Frequently Asked Questions (Students)

What are some common reasons for a flag to be raised?
In many situations, academic alerts are issued due to:

- Excessive absences in courses where poor attendance can impact your grade
- Poor/failing exam/quiz grades
- Missed lab assignments
- Frequent late submission of assignments

What happens if I do not respond to the flag raised by my instructor?
The early academic alert system is in place to aid in your success. By responding to the contact made through Student Retention Services, you take the responsible step in recognizing that success barriers have been identified and need your attention. By not responding to a flag raised by your instructor, you place yourself at a disadvantage of connecting to support resources that could ultimately determine whether or not you will pass the course.

Will the alert be shared with all of my instructors?
No. Flags are only accessible to the instructor who submits it. Other offices/campus services, however, may have access depending on the reason for the flag. All flags are routed to Student Retention Services.

Will I always know when an flag is raised?
Yes. An automated e-mail will be initiated to your UMSL e-mail each time a flag is raised on you. In addition, depending on the nature of the concerns raised, you may be contacted by one of the Success Coaches in SRS. In other cases, the e-mail will direct you to contact your instructor directly to address the concerns.

Is it possible for me to receive more than one flag in a semester?
Yes. Flags are issued at the discretion of the instructor. You may get multiple flags from one course or several flags from multiple courses. Flags are based on your performance in a course.

If I’m struggling, where can I get help?
Success Coaches in Student Retention Services (MSC 225) are available to assist all students – regardless if you’ve been notified through the Early Academic Alert System. If you know you need additional assistance in a course, don’t wait for the flag – see us today!

Students are also encouraged to speak with their professors when they are experiencing difficulty in a course.
MORE QUESTIONS?

Contact us!

Student Retention Services
225 MSC
314-516-5300
umslsrs@umsl.edu