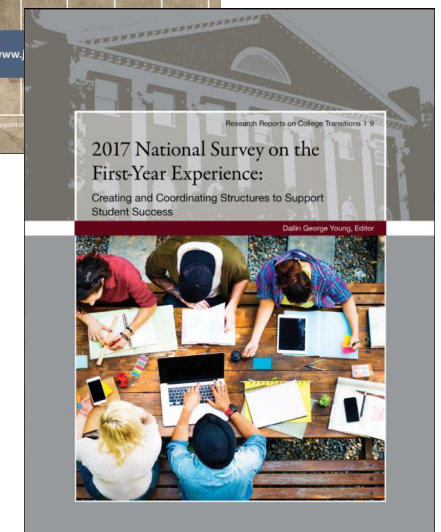
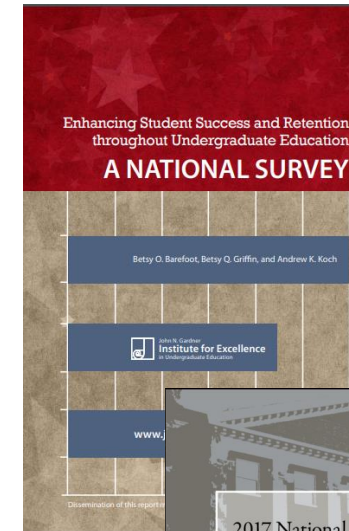
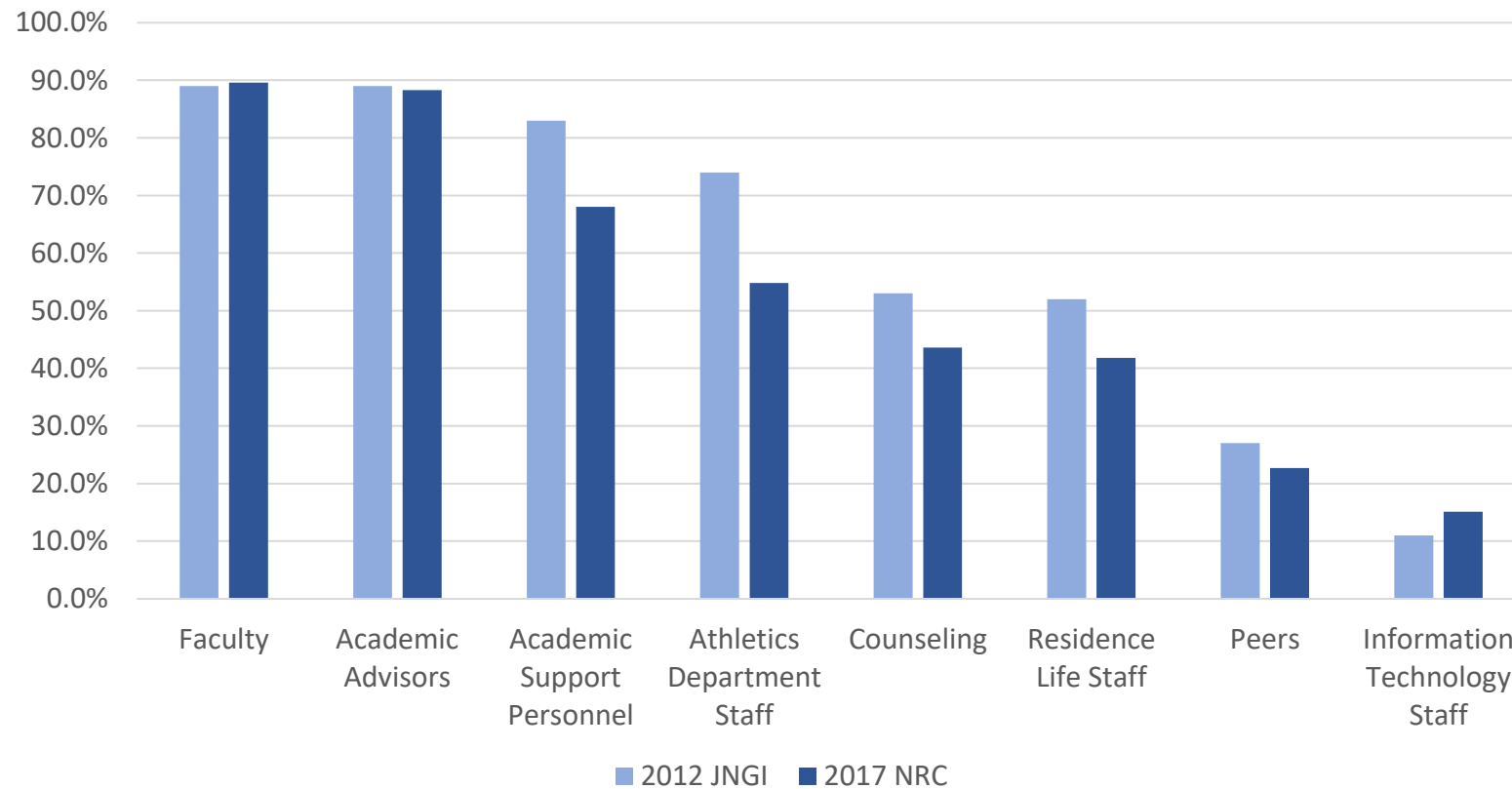


