndFees_001.pdf

Although no refund will be given for withdrawals after the 15th day of fall and spring semesters (this deadline is prorated for the summer term(s)) students may continue to drop one or more courses with a grade of “W” prior to the end of the published deadline in the Academic Calendar. The following steps must be completed in order to drop a course after the 15th day of the fall and spring semesters (this deadline is pro-rated for the summer term(s)).

- To drop a course, students must complete a Drop Card. The form must have the necessary college personnel signature(s).
http://www.gfcmsu.edu/admissions_records/pdf/DropCard.pdf

Students may not drop all of their courses online in Banner Web/My Info. They must contact the College to complete the appropriate Withdrawal paperwork. Tuition and fees are adjusted accordingly for total withdrawals up to the end of the 15th day of fall and spring semesters. This deadline is pro-rated for the summer term(s). See the Institutional Tuition and Fees policy for further information:

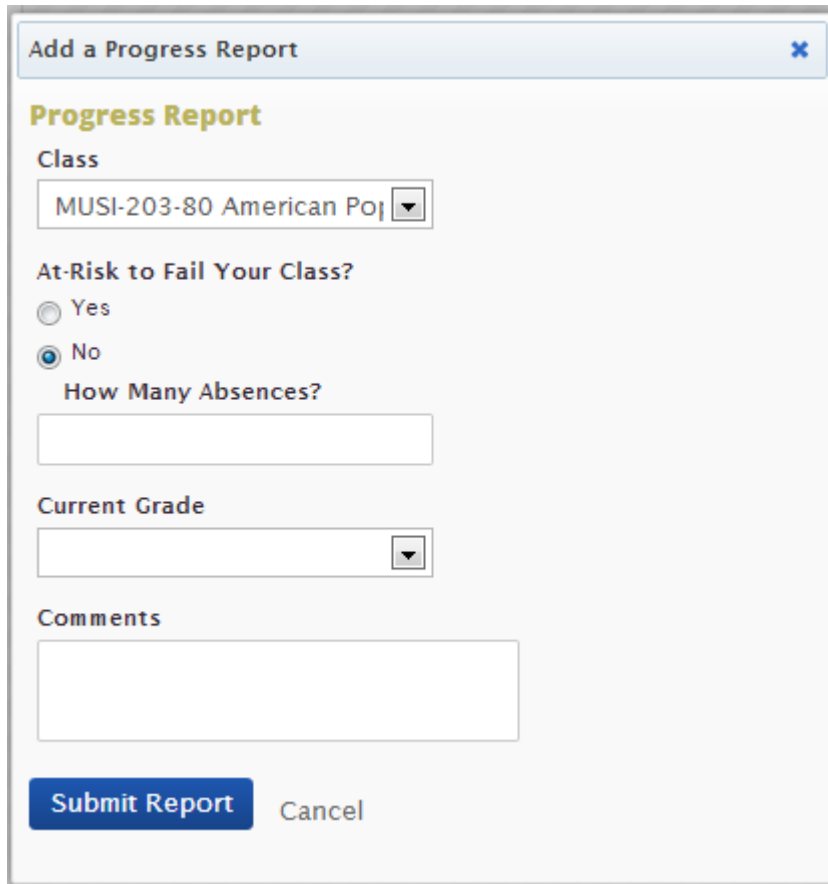
http://www.gfcmsu.edu/about/PoliciesProcedures/300/308_2_TuitionAndFees_001.pdf

In all courses for which a student fails to complete all requirements and for which no formal drop (withdrawal) has been filed with the College, the final grade will be the grade the student has earned at the end of the course.

Appendix C

Student Success Alert Form

The *Student Success Alert* is located in GradesFirst which can be accessed at: <https://greatfalls.gradesfirst.com/home>. Faculty will need a username and password to access the GradesFirst system.



The screenshot shows a web form titled "Add a Progress Report" with a close button (X) in the top right corner. The form is titled "Progress Report" in green text. It contains the following fields and options:

- Class:** A dropdown menu with the selected value "MUSI-203-80 American Poj".
- At-Risk to Fail Your Class?:** Two radio button options: "Yes" (unselected) and "No" (selected).
- How Many Absences?:** An empty text input field.
- Current Grade:** A dropdown menu.
- Comments:** A large empty text area.
- Buttons:** A blue "Submit Report" button and a "Cancel" link.

Appendix D

Faculty Follow-up with Students: Sample Email Notices

Note 1

Dear Student,

Just a quick note to let you know that I am worried about your progress in my class. Experience tells me that if you can find as little as 15-20 minutes to speak with me via phone or email, we can figure out what's getting in the way of your success. I'm sure you want to do well in this and all of your classes and I want to help you be successful. Please send me an email at (address) or contact me via phone (phone #).

Looking forward to hearing from you.

Note 2

Dear Student,

I haven't seen you in class for a while, and I noticed you didn't hand in the last assignment (name of assignment). Please let me know what's going on. There are many ways I can help you get caught up in this class, and steer you in the right direction if you need help with other classes. Experience tells me that letting things slide is not good because without careful attention, problems tend to get worse, not better. I know you want to do well in this class. Please send me an email (address) or call me (phone #) so we can discuss your progress in the course.

Looking forward to hearing from you.

Note 3

Dear Student,

We all get behind, caught up in life, or thrown for a loop by circumstances beyond our control. When these kinds of things happen, it is even more important to ask your faculty for help. I know you want to do well in this class and your work until recently tells me you can. But, for some reason, things have changed. I know that if you can discuss your situation, I may be able to help you get caught up and squared away. Please send me an email (address) or call me (phone #) so we can discuss your progress in the course.

Looking forward to hearing from you.