HUSKYSUCCESS TIP

To Assign or Clear a flag or referral, *hover* over the flag or referral icon, then *slide* your cursor to the Assign or Clear button and *click* on it.

Student folder view

Student list view
These are considered CLASSROOM MANAGEMENT flags and are primarily the responsibility of the STUDENT to follow-up with the INSTRUCTOR until three simultaneously-active flags raise the level of concern to be addressed by a SUCCESS SPECIALIST.

**ATTENDANCE CONCERN**

**LOW SCORE(S)**

**MISSING / LATE ASSIGNMENTS**

INSTRUCTOR raises flag and self-assigns

STUDENT receives automatic email directing them to contact Instructor

Student responds

INSTRUCTOR clears flag and adds resolution notes

Student does not respond

INSTRUCTOR clears flag and notes Student did not respond
This is considered a CLASSROOM MANAGEMENT flag and is primarily the responsibility of the STUDENT to follow-up with the INSTRUCTOR until three simultaneously-active flags raise the level of concern to be addressed by a SUCCESS SPECIALIST.

INSTRUCTOR raises flag and self-assigns

STUDENT receives automatic email directing them to contact Instructor

Student responds

Student does not respond

INSTRUCTOR clears flag and notes Student did not respond

INSTRUCTOR clears flag and adds resolution notes

INSTRUCTOR determines next steps based on details Student provides. INSTRUCTOR may raise a referral to Department Chair, Program Director, Success Specialist, Financial Aid, Library Specialist, Tutoring, UDS, etc. depending on the needs of the Student. STUDENT may be directed to ‘raise their hand’ in HuskySuccess.
From: huskysuccess@bloomu.edu
Reply To: huskysuccess@bloomu.edu
BCC: huskysuccess@bloomu.edu

Subject: [HuskySuccess] Notification of Attendance Concern Flag in Introduction to Microbiology

Rachel,

Your Introduction to Microbiology instructor, Yolanda Gold, has raised the Attendance Concern flag for you. Please note that it is your responsibility to follow-up with your instructor regarding this flag. You are highly encouraged to contact Yolanda Gold at ygold@excellent.edu to determine the best way to address this concern. We care about your success and we're here to help!

HuskySuccess also provides easy access to campus services such as University Disability Services, BU Peer Tutoring, and WALES by 'Raising Your Hand' within the system! Try it out!

Early Alert Details:

Student: Rachel Lands  
Student ID: rlands4379
Flag Name: Attendance Concern
Instructor's Notes: Rachel missed 3 classes this month.
Course Context: Introduction to Microbiology BIOL101-003-FA2014
Raised On: 4/28/2014 12:00 AM EDT
Due Date: 4/28/2014 12:00 AM EDT

For general HuskySuccess system questions, contact HuskySuccess@bloomu.edu.

Sent by HuskySuccess on behalf of Yolanda Gold

Close
This is a HIGH-LEVEL flag to be used when the STUDENT needs urgent intervention. It is raised by the INSTRUCTOR when a STUDENT has missed several course benchmarks.

**IN DANGER OF FAILING**

INSTRUCTOR raises flag

STUDENT receives email and can view flag in system

SPECIALIST ADVISOR or SUCCESS SPECIALIST receives email and self-assigns flag

ASSIGNEE contacts Student providing outreach and referral as needed

ASSIGNEE clears flag and notes Student did not respond after three attempts at outreach

INSTRUCTOR may meet with Student to provide additional information upon request

DEGREE-SPECIFIC ADVISOR has view/manage privileges to monitor advisees for additional outreach

NOTE: If flag has not been assigned within three business days the HS Manager will assign the flag.

Student does not respond

Student responds

Student does not respond

Student responds

ASSIGNEE clears flag and adds resolution notes

KEY: “HS” = HUSKYSUCCESS | “3 BUSINESS DAYS” = DAYS THAT BU IS OPEN

LAST UPDATED: 9/16/2020
THREE-FLAG RULE

SYSTEM raises flag if Student has three or more flags active at one time

SUCCESS SPECIALIST or SPECIALIST ADVISOR (TRIO, ACT 101, etc.) self-assigns. Student does not receive system-generated notification.

ASSIGNEE initiates outreach to Student

Flag has been assigned

Student responds

ASSIGNEE clears flag and adds resolution notes. Clears any associated flags at the same time.

Student does not respond

ASSIGNEE clears flag and notes Student did not respond after three attempts at outreach. Clears any associated flags at the same time.

