

Attendance Reporting & Engagement Survey Action Items

The following items are used as early alerts to help foster student engagement and success. Items can be raised during Progress Surveys, but also throughout the semester. Contact Hannah Rodriguez, Student Success Coordinator @231-995-3021 with any questions.

- [Student Cannot Pass- Recommend Student Withdraws \(click here to jump to item\)](#)
- More early alert details and directions can be found on the [SSC Intranet page here](#).

Survey Tracking Item	Required or Optional	Who can see instructor comments?	Description	Messaging to Student
Failed to Attend	<i>Required Item if student is FA</i>	Success Center Staff	<p>This tracking item automatically sends a message from SFS to the student. The student can reply to this email and it will go directly to the instructor (a different reply-to and from email will be specified). This message is not customizable by individual instructors.</p> <p>Students marked as FA in a course will be dropped from the course after the survey closes.</p> <p>Reinstatement Procedure: If a student has begun attending/doing work after a failed to attend has been reported, you can "resolve" the flag manually in My Success before the survey closes</p> <p>To have a student added back into your course after the survey closes, please fill out this form. This is at your discretion.</p>	<p>Dear [Student First Name],</p> <p>You've been flagged as [Flag Name] in [Course Name].</p> <p>Instructors are required to mark a student as "failed to attend" if a student has never attended class or engaged with class content.</p> <p>Since you have not attended, this class will be dropped. If you are a financial aid recipient, your aid may be adjusted appropriately. If this information is incorrect and you wish to continue in this class, please reply to this email within 24 hours of receipt. Do not drop the class, you will be dropped administratively.</p> <p>Instructor name: [Raiser Name] Instructor email: [Raiser Email]</p> <p>Sincerely,</p> <p>Student Financial Services</p>

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Needs Improvement	Optional Item	Comments sent to student via email	<ul style="list-style-type: none"> Email generated to student with instructor comments Students are sent information on connecting with services 	EMAIL SENT TO STUDENT Dear [Student Full Name], Your instructor is reaching out to provide feedback about your progress in [Course Name] . [Instructor Comments] In addition to utilizing the feedback your instructor has provided, remember that there are many other resources on campus to support your academic success such as coaching, tutoring, the Writing and Reading Center, etc. You can use My Success to explore the support available and schedule an appointment! -NMC Student Success Team
Attendance Concern	Optional Item	Success Center Staff	Class attendance may not be regular, and could potentially impact a student's ability to pass.	NONE
Student needs technology hardware-	Optional Item	Success Center Staff	Success Center will reach out to individual instructors to follow up. Details can be left in description (students cannot see any of this information).	NONE

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<p>Student needs help with using technology or software-</p>	<p><i>Optional Item</i></p>	<p>Success Center Staff</p>	<p>No email is generated. Once all surveys are in, students will get an email. Referrals will be made to Help Desk or Tutoring as needed.</p>	<p>Hi Rachel,</p> <p>NMC has lots of ways to help you learn. To be a successful college student you'll need to know how to use things like Moodle, your NMC email account, and Google docs to name a few.</p> <p>Check out this page for helpful how-to videos</p> <p><i>Want to meet one-on-one with a coach to get additional assistance?</i></p> <p>Click here to schedule with an Academic Success Coach</p> <p>We're here to help you learn the skills you need to be successful in your classes!</p> <p>Sincerely, Sally Smarsty, Student Success Coordinator 231-995-3021</p>
<p>Grade under 2.0</p>	<p><i>Optional Item (this is taking the place of grade alerts)</i></p>	<p>Student Success Staff</p>	<p>Automated email will be sent to the student from the Student Success Team.</p>	<p>Dear Rachel Lands,</p> <p>Each term, faculty are asked to provide information regarding how well students in their classes are performing academically. Your instructor in Introduction to Microbiology has indicated your grade is below 2.0. Based on your progress in this course thus far and without a substantial change in your work, you are in danger of failing this course.</p> <p>Let's discuss your options. You may email your instructor directly by replying to this email. You should also consider contacting a Student Success Coach or Tutoring.</p>

