

## Student Retention Policy

### **Attendance**

Student attendance is reported in eGrade for each course that students are enrolled. Each week the instructors submit attendance reports to eGrade. After one full week of non attendance or three missed class periods, contact with the student is attempted as listed below.

### **Grades**

Student grades are entered into eGrade by the instructors for each week. Each course is reviewed daily by the Student Success Services and checked for attendance and grade percentage to see if any student is falling below the SAP standard. If any students are identified as not meeting expected performance levels, a grade report is sent to the students notifying them of substandard performance and the SAP policy at ACOT. Students who are receiving grades of D or F are called and sent emails to see if it is possible to help improve their work by scheduling tutoring sessions. The students are also asked if there may be other problems that could be helped with academic advising.

### **Verifying Login Status in eLearn**

Students who have not logged into eLearn for at least five days are sent a postcard reminder of their absence, and attempts to contact the student by phone are made. If the student is reached, he/she is asked if there is something that may be causing a problem for them not to be attending the course lectures. If a problem is identified, the proper person at ACOT is notified to contact the student and attempt to resolve the situation.

### **If after 7 days,**

the students remain absent and no contact has been made with them, they are sent an email inquiring about any problem they may have encountered and what might be needed to get them back on track with their course of study. Phone contact is also attempted with the student. If the student is reached, he/she is asked if there is something that may be causing a problem for them not to be attending the course lectures. If a problem is identified, the proper person at ACOT is notified to contact the student and attempt to resolve the situation.

**If after 10 days,**

the students remain absent and no contact has been made with them, they are sent an email regarding the affect of non-attendance on their grades and academic status, and of possible consequences to any funding they may be receiving. If the student is reached, he/she is asked if there is something that may be causing a problem for not attending the course lectures. If a problem is identified, the proper person at ACOT is notified to contact the student and attempt to resolve the situation.

**After 14 days**

of non-attendance, and if all attempts to contact the student have failed, they are notified and warned by the official school e-mail assigned to students at ACOT.edu. The student is also notified by phone messages, and regular mail of the ACOT Attendance Policy. If the student is reached, he/she is asked if there is something that may be causing a problem for not attending the course lectures. If a problem is identified, the proper person at ACOT is notified to contact the student and attempt to resolve the situation.

**After 21 days**

of non-attendance, the student is dismissed; administrative withdrawal due to non-attendance. The student will be informed of such a decision by email and U.S. mail.