NOTES:
- If flag has not been assigned within three business days the HS Manager will assign the flag.
- System will automatically clear Three Flag Rule flag if the clearing of one or more other flags brings the number of active flags to less than three.

This is a SYSTEM-generated flag.
This flag is designed to designate a person for early outreach to see if the STUDENT can be retained at the University.

ANY BU EMPLOYEE raises flag

DEGREE-SPECIFIC ADVISOR receives email and self-assigns flag. SPECIALIST ADVISOR receives email notification and can do additional outreach. Student does not receive email.

INSTRUCTOR may view flag if Student is currently in a course with INSTRUCTOR

DEGREE-SPECIFIC ADVISOR contacts Student providing outreach and referral as needed

Flag has been assigned

Student does not respond

Student responds

DEGREE-SPECIFIC ADVISOR clears flag and notes Student did not respond after three attempts at outreach

DEGREE-SPECIFIC ADVISOR clears flag and adds resolution notes

NOTE: If flag has not been assigned within three business days the HS Manager will assign the flag.

AT RISK OF LEAVING UNIVERSITY

NOTE: If flag has not been assigned within three business days the HS Manager will assign the flag.

KEY: “HS” = HUSKYSUCCESS | “3 BUSINESS DAYS” = DAYS THAT BU IS OPEN

LAST UPDATED: 9/16/2020
This flag should be raised near the end of the session when it is clear that a **STUDENT** will be unable to pass the course. Outreach and clearing is the responsibility of the **DEGREE-SPECIFIC ADVISOR**.

**INSTRUCTOR raises flag**

**STUDENT receives email and can view flag in system**

**DEGREE-SPECIFIC ADVISOR receives email and self-assigns flag**

**Flag has been assigned**

**DEGREE-SPECIFIC ADVISOR contacts Student providing outreach and referral as needed**

**Student responds**

**Student does not respond**

**DEGREE-SPECIFIC ADVISOR clears flag and adds resolution notes**

**DEGREE-SPECIFIC ADVISOR clears flag and notes Student did not respond after three attempts at outreach**

**SPECIALIST ADVISOR AND DEPARTMENT CHAIR/PROGRAM DIRECTOR receive email notification and can do additional outreach**

**NOTE: If flag has not been assigned within three business days the HS Manager will assign the flag.**

**RECOMMENDATION TO WITHDRAW FROM A COURSE**

**KEY: “HS” = HUSKYSUCCESS | “3 BUSINESS DAYS” = DAYS THAT BU IS OPEN**

**LAST UPDATED: 9/16/2020**
RECOMMENDATION TO WITHDRAW FROM A COURSE NOTIFICATION EMAIL TO STUDENT

From: huskysuccess@bloomu.edu
Reply To: huskysuccess@bloomu.edu

Subject: [HuskySuccess] Recommendation to Withdraw from Introduction to Microbiology

Dear Rachel,

You have not yet progressed to a passing grade in Introduction to Microbiology, and you should seriously consider withdrawing from this class rather than getting a failing grade. You have until the final instructional day of the semester, prior to finals to withdraw from any or all courses.

Before withdrawing from a class, please follow these steps:

1. Meet with your instructor if you are not aware of why you are not going to pass the class.
2. Meet with your academic advisor to make sure you stay on progress for graduation.
3. Talk with someone in financial aid to see how a withdrawal affects your financial aid.
4. Be sure to speak with any other programs that you are affiliated with through the university such as athletics, military, ACT 101, TRIO SSS, etc.

Note: If you wish to withdraw and have a scheduling hold, you must email buregistrar@bloomu.edu to be withdrawn from the class. Please include in your email: your name, student ID and the course from which you would like to be withdrawn. This email must be sent PRIOR to deadline for withdrawal.

Sent by HuskySuccess on behalf of Don Maltz
This is an **INSTRUCTOR**-raised flag for any concern that the **INSTRUCTOR** would like to address with a **STUDENT**.

**PLEASE SEE INSTRUCTOR**

**INSTRUCTOR** raises flag and assigns to self

STUDENT receives email and can view flag in system

**STUDENT** first interacts with instructor, then follows up with appropriate service or intervention, if referral is made by **INSTRUCTOR**

**INSTRUCTOR** attempts to communicate with Student up to three times using various modalities (phone, text, email, in-person)

Student does not respond

**INSTRUCTOR** responds

Student responds

STUDENT does not respond

**INSTRUCTOR** clears flag and assigns to self

INSTRUCTOR clears flag and adds resolution notes

NOTE: If flag has not been assigned within three business days the HS Manager will assign the flag.