The Role of
Academic Advisors in
the Absent or Disengaged
Student Referral Initiative

Types of Staff Participating in Early Alert/Academic Warning Programs Nationwide



Absent or Disengaged Student Referral Procedure Fall 2020

- **Faculty member submits [Absent Student Referral Form](#).**
- **UAC contacts the Academic Advisor of record.**
Exceptions CAS and CEC.
- **Academic Advisor contacts student.**
 - Advisor checks-in with student, encourages participation in classes, encourages communication with faculty, gauges withdrawal interest, refers to online tutoring, etc. – All things advisors often do already.
 - Email, phone, and messaging students is encouraged. You can find [alternate methods for contacting students/advisees](#) here.
- **Academic Advisor follows up with the faculty member who made the referral.**
 - If student responds to the advisor: Advisor shares results of conversation with the referring faculty. Examples may include intention to withdrawal, concerns, updates, etc.
 - If student does not respond to the advisor: the advisor will report their communication efforts to the referring faculty and inquire if the student has reengaged in the course.
- **Advisor documents in EAB Navigate** using the note tag “Sp20 Campus Closure Intervention” (see guidance below)
- **Refer to Ombudsman**: If the student is still unresponsive to faculty and advisor outreach after three days of attempted outreach by the Advisor, the Advisor can forward referral and attempts to saombuds@mailbox.sc.edu
 - ****Important note: ****When emailing the Ombudsman, you must forward the original faculty referral information shared with you.
- **Ombuds Office follows-up with Advisor and Faculty** regarding final outcomes.

Spring 2020 Absent Student Referral

575 unique students received at least one referral.

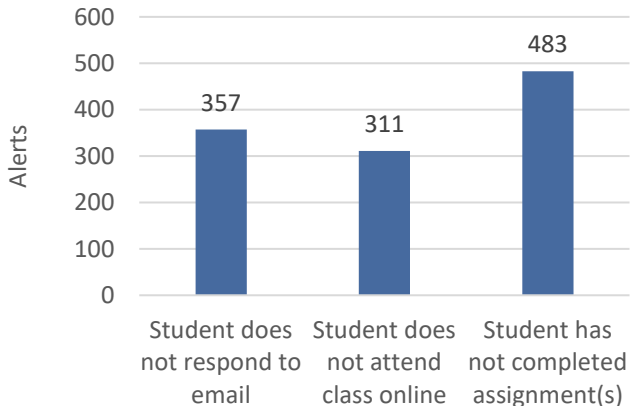
Unique students referred once	495
Unique students referred twice	130
Unique students referred three+ times	44

68 student cases have been processed by the Undergraduate Ombudsman.

3 students were also reported on the tech needs form.

