

# Automated Attendance Indicators

## Referral Type(s)

Automated Attendance Indicator

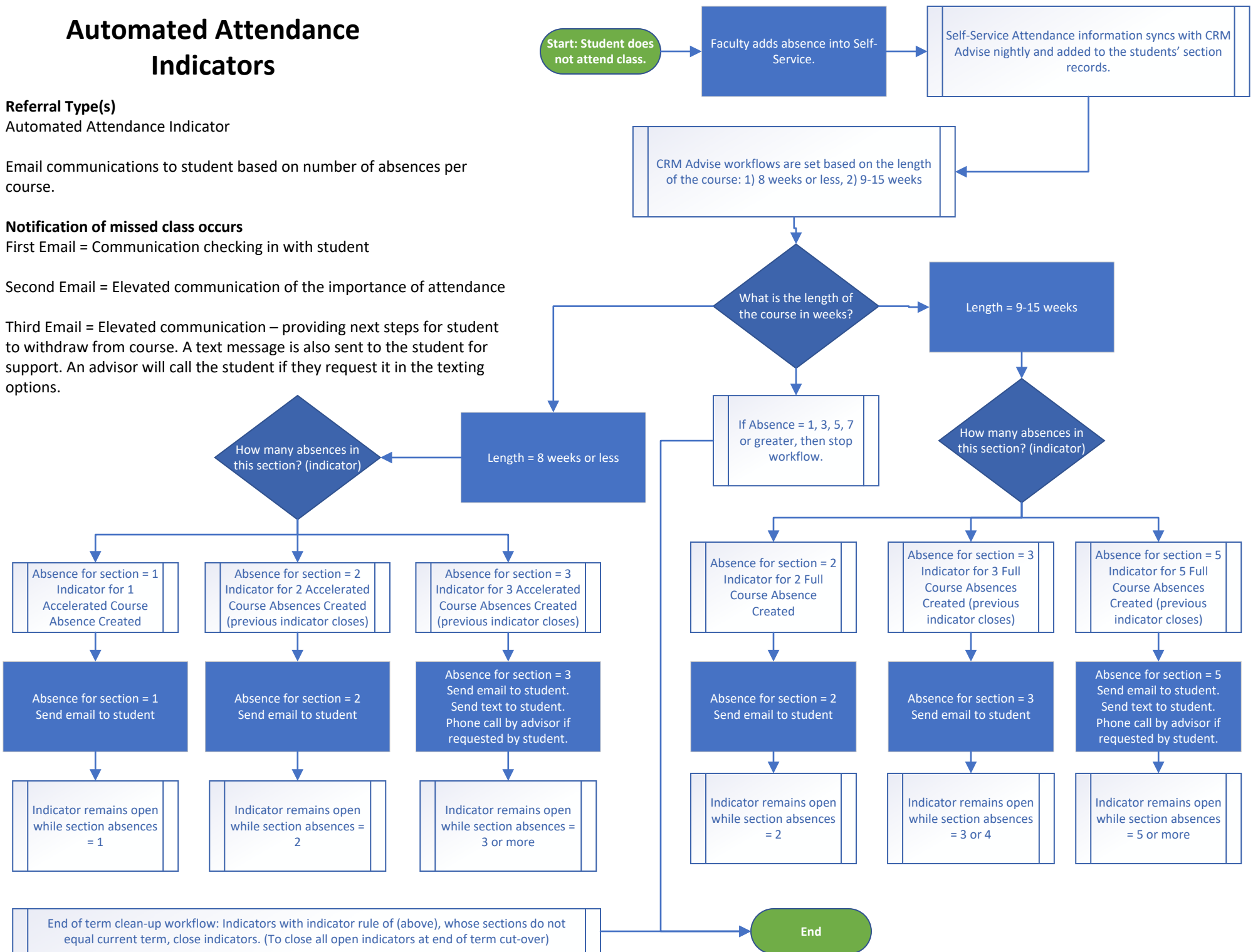
Email communications to student based on number of absences per course.

## Notification of missed class occurs

First Email = Communication checking in with student

Second Email = Elevated communication of the importance of attendance

Third Email = Elevated communication – providing next steps for student to withdraw from course. A text message is also sent to the student for support. An advisor will call the student if they request it in the texting options.



# Automated Attendance Alert- Student Support System

Creation of Delta email address (not a monitored account):

[AttendMonitorNoReply@delta.edu](mailto:AttendMonitorNoReply@delta.edu)

## **AUTOREPLY ON ACCOUNT**

This is an unmonitored email account. If you need support, please refer to your professor, or your advisor.