**STUDENT** receives email and can view flag in system

**STUDENT** does not respond

**INSTRUCTOR** clears flag and adds resolution notes

STUDENT does not respond

**STUDENT** does not respond

**INSTRUCTOR** raises flag and assigns to self

STUDENT responds

**INSTRUCTOR** clears flag and assigns to self

STUDENT responds

STUDENT does not respond

**INSTRUCTOR** clears flag and assigns to self

STUDENT responds

**INSTRUCTOR** clears flag and assigns to self

STUDENT responds

**STUDENT** receives email and can view flag in system

**STUDENT** does not respond

**INSTRUCTOR** clears flag and assigns to self

STUDENT responds

**INSTRUCTOR** clears flag and assigns to self

STUDENT responds

STUDENT does not respond

**INSTRUCTOR** clears flag and adds resolution notes

STUDENT does not respond

INSTRUCTOR clears flag and assigns to self

STUDENT responds

INSTRUCTOR clears flag and assigns to self

STUDENT responds

STUDENT does not respond

INSTRUCTOR clears flag and adds resolution notes

STUDENT does not respond

**INSTRUCTOR** raises flag and assigns to self

STUDENT receives email and can view flag in system

**STUDENT** first interacts with instructor, then follows up with appropriate service or intervention, if referral is made by **INSTRUCTOR**

**INSTRUCTOR** attempts to communicate with Student up to three times using various modalities (phone, text, email, in-person)

Student does not respond

**INSTRUCTOR** responds

Student responds

STUDENT does not respond

**INSTRUCTOR** clears flag and assigns to self

INSTRUCTOR clears flag and adds resolution notes

STUDENT does not respond

**INSTRUCTOR** raises flag and assigns to self

STUDENT receives email and can view flag in system

**STUDENT** first interacts with instructor, then follows up with appropriate service or intervention, if referral is made by **INSTRUCTOR**

**INSTRUCTOR** attempts to communicate with Student up to three times using various modalities (phone, text, email, in-person)

Student does not respond

**INSTRUCTOR** responds

Student responds

STUDENT does not respond

**INSTRUCTOR** clears flag and assigns to self

INSTRUCTOR clears flag and adds resolution notes

STUDENT does not respond

**INSTRUCTOR** raises flag and assigns to self

STUDENT receives email and can view flag in system

**STUDENT** first interacts with instructor, then follows up with appropriate service or intervention, if referral is made by **INSTRUCTOR**

**INSTRUCTOR** attempts to communicate with Student up to three times using various modalities (phone, text, email, in-person)

Student does not respond

**INSTRUCTOR** responds

Student responds

STUDENT does not respond

**INSTRUCTOR** clears flag and assigns to self

INSTRUCTOR clears flag and adds resolution notes

STUDENT does not respond

**INSTRUCTOR** raises flag and assigns to self

STUDENT receives email and can view flag in system

**STUDENT** first interacts with instructor, then follows up with appropriate service or intervention, if referral is made by **INSTRUCTOR**

**INSTRUCTOR** attempts to communicate with Student up to three times using various modalities (phone, text, email, in-person)

Student does not respond

**INSTRUCTOR** responds

Student responds

STUDENT does not respond

**INSTRUCTOR** clears flag and assigns to self

INSTRUCTOR clears flag and adds resolution notes

STUDENT does not respond

**INSTRUCTOR** raises flag and assigns to self

STUDENT receives email and can view flag in system

**STUDENT** first interacts with instructor, then follows up with appropriate service or intervention, if referral is made by **INSTRUCTOR**

**INSTRUCTOR** attempts to communicate with Student up to three times using various modalities (phone, text, email, in-person)

Student does not respond

**INSTRUCTOR** responds

Student responds

STUDENT does not respond

**INSTRUCTOR** clears flag and assigns to self

INSTRUCTOR clears flag and adds resolution notes

STUDENT does not respond

**INSTRUCTOR** raises flag and assigns to self

STUDENT receives email and can view flag in system

**STUDENT** first interacts with instructor, then follows up with appropriate service or intervention, if referral is made by **INSTRUCTOR**

**INSTRUCTOR** attempts to communicate with Student up to three times using various modalities (phone, text, email, in-person)

Student does not respond

**INSTRUCTOR** responds

Student responds

STUDENT does not respond

**INSTRUCTOR** clears flag and assigns to self

INSTRUCTOR clears flag and adds resolution notes

STUDENT does not respond

**INSTRUCTOR** raises flag and assigns to self

STUDENT receives email and can view flag in system

**STUDENT** first interacts with instructor, then follows up with appropriate service or intervention, if referral is made by **INSTRUCTOR**

