The Role of Academic Advisors in the Absent or Disengaged Student Referral Initiative
Types of Staff Participating in Early Alert/Academic Warning Programs Nationwide

- Faculty
- Academic Advisors
- Academic Support Personnel
- Athletics Department Staff
- Counseling
- Residence Life Staff
- Peers
- Information Technology Staff

2012 JNGI 2017 NRC

Young, D. (2019)
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 in 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.
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. [Name],

I received the alert below about [Student Name] 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,

[Signature]
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