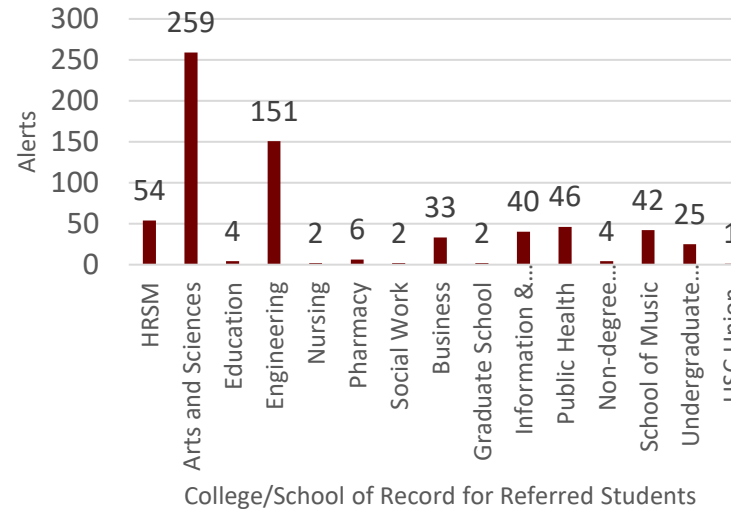
Faculty and instructors can select one of three reasons when referring students to academic advisors.

Alerts Reasons Selected by Faculty



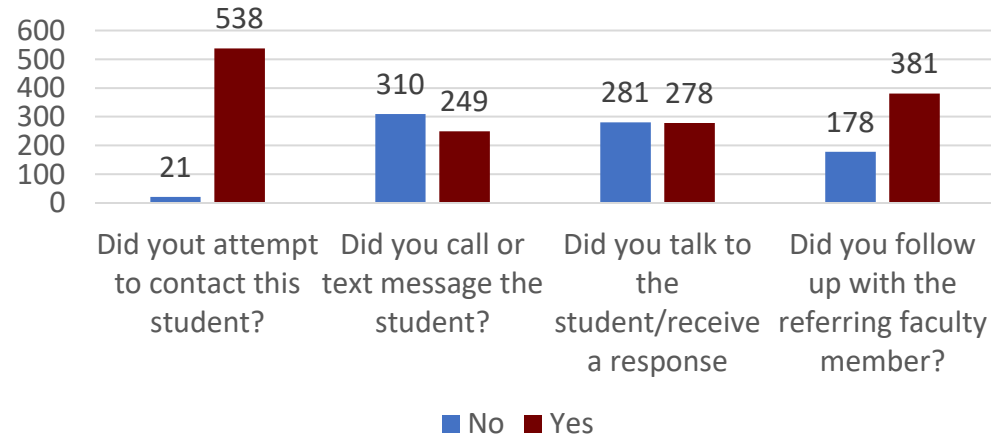
Alert Reasons

Alerts by College/School of Referred Students



College/School of Record for Referred Students

Advisor Outreach Efforts



As part of the university response to COVID-19 and at the behest of university faculty, the University Advising Center (UAC) facilitated an intervention that encouraged faculty to notify Academic Advisors when their students were not engaged or were struggling in their virtual classes. This initiative ran from March 23 – April 27, 2020.

Over the duration of the initiative, the UAC received 676 referrals. This initiative was highly successful.

Faculty Follow-Up

Dr. [REDACTED],

I received the alert below about [REDACTED] and reached out to him by email and text. I heard back from him this morning and he told me that he is participating in class and just completed a test. I encouraged him to get into contact with you, since you had been concerned enough about his attendance/performance to issue a report. I hope he will follow up and contact you to see what he needs to improve upon.

Thank you for submitting the referral; it really does help our students to realize that everyone at U of SC is concerned about their success.

Best,

[REDACTED]

Faculty Follow-Up

Hi Dr. [REDACTED]

I just spoke to [REDACTED], your student from HRTM [REDACTED] and he is currently battle a non-COVID medical emergency, that requires a Medical Withdrawal from USC for the Fall 2020 semester. I have gotten him to the appropriate office, but just wanted to give you a heads-up, that he will be dropping all his class soon. Thank you very much for the alert.

Respectfully,

[REDACTED]

Any

Questions