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				<p>We believe that you can be successful in your academic studies and are here to help. We care about your success!</p> <p>Sincerely,</p> <p>NMC Student Success Team</p> <p>Make a coaching appointment here.</p> <p>Find tutoring hours & contact details here.</p>
Survey Tracking Item	Required or Optional	Who can see instructor comments?	Description	Messaging to Student
Kudos	<i>Optional Item</i>	Student	<p>Automated email will be sent to the student from the Student Success Team.</p> <p>Instructors can enter details if desired, which will be included in the message. See sample at right.</p>	<p>Dear Rachel,</p> <p>Well done!</p> <p>Your instructor in Introduction to Microbiology has given you a kudos. Keep up the good work!</p> <p>Here are your instructor's additional comments: <i>Has maintained a 98% in the class.</i></p> <p>Sincerely,</p> <p>NMC Student Success Team</p>
Student Cannot Pass-Recommend	<i>Optional item</i>	Student success staff	<ul style="list-style-type: none"> Auto-generated email to student from the Student Success Center. 	<p>Dear [Student Full Name],</p> <p>Your instructor in [Course Name] has indicated that you are no longer realistically able to pass this class.</p>

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Student Withdraws			<ul style="list-style-type: none"> Replies sent to Records@nmc.edu to make it simple for the student to request a withdrawal. Students are not automatically withdrawn from the course -- that is handled through the instructor withdrawal process, please contact Alyssa Irani airani@nmc.edu if you wish to exercise this option. 	<p>Although you may be reluctant to have a "W" on your transcript, sometimes "W" stands for Wisdom. Withdrawing from one class may make success in other classes more manageable and allow you to end the semester with a stronger GPA. Taking a "W" does not affect your GPA. If you don't withdraw, you will receive the grade you earned (which may be a 0.0).</p> <p>Through December 6, 2024 you can drop this course with a "W". You can withdraw from this course through Self-Service. Please check with Financial Aid to see how withdrawing might affect your aid before you withdraw. Make an appointment here.</p> <p>If you are unable to withdraw for any reason, please email records@nmc.edu to withdraw from this course. <i>If you are receiving this email, you are still registered for this course and need to withdraw in order to be removed.</i></p> <p>Sincerely, NMC Student Success Team</p>
Survey Tracking Item	Required or Optional	Who can see instructor comments?	Description	Messaging to Student
Stopped Attending	<i>Optional</i>	Instructor, student success coaches, advisors, financial aid specialists	No follow up by coaches	<p>Dear Rachel Lands,</p> <p>Each term, faculty are asked to provide information regarding how well students in their classes are performing academically. Your instructor in Introduction to Microbiology has indicated your grade is below 2.0 and you are no longer attending. Based on your progress in this course thus far and without a substantial change in your work, you are in danger of failing this course.</p>

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FAQs

Are faculty expected to reach out and survey their students about technology needs?

No. *We don't feel like that is the goal of the technology items.* There are some courses that require certain devices in order for the student to be successful. Within the first week or two, instructors are able to identify if this is an issue. For example, we were able to connect a student this week with emergency aid and loaner laptops to ensure technology doesn't hinder their success.

Can I change a survey once submitted?

No. Once the survey has been submitted, you will have to change individual tracking items. This can be done by selecting a student through your **Student** tab or by searching for the student in the upper right corner and managing their flag in Tracking.

If a student reaches out after receiving the failed to attend email, can this be reversed?

Yes! An FA flag can be cleared if the student re-engages and the instructor is ok with them coming back into the class. Follow these directions:

- From My Success, enter the student name in the search bar in the upper right corner or find the student under the Students tab.
- Once selected, click on Tracking in the left hand column

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- Find and hover over the FA orange flag, select clear
- You will be asked to give an explanation and can enter a description. If you are clearing a mistaken flag, or a student started coming to class, you can choose to send the note to the student. If you don't choose this option, they will not see the description of the clear reason.
- FAs will be added to Banner and delivered to Financial Aid when the survey closes. *This is when FAs can no longer be reversed through My Success and [must be done through this Google form](#).*

How can I enter descriptions about the items I select?

Once an item is selected, a [blue plus sign will appear on the right of the row](#). Click the plus sign. You'll see an area for adding comments. *For the Kudos (student is performing well), this description will be added to the email they receive. No other descriptions will be sent to students.*

Do I have to make selections?

If you have no FAs to report and don't want to select any items, please go into your class survey and hit submit. This will show us that you acknowledge that all students have attended.