

3357:13-14-18 Student Academic Report (STAR) Notification Procedure

Through the AdvisorTrac system, faculty can submit a STudent Academic Report (STAR) notice, previously called an Academic Alert. The STAR notice allows faculty to provide recognition and encouragement to students, as well as suggestions for class performance improvement.

(A) Possible Reasons to send a student a STAR notice:

- (1) To congratulate the student for good work or offer encouragement for positive behaviors
- (2) To encourage change (on the part of the student)
- (3) To alert the student of a problem
- (4) To alert the student's assigned advisor of the problem
- (5) To enlist the assigned advisor's help in reaching out to the student
- (6) To elicit action (on the part of the student)

(B) Purpose of the STAR notice:

- (1) **Applaud the student for a job well done.** Provides recognition for efforts or provides encouragement, especially to the student who may have struggled in the past or may be feeling stressed by the expectations of college work. A few kind words from the faculty can go a long way toward retaining the student.
- (2) **Retain the student in the course.** A STAR notice will be most effective for retention when sent at the earliest point in the semester as possible: when the student has missed 2 or more classes in a row or has not submitted the last 2 assignments, nor taken the last exam, or exhibited some type of behavior detrimental to success.
- (3) **Prompt the student to withdraw officially from the course.** Faculty members must be cognizant of the last day to withdraw from their course and send the STAR notice prior to that date. The notice should be sent at least a week prior to the last day to withdraw to allow the student to complete the withdrawal process.
- (4) **Document key points after the last day to withdraw.** After the last day to withdraw, a faculty member may want to document important items, such as missing assignments or a current grade in the course. In this case, follow up is generally not expected from the advisor.

(C) When to send an alert.

- (1) Anytime throughout the term.

- (2) Most effective if done early in the term, as soon as the second week and no later than the fourth week for a typical semester and sooner for a shorter term if the student has an estimated grade of C- or below.
- (3) In Week 4, a faculty member should also send a notice to any student who may be at risk of being administratively dropped.
- (4) Any student at risk of failing might be notified to drop the class before the last day to withdraw.

(D) **How to send an alert.** Faculty Steps to Send a STAR notice through AdvisorTrac

See specific instructions to send an alert through the MyNC faculty portal.

(E) **Follow-up.** If the faculty member requests an advisor follow-up, the assigned advisor will make at least 2-3 attempts to contact the student using the following methods:

- (1) Send the student a STAR notice postcard in the mail.
- (2) Send the student an email.
- (3) Phone the student.
- (4) Send the student a text message via AdvisorTrac (if the student has opted into the service).

(F) **Advising.** Once contact is made with the student, the advisor will discuss options with the student. The resolutions agreed upon with the student are noted in AdvisorTrac. STAR notices should not be substitutes for needed discussion between the faculty and student.

(G) **Closing the STAR.** After the advisor has contacted the student, the advisor closes the case in AdvisorTrac. This is important! An email about the resolution is generated from this last step and sent to both the student and the faculty member.

Effective: June 27, 2017

Expires: June 1, 2022

Review Dates: 6/27/17