

Advisor Facilitated Academic Intervention “Red Flag” Guide

Flag Name	Definition	How is the flag raised?	How is the flag cleared?	Timeline
Attendance Concern Progress Reports/Alerts	Faculty and instructors alert academic advisors to the fact that students are not coming to class or are significantly disengaged	Faculty submit attendance related progress reports and referrals through the EAB Navigate platform.	Advisors perform outreach and intervention with students and manually resolve cases in EAB Navigate.	Cases should be closed within two weeks of alert being raised.
Non-Registered Initiative	Academic advisors intervene with students who have not registered for the upcoming term in a timely manner	In collaboration with the Registrar’s Office, the University Advising Center identifies all students who are eligible to register for the upcoming term but have not. Cases are opened and assigned to flagged students’ primary academic advisor.	Advisors perform outreach and intervention with students and manually resolve cases in EAB Navigate.	Cases are closed around the time of the add/drop deadline of the new semester.
Ensuring Degree-Applicable Credit	Academic advisors scrub their caseload’s registered courses to ensure that students are enrolled in degree-applicable courses, making timely progress to graduation (15 to finish), and are not duplicating courses.	Advisors comb through their student’s registered courses for the upcoming term and provide individual outreach to impacted students. No official flag/alert is raised in student information systems.	Advisors work 1:1 with students to update enrollments. Notes and email exchanges can be saved in Navigate.	Outreach and intervention occur prior to the add/drop deadline of the current semester.
Scholarship Risk Intervention	Academic advisors reach out to students who are at-risk of losing their Life Scholarship, Palmetto Fellows Scholarship, or General University Scholarship based on GPA or credit hour completion. Advisors recommend summer courses in an effort to retain scholarships	The Office of Financial Aid and Scholarships shares a list of students at risk of losing their scholarship with the University Advising Center. The University Advising Center creates Navigate cases for these students.	Advisors perform individual outreach and intervention with students and manually resolve cases in EAB Navigate.	Cases are closed two to three weeks after they are opened or at the time of successful intervention.