**INSTRUCTOR** attempts to communicate with Student up to three times using various modalities (phone, text, email, in-person)

Student does not respond

**INSTRUCTOR** responds

Student responds

STUDENT does not respond

**INSTRUCTOR** clears flag and assigns to self

INSTRUCTOR clears flag and adds resolution notes

STUDENT does not respond

**INSTRUCTOR** raises flag and assigns to self

STUDENT receives email and can view flag in system

**STUDENT** first interacts with instructor, then follows up with appropriate service or intervention, if referral is made by **INSTRUCTOR**

**INSTRUCTOR** attempts to communicate with Student up to three times using various modalities (phone, text, email, in-person)

Student does not respond

**INSTRUCTOR** responds

Student responds

STUDENT does not respond

**INSTRUCTOR** clears flag and assigns to self

INSTRUCTOR clears flag and adds resolution notes

STUDENT does not respond

**INSTRUCTOR** raises flag and assigns to self

STUDENT receives email and can view flag in system

**STUDENT** first interacts with instructor, then follows up with appropriate service or intervention, if referral is made by **INSTRUCTOR**

**INSTRUCTOR** attempts to communicate with Student up to three times using various modalities (phone, text, email, in-person)

Student does not respond

**INSTRUCTOR** responds

Student responds

STUDENT does not respond

**INSTRUCTOR** clears flag and assigns to self

INSTRUCTOR clears flag and adds resolution notes

STUDENT does not respond

**INSTRUCTOR** raises flag and assigns to self

STUDENT receives email and can view flag in system

**STUDENT** first interacts with instructor, then follows up with appropriate service or intervention, if referral is made by **INSTRUCTOR**

**INSTRUCTOR** attempts to communicate with Student up to three times using various modalities (phone, text, email, in-person)

Student does not respond

**INSTRUCTOR** responds

Student responds

STUDENT does not respond

**INSTRUCTOR** clears flag and assigns to self

INSTRUCTOR clears flag and adds resolution notes

STUDENT does not respond

**INSTRUCTOR** raises flag and assigns to self

STUDENT receives email and can view flag in system

**STUDENT** first interacts with instructor, then follows up with appropriate service or intervention, if referral is made by **INSTRUCTOR**

**INSTRUCTOR** attempts to communicate with Student up to three times using various modalities (phone, text, email, in-person)

Student does not respond

**INSTRUCTOR** responds

Student responds

STUDENT does not respond

**INSTRUCTOR** clears flag and assigns to self

INSTRUCTOR clears flag and adds resolution notes

STUDENT does not respond

**INSTRUCTOR** raises flag and assigns to self

STUDENT receives email and can view flag in system

**STUDENT** first interacts with instructor, then follows up with appropriate service or intervention, if referral is made by **INSTRUCTOR**

**INSTRUCTOR** attempts to communicate with Student up to three times using various modalities (phone, text, email, in-person)

Student does not respond

**INSTRUCTOR** responds

Student responds

STUDENT does not respond

**INSTRUCTOR** clears flag and assigns to self

INSTRUCTOR clears flag and adds resolution notes

STUDENT does not respond

**INSTRUCTOR** raises flag and assigns to self

STUDENT receives email and can view flag in system

**STUDENT** first interacts with instructor, then follows up with appropriate service or intervention, if referral is made by **INSTRUCTOR**

**INSTRUCTOR** attempts to communicate with Student up to three times using various modalities (phone, text, email, in-person)

Student does not respond

**INSTRUCTOR** responds

Student responds

STUDENT does not respond

**INSTRUCTOR** clears flag and assigns to self

INSTRUCTOR clears flag and adds resolution notes

STUDENT does not respond

**INSTRUCTOR** raises flag and assigns to self

STUDENT receives email and can view flag in system

**STUDENT** first interacts with instructor, then follows up with appropriate service or intervention, if referral is made by **INSTRUCTOR**

**INSTRUCTOR** attempts to communicate with Student up to three times using various modalities (phone, text, email, in-person)

Student does not respond

**INSTRUCTOR** responds

Student responds

STUDENT does not respond

**INSTRUCTOR** clears flag and assigns to self

INSTRUCTOR clears flag and adds resolution notes

STUDENT does not respond

**INSTRUCTOR** raises flag and assigns to self

STUDENT receives email and can view flag in system

**STUDENT** first interacts with instructor, then follows up with appropriate service or intervention, if referral is made by **INSTRUCTOR**

