

MISSED ASSIGNMENTS

Student Success Center (SSC)
Coaches



Is the student:

- missing deadlines to turn in assignments?
- consistently requesting additional time to complete assignments?
- having troubles navigating syllabus, Brightspace, or other programs?

ATTENDANCE

Student Success Center (SSC)
Coaches



Is the student:

- missing three or more consecutive classes with no communication?
- not adhering to attendance policies outlined in your course syllabus?
- frequently showing up late?
- not communicating about expected absences?

NOTE: SU Attendance Policies can be found in the [Student Handbook](#). Also, the Intermittent Attendance accommodation allows for leniency in a professor's attendance policy due to a student's disability. More information can be found in the Intermittent Attendance Guidelines on the [Faculty Resources](#) page and by contacting [Accessibility Services](#).

ACADEMIC PERFORMANCE

Academic Support Center (ASC)



Is the student...

- in danger of failing the course?
- multiple exams/assignments turned in with little improvement?
- turning in work, but the quality is inadequate for course standards?
- in need of tutoring services?

Note: Performance may relate to the need for short-term or long-term accessibility accommodations.

CONNECTEDNESS

Student Success Center (SSC) Coaches
Accessibility Services



Is the student:

- thinking of leaving Shepherd?
- showing signs of social isolation?
- expressing interest in getting involved?
- wanting to get involved with student community service events?
- wanting leadership training?
- possibly in need of short-term or long-term academic or residential accommodations?

HEALTH & WELL-BEING

Intervention Team (BIT)



Is there a possibility a student is:

- in need of clothing, housing, transportation, or is food insecure?
- needs a specific test from the Health Center? or physically ill?
- injured or recovering from an injury?
- experiencing a mental health crisis?
- reporting an accident or emergency?
- being harassed, bullied, or in an abusive situation?

Note: Student may have access to shared information. Do not share specific details. It is more helpful to say, "This student needs a reach out."

FINANCIAL

Financial Aid Counselor



Is the student...

- at risk for being dropped for non-payment?
- struggling to pay their tuition, fees, or course materials?
- In need of financial assistance to purchase academic supplies?
- wondering about a scholarship, grant, or other aid?

ACADEMIC ADVISING

Faculty Advisor
Advising Assistance Center (AAC)



Is the student:

- navigating the catalog and not understanding degree requirements?
- exploring a major change?
- questioning their degree progression or course selection?
- debating to withdraw from a course, increase credit hours or go part-time?
- concerned about their GPA and its impact on their Academic Standing?
- requesting more information about the petition process for academic policy regulation exceptions?

RECOMMEND WITHDRAWAL

Faculty Advisor



Is the student:

- expressing their decision to withdraw from a course?
- struggling to obtain necessary signatures?
- needing assistance with the withdraw process?

Are you suggesting a course withdrawal for this student?

Note: Be aware of what withdrawing from a course or semester means for the student's academic progress.

REGISTRATION NOTICE

Office of the Registrar
Student Success Center (SSC)



Is the student:

- expressing their decision to withdraw from the University or multiple courses?
- thinking of leaving Shepherd, or sharing information or reasons related to leaving Shepherd?
- seeking an official withdrawal from the University?