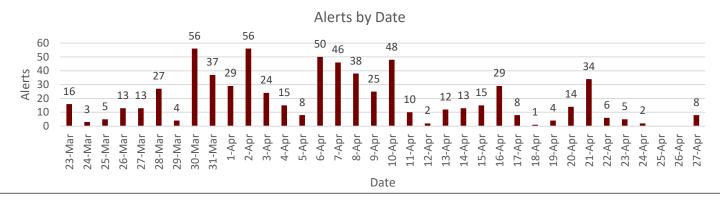
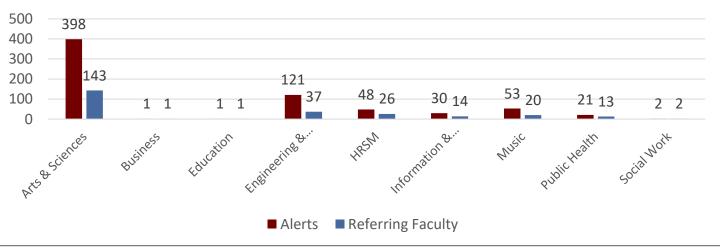
Missing or Absent Student/Student of Concern Faculty Referrals during Spring 2020 Campus Closure

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

Over the duration of this initiative, the UAC received 676 referrals. On average, faculty submitted 19.9 alerts/day.



Approximately **257** unique faculty submitted referrals for missing or absents students and/or those not completing work.



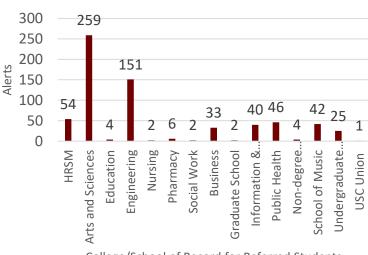
575 unique students received at least one referral.

| | | | I |
|---|-----------------------|-----|---|
| | Unique students | | l |
| | referred once | 495 | l |
| | Unique students | | I |
| t | referred twice | 130 | l |
| | Unique students | | l |
| | referred three+ times | 44 | l |

68 student cases have been processed by the Undergraduate Ombudsman.

3 students were also reported on the tech needs form.

Alerts by College/School of Referred Students



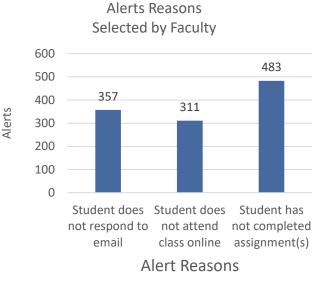
College/School of Record for Referred Students

Missing or Absent Student/Student of Concern Faculty Referrals during Spring 2020 Campus Closure

95+ academic advisors reached out to students to get them to reengage in their online courses and followed up with faculty.

Advisors Engaged in Process by College/School 32 35 30 Academic Advisors 25 20 14 15 9 10 5 0 Music Nursing Non-Degree Arts and Sciences Engineering Social Work Business Communication **Public Health** Education Pharmacy **Graduate School USC Union**

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

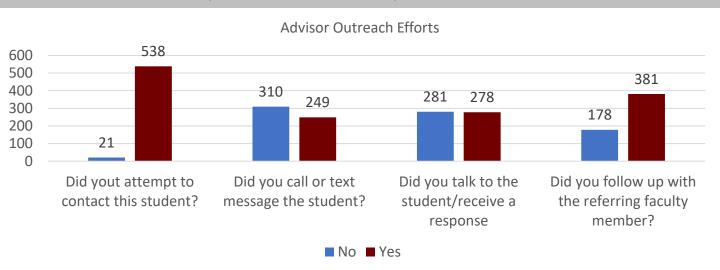


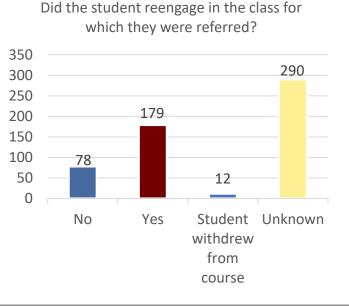
At least one referral has been submitted from each of the below courses.

