These flags are CLASSROOM MANAGEMENT flags and are primarily the responsibility of the INSTRUCTOR until three simultaneous flags raise the level of concern to be addressed by SSS.

INSTRUCTOR raises flag and self-assigns

STUDENT receives automatic email directing them to contact Instructor

Student responds

INSTRUCTOR contacts student up to three separate times via different modes and documents contact in HS (i.e. email, call, in-person meeting, etc)

Student does not respond

INSTRUCTOR adds resolution notes and clears flag

Student responds

INSTRUCTOR clears flag with resolution notes stating that there was no response after three attempts at contact

STUDENT does not respond

ATTENDANCE CONCERN

LOW SCORE

MISSING / LATE ASSIGNMENTS

NOTE: If flag has not been assigned within three business days the HS Manager will assign the flag.
INSTRUCTOR raises flag, includes details via comments

ADVISOR and SSS receive email notification but student does not receive email. ADVISOR / SSS self-assigns flag or assigns to INSTRUCTOR if appropriate

Flag has been assigned

ADVISOR / SSS / INSTRUCTOR attempts contact with student up to three separate times via different modes and documents contact in HS (i.e. email, call, in-person meeting, etc.)

Student responds

Resolution notes are added and flag is cleared

Student does not respond

INSTRUCTOR / ADVISOR / SSS clears flag with resolution notes stating that there was no response after three attempts at contact

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

‘HS’ = HUSKYSUCCESS | ‘SSS’ = STUDENT SUPPORT STAFF | ‘3 BUSINESS DAYS’ = DAYS THAT BU IS OPEN

LAST UPDATED: 8/19/2020
I NEED HELP PAYING FOR COLLEGE

STUDENT raises flag

STUDENT receives confirmation email and can view flag in system

FINANCIAL AID receives email

FA SPECIALIST assigns to self and contacts STUDENT

Student responds

Once resolved, FA SPECIALIST clears flag

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

FA SPECIALIST clears flag with resolution notes stating that there was no response after three attempts at contact

ADVISOR is notified only if STUDENT would like ADVISOR to assist

Student does not respond

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

STUDENT receives confirmation email and can view flag in system

HS ADMIN will either assign flag or refer student to appropriate service/office

Assigned party works with student to address concern

Once resolved, assigned party adds resolution notes and clears flag

Student responds

Student does not respond

Assigned party adds resolution notes stating that there was no response after three attempts at contact. Flag is cleared.
STUDENT raises flag

STUDENT receives confirmation email and can view flag in system

INSTRUCTOR receives email

INSTRUCTOR can self-assign or assign/refer student to additional service for tutoring or accommodations

Assigned party works with student to address concern

Assigned party adds resolution notes stating that there was no response after three attempts at contact. Flag is cleared

Once resolved, assigned party adds resolution notes and clears flag

Student responds

Student does not respond

NOTE: If flag has not been assigned within three business days the HS Manager will assign the flag.
STUDENT first interacts with instructor, then follows up with appropriate service or intervention, if referral is made by INSTRUCTOR.

INSTRUCTOR clears flag and includes comments.

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

Please see Instructor.
WILL COURSE WITHDRAWAL AFFECT...
• VARSITY ATHLETIC ELIGIBILITY
• FINANCIAL AID ELIGIBILITY
• INTERNATIONAL VISA COMPLIANCE

SSS, ADVISOR, INSTRUCTOR, or STUDENT raises flag

Appropriate office receives email and self-assigns flag

Flag has not been assigned within 3 business days

SSS, ADVISOR, INSTRUCTOR, or STUDENT raises flag

HUSKYSUCCESS ADMINISTRATOR assigns it to ADVISOR or SSS

Flag has been assigned

Appropriate office does outreach to student

Appropriate office clears flag and includes comments

‘HS” = HUSKYSUCCESS | “SSS” = STUDENT SUPPORT STAFF | “3 BUSINESS DAYS” = DAYS THAT BU IS OPEN

LAST UPDATED: 8/19/2020
IN DANGER OF FAILING

INSTRUCTOR raises flag

STUDENT receives email and can view flag in system

ADVISOR or SSS receives email and self-assigns flag

ADVISOR or SSS contacts student up to three separate times via different modes and documents contact in HS (i.e. email, call, in-person meeting, etc.)

INSTRUCTOR may meet with student to provide additional information upon request

ADVISOR or SSS clears flag with resolution notes stating that there was no response after three attempts at contact

ADVISOR or SSS adds resolution notes and clears flag

Student responds

Student does not respond

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

ADVISOR or SSS receives email and self-assigns flag. **Student does not receive email.**

Flag has been assigned

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

Advisor or SSS attempts to communicate with student up to three times using various modalities (phone, text, email, in-person)

Student does not respond

Advisor or SSS clears flag with resolution notes stating that there was no response after three attempts at contact

Advisor or SSS adds resolution notes and clears flag

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

STUDENT receives email and can view flag in system

 ADVISOR or SSS contacts student up to three separate times via different modes and documents contact in HS (i.e. email, call, in-person meeting, etc.)

 ADVISOR or SSS receives email and self-assigns flag

Flag has been assigned

 ADVISOR or SSS adds resolution notes and clears flag

Student responds

 ADVISOR or SSS clears flag with resolution notes stating that there was no response after three attempts at contact

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

RECOMMENDATION TO WITHDRAW FROM COURSE

Student responds

Student does not respond