## Initial Email from Attendance Monitor to Student

**Subject: Checking In – Is Everything Okay?**

Dear [Student's Name],

We hope you are well. We noticed you have missed class and wanted to check in. Coming to class is very important for your success and learning.

If you are experiencing challenges, we are here to help. Delta College has many resources like [tutoring](#), [advising](#), and [support for unexpected issues](#). Don't hesitate to reach out to your professors, advisors, or support services.

You can succeed with dedication and support. Let us know how we can assist you.

We look forward to seeing you back in class.

Warm regards,

Delta College

**NOTE:** Your professor cares about your success. If this message is a mistake, contact your professor soon. Please act quickly. To check your attendance, review Academic Attendance in Student Self Service here: <https://ss.delta.edu/Student/Student/StudentAttendance>

## Follow-Up Email from Attendance Monitor to Student

### **Subject: Immediate Attention Needed – Is Everything Okay?**

Dear [Student's Name],

We hope you are well. We noticed you are still missing class and are very concerned. Coming to class is important for your learning and success.

Also, if you keep missing class without [withdrawing](#) or taking a [leave of absence](#), **you might owe money back to the college or lose financial aid**. This can also hurt your academic record by failing a course that you are no longer attending.

If things are tough, we are here to help. Delta College has [tutoring](#), [advising](#), and [other support](#). Please reach out to your professors, advisors, or support services.

We look forward to seeing you back in class. Your success and well-being are very important to us.

Warm regards,

Delta College

**NOTE:** Your professor cares about your success. If this message is a mistake, contact your professor soon. Please act quickly. To check your attendance, review Academic Attendance in Student Self Service here: <https://ss.delta.edu/Student/Student/StudentAttendance>

## Final Notice from Attendance Monitor to Student

### Subject: Urgent: Attendance Concerns – Please Act Now

Dear [Student's Name],

We are very worried about your missed classes. Being in class is important for your progress and learning.

Please act now. If you keep missing class without [withdrawing](#) or taking a [leave of absence](#), **you might owe money back to the college or lose financial aid**. This can also hurt your academic record by failing a course that you are no longer attending.

Here are some options for you:

1. **Withdraw from Course:** If you need to stop this course, you can [withdraw](#) before the 80% mark. This might save you from owing money back to the college. Each course has its own withdraw deadline. Check your course withdraw deadline here: [Important dates by course section](#).
2. **Pass/No Credit:** You can stay in class but choose [pass/no credit](#) instead of a letter grade. This is available until the 80% mark. Each course has its own Pass/No Credit deadline. Check your course Pass/No Credit deadline here: [Important dates by course section](#).
3. **Leave of Absence:** If you need a break, you can request a [leave of absence](#) for up to 180 days for emergencies. This helps avoid financial issues from missing class.

We know these choices can be difficult. We help many students with challenging situations each term. You are not alone. We want to support you and help you succeed. Delta College has [tutoring](#), [advising](#), and [other support](#). Reach out to your professors, advisors, or support services.

Your professor and advisor care about your success. These options have deadlines, so please act soon. To check your attendance, review Academic Attendance in Student Self Service here: <https://ss.delta.edu/Student/Student/StudentAttendance>

Warm regards,

Delta College

## Accompanying Text Message

**Message:** Hi [Student's Name], this is Delta College. We noticed you haven't been attending and want to check in. How can we help?

- A. I need guidance, please call me
- B. This is a mistake
- C. Want to withdraw
- D. Want Pass/No Credit option
- E. Need a leave of absence

### Automated Responses within 24 hours of send:

**Response for (I need guidance):** We're here to help! Someone will call you this week. If you need immediate assistance, call 989-686-9330.

**Response for (This is a mistake):** Mistakes can happen. Please contact your professor as soon as possible to correct this. If you need further assistance, contact [advising@delta.edu](mailto:advising@delta.edu).

**Response for (Want to withdraw):** You can withdraw from the course until the 80% completion mark. Submit your request here: <https://r.delta.edu/coursewithdrawrequest> If you need help, contact [advising@delta.edu](mailto:advising@delta.edu).

**Response for (Want Pass/No Credit option):** You may request a Pass/No Credit option until the 80% completion mark. Submit your request here: <https://r.delta.edu/passnocreditform> If you need help, contact [advising@delta.edu](mailto:advising@delta.edu).

**Response for (Need a leave of absence):** You can request a leave of absence for up to 180 days for emergencies. Submit your request here: [https://cm.maxient.com/reportingform.php?DeltaCollege&layout\\_id=70](https://cm.maxient.com/reportingform.php?DeltaCollege&layout_id=70) If you need help, contact [leaveofabsence@delta.edu](mailto:leaveofabsence@delta.edu).