

Example Flag Emails sent to student when Flag is raised

Level I:

Missing/Late Assignments:

Subject: You have not yet submitted assignments in [Course Name]

Dear [Student First Name],

Students who complete assignments on time and interact with course material frequently are more successful in the class. According to my records, you have not yet submitted one or more assignments.

[Raise Notes]

Please contact me to talk about your next steps regarding this work.

Sincerely,

[Raiser Name]

Low quiz/Test Score

Subject: Low Quiz/Test Scores in [Course Name]

Dear [Student First Name],

I am concerned about your success in [Course Name] due to a recent low quiz or test score. Here are some academic steps that your peers have taken to be successful:

Here are some academic steps that your peers have taken to be successful:

1. **Contact your instructor** to create an action plan
2. **Attend and participate** in all class activities
3. Take **good notes**
4. **Study** frequently. Check out these [study skills resources](#).
5. Attend **tutoring**
6. **Eat well and get plenty of sleep.**

If your struggle is not class related, please contact me, staff in the [Office of Student Engagement and Success](#), or for a list of services, visit your **My Success Network** in Starfish.

Sincerely,

[Raiser Name]

Attendance Concern- Sporadic Attendance

Subject: We miss you in [Course Name]

Dear [Student First Name],

Class isn't the same without you!

You can be successful in your academic studies and attending class is the first step to accomplishing your goals. Missing class content does affect your grades, academic performance, and possibly have financial consequences. It's not too late for you to change your attendance habits.

[Raise Notes]

Your classmates have found helpful resources available in their in **My Success Network** in Starfish. Check it out! I don't want to see you fall further behind. Please contact me through Racer email or see me during my office hours regarding your class attendance as soon as possible.

Sincerely,

[Raiser Name]

Level 2:

No Show

Subject: You have not attended [Course Name]

Dear [Student First Name],

According to my records, you have not yet attended [Course Name].

[Raise Notes]

If there is an acceptable reason you cannot attend this class as scheduled, please reach out to me, your advisor, or staff in [Student Engagement and Success](#). It's your responsibility to attend classes or to withdraw from classes. If you don't take action, a failing grade may affect your academic standing and/or your financial aid status.

Sincerely,

[Raiser Name]

Attendance Concern- Absences Will Affect Grade

Subject: We Miss you in [course name]

Dear [Student First Name],

Class isn't the same without you! At this time, your lack of attendance will affect your grade in [Course Name] (see attendance policy in the course syllabus).

You can be successful in your academic studies and attending class is the first step to accomplishing your goals. Missing class content does affect your grades, academic performance, and possibly have financial consequences. It's not too late for you to change your attendance habits.

[Raise Notes]

Your classmates have found helpful resources available in their **My Success Network** in Starfish. Check it out! I don't want to see you fall further behind. Please contact me through Racer email or see me during my office hours regarding your class attendance as soon as possible. Staff concerned about your success will also be reaching out to you - Please respond to them.

Sincerely,

[Raiser Name]

In Danger of Failing

Subject: In Danger of Failing! Action Required in [Course Name]

Dear [Student First Name],

I am concerned about your success. At this point in the semester, you do not have a passing grade in [Course Name]. Time is running out to turn your grade around. It's common for students to go through challenges like this and overcome them but you must take action today.

[Raise Notes]

Contact me right away to discuss your options and develop a plan of action. You can contact me through Racer email or see me during my office hours. Staff within your Starfish Success Network will also be in touch with you about this concern.

Students who use campus services are more likely to be successful. Check out services such as tutoring, Racer Writing Center, etc in your **My Success Network** in Starfish.

Sincerely,

[Raiser Name]

Level 3:

Course Withdrawal or Audit Recommendation

Subject: Immediate Action Required!

Dear [Student First Name],

I am concerned about your success. At this point in the semester, you do not have a passing grade in one or more of your courses. Time is running out to turn your grade around and it's recommended that you consider withdrawing or talking with your instructor about auditing the course(s). You must take action today. Deadlines to withdraw or audit can be found on the [Registrar's website](#).

[Raise Notes]

Contact your academic advisor right away to discuss your options and develop a plan of action. Staff within your Starfish Success Network may also be in touch with you about this concern.

Sincerely,

[Raiser Name]

Raise your Hand in a Course Email to Student:

Subject: Course Help Request Received

Dear [Student Name],

Thanks for being proactive in asking for help in [Course Name]. I have received the following request from you.

Category: [Flag Name]

Raised On: [Raised Date]

Your Comments: [Raise Notes]

I will do my best to respond soon. You are encouraged to see me during my office hours or before or after class. I look forward to helping you!

Sincerely,

[Instructor Name]