**INSTRUCTOR** attempts to communicate with Student up to three times using various modalities (phone, text, email, in-person)

Student does not respond

**INSTRUCTOR** responds

Student responds

STUDENT does not respond

**INSTRUCTOR** clears flag and assigns to self

INSTRUCTOR clears flag and adds resolution notes

STUDENT does not respond

**INSTRUCTOR** raises flag and assigns to self

STUDENT receives email and can view flag in system

**STUDENT** first interacts with instructor, then follows up with appropriate service or intervention, if referral is made by **INSTRUCTOR**

**INSTRUCTOR** attempts to communicate with Student up to three times using various modalities (phone, text, email, in-person)

Student does not respond

**INSTRUCTOR** responds

Student responds

STUDENT does not respond

**INSTRUCTOR** clears flag and assigns to self

INSTRUCTO
STUDENT raises flag

STUDENT receives confirmation email and can view flag in system

FINANCIAL AID receives email and assigns flag

ASSIGNEE contacts STUDENT

STUDENT responds

ASSIGNEE clears flag and adds resolution notes

STUDENT does not respond

ASSIGNEE clears flag and notes Student did not respond after three attempts at outreach

NOTE: If flag has not been assigned within three business days the HS Manager will assign the flag.

This is a STUDENT-raised flag that is addressed by FINANCIAL AID.

I NEED HELP PAYING FOR COLLEGE

ADVISOR is notified only if STUDENT would like ADVISOR to assist

ADVISOR is notified only if STUDENT would like ADVISOR to assist
This is a **STUDENT**-raised flag that is addressed by student success support staff (**HS ADMIN**).

**STUDENT raises flag**

**HS ADMIN** will either assign flag or refer student to appropriate service/office. If referral is made, **HS ADMIN** will clear flag.

**STUDENT** receives confirmation email and can view flag in system.

**ASSIGNEE** provides outreach and works with student to address concern.

1. **Student responds**
   - **ASSIGNEE** clears flag and adds resolution notes.

2. **Student does not respond**
   - **ASSIGNEE** clears flag and notes Student did not respond after three attempts at outreach.

**ASSIGNEE** provides outreach and works with student to address concern.

- **ASSIGNEE** clears flag and adds resolution notes.

KEY: “**HS**” = HUSKYSUCCESS | “**3 BUSINESS DAYS**” = DAYS THAT BU IS OPEN

LAST UPDATED: 9/16/2020
I NEED HELP IN A COURSE

STUDENT raises flag

STUDENT receives confirmation email and can view flag in system

INSTRUCTOR receives email

ASSIGNEE provides outreach and works with Student to address concern

NOTE: If flag has not been assigned within three business days, the HS Manager will assign the flag.

INSTRUCTORS can self-assign or assign/refer Student to additional service for tutoring or accommodations. If referral is made, INSTRUCTORS clears flag.

STUDENT responds

ASSIGNEE clears flag and adds resolution notes

ASSIGNEE clears flag and notes Student did not respond after three attempts at outreach

Student does not respond

This is a STUDENT-raised flag that is addressed by the INSTRUCTOR.
WILL COURSE WITHDRAWAL AFFECT...
- VARSITY ATHLETIC ELIGIBILITY
- FINANCIAL AID ELIGIBILITY
- INTERNATIONAL VISA COMPLIANCE

Appropriate office receives email and self-assigns flag

Flag has not been assigned within 3 business days

HUSKYSUCCESS ADMINISTRATOR assigns it to appropriate office

Flag has been assigned

Appropriate office provides outreach to Student

Appropriate office clears flag and adds resolution notes

SUCCESS SPECIALIST, SPECIALIST ADVISOR, INSTRUCTOR, or STUDENT raises flag
This flag should be raised around a concern or issue regarding a **STUDENT** only if there is not a more pertinent flag or referral option in the system.

**ANY BU EMPLOYEE** raises flag

**HUSKYSUCCESS ADMINISTRATOR** reviews flag and determines next steps such as referral to appropriate Service. HS ADMIN clears flag with notes. **Student does not receive email.**

**REFERRED OFFICE/SERVICE** receives email and provides outreach to student

- **Student does not respond**
- **Student responds**

**REFERRED OFFICE/SERVICE** clears referral and notes Student did not respond after three attempts at outreach

**REFERRED OFFICE/SERVICE** clears referral and adds resolution notes