| ANTH-161 | CHIN-422 | EMCH-553 | GLST-308 | JOUR-332 | MATH-575 | PHYS-212L | SOWK-382 |
|-----------|----------|-----------|----------|-----------|-----------|-----------|----------|
| ANTH-229 | CRJU-341 | ENCP-707 | HIST-108 | JOUR-361 | MSCI-102 | PHYS-307 | SOWK-422 |
| ANTH-373 | CRJU-430 | ENGL-101 | HIST-112 | JOUR-436 | MSCI-313 | PHYS-502 | SPAN-110 |
| ARTH-313 | CRJU-591 | ENGL-102 | HIST-300 | JOUR-447 | MSCI-314 | PHYS-511 | SPAN-121 |
| ARTH-327 | CSCE-102 | ENGL-309 | HIST-405 | JOUR-448 | MSCI-510 | PHYS-516 | Span-122 |
| ARTS-102 | CSCE-206 | ENGL-389 | HPEB-502 | JOUR-449 | MUED-105B | POLI-101 | SPAN-303 |
| ARTS-111 | CSCE-211 | ENGL-462 | HRSM-497 | JOUR-471 | MUED-105P | POLI-316 | SPAN-305 |
| ARTS-225 | CSCE-215 | ENVR-101 | HRTM-110 | JOUR-491 | MUED-156 | POLI-433 | SPAN-398 |
| ARTS-246 | CSCE-240 | ENVR-321 | HRTM-260 | JOUR-499 | MUED-165 | Poli-483 | SPCH-140 |
| ARTS-261 | CSCE-247 | ENVR-490 | HRTM-270 | JOUR-515 | MUED-356 | PORT-122 | SPCH-260 |
| ARTS-316 | CSCE-313 | EPID-410 | HRTM-285 | JOUR-540 | MUSC-100L | Psyc-410 | SPTE-202 |
| ARTS-465 | CSCE-582 | EXSC-191 | HRTM-344 | JOUR-560 | MUSC-110 | PSYC-470 | SPTE-203 |
| ARTS-501 | CSCE-594 | EXSC-330L | HRTM-364 | LING-101 | MUSC-111G | PSYC-565 | SPTE-240 |
| BIOL-101L | Danc-101 | EXSC-355 | HRTM-399 | LING-300 | MUSC-113 | PUBH-302 | SPTE-302 |
| BIOL-102L | DANC-282 | EXSC-507 | HRTM-591 | LING-301 | MUSC-114 | RELG-205 | SPTE-380 |
| BIOL-244L | ECHE-722 | EXSC-695 | HRTM-597 | MART-210 | MUSC-115 | RELG-270 | SPTE-402 |
| BIOL-250L | ECIV-330 | FAMS-240 | HSPM-412 | MART-371 | MUSC-116 | RETL-242 | SPTE-450 |
| BIOL-301 | ECIV-340 | FAMS-301 | HSPM-500 | MART-380 | MUSC-118 | RETL-262 | STAT-112 |
| Biol-302 | ECON-436 | FAMS-308 | ITEC-101 | MART-571 | MUSC-211V | RETL-268 | STAT-582 |
| BIOL-302L | EDPY-401 | FAMS-311 | ITEC-245 | Math-111 | MUSC-216 | RETL-310 | THEA-170 |
| BIOL-415 | ELCT-321 | FREN-109 | ITEC-301 | Math-111i | MUSC-218 | RETL-366 | THEA-240 |
| BIOL-531 | ELCT-331 | FREN-398 | ITEC-370 | MATH-115 | MUSC-310 | RETL-368 | THEA-280 |
| BIOL-541L | ELCT-350 | GEOG-370 | ITEC-445 | MATH-122 | MUSC-365 | RETL-425 | WGST-112 |
| BIOL-545 | ELCT-531 | GEOL-101 | ITEC-447 | MATH-141 | PHIL-115 | SAEL-200 | WGST-113 |
| BIOL-635 | EMCH-201 | GEOL-103 | ITEC-545 | Math-142 | PHYS-201 | SLIS-480 | WGST-307 |
| BMEN-589 | EMCH-290 | GEOL-545 | ITEC-564 | MATH-170 | PHYS-201L | SOCY-101 | WGST-432 |
| CHEM-112 | EMCH-363 | Germ-109 | JOUR-316 | Math-241 | PHYS-202L | SOCY-309 | |
| CHEM-333L | EMCH-428 | GERM-110 | JOUR-330 | MATH-300 | PHYS-211L | SOCY-540 | |
| CHIN-122 | EMCH-535 | GERM-210 | JOUR-331 | MATH-374 | PHYS-212 | SOWK-309 | |
| | | | | | | | |

Missing or Absent Student/Student of Concern Faculty Referrals during Spring 2020 Campus Closure

To assess this initiative, participating advisors were asked to respond to a short survey for each referral they processed. The survey asked advisors to document their outreach efforts and to report on their outcomes, namely if the student had reengaged in the course for which they were referred. Advisors also reported the extent to which they followed up with referring faculty and referred non-responsive students to the Undergraduate Ombudsmen Office. Advisor outcomes were reported for 559 of 676 referrals processed.





| Did the advisor talk to the student? | | | | | | | | | |
|--------------------------------------|-----|-----|-----|-----|---------|-----|--|--|--|
| | Yes | | 1 | No | Unknown | | | | |
| ABC | 116 | 42% | 94 | 33% | 41 | 35% | | | |
| Pass | 1 | 0% | 3 | 1% | 3 | 3% | | | |
| DF | 111 | 40% | 140 | 50% | 48 | 41% | | | |
| Fail | 4 | 1% | 4 | 1% | 1 | 1% | | | |
| Incomplete | 13 | 5% | 12 | 4% | 6 | 5% | | | |
| Withdrew | 13 | 5% | 13 | 5% | 7 | 6% | | | |
| Withdrew Fail | 4 | 1% | 6 | 2% | | 0% | | | |
| #N/A | 14 | 5% | 7 | 2% | 11 | 9% | | | |
| No Record | 2 | 1% | 2 | 1% | | 0% | | | |
| Totals: | 278 | | 281 | | 117 | | | | |