

**Course Progress Warning Process Updated 9/21/05  
 (“Third Attempt” = Course Progress Warning)**

The course progress process, or third attempt process, identifies students who have earned an unacceptable grade in a given class as defined by the department. The process intends to provide students the support they need in course for which they have had difficulty before students lose the opportunity to be successful. Counselors and advisors partner with department chairs to offer a combination of advice and warning, but the emphasis is on intervention, not barriers to enrollment. Currently, the process includes MAT classes, CCS, ENG, and Speech 101 classes.

The process was first implemented in the 2004-2005 academic year, although no students were actually dropped. This allowed us to track students who had completed the process and compare them to those who never had their holds lifted. In fall, 2004, students who did not complete the process dropped at twice the rate as those who did not. Students who did not complete the process withdrew at higher rate than those who did. Nearly 30% of students completing the process earned As or Bs, as compared to only 10% of those who did not complete the process.

Completed process?	GRADE	Student Count	%
Yes	*DROPPED	11	14.5
	A	7	9.2
	B	15	19.7
	C	18	23.7
	D	4	5.3
	F	5	6.6
	I	1	1.3
	W	15	19.7
		76	100.0
No	*DROPPED	27	28.1
	A	4	4.2
	B	6	6.3
	C	12	12.5
	D	4	4.2
	F	13	13.5
	W	30	31.3
		96	100.0

The attached documentation is intended to make the process clear for all parties and to outline how the process varies according to the time of registration.

This semester, approximately 100 students were dropped from their third attempt class the week before classes. Approximately 50 students were dropped at tenth day. As of today, the report generated only one had a hold remaining on his/her account. While we will not be able to run comparative numbers (as above), we will be able to compare rates of success to students who take the classes but have not had multiple attempts. We are hopeful the extra attention will increase success rates.

Question: What are the issues? What courses should be included in the future?  
*Available Online at <http://virtual.parkland.edu/todtreat/services.htm>*

## Process

### Prior to the Tuesday before financial aid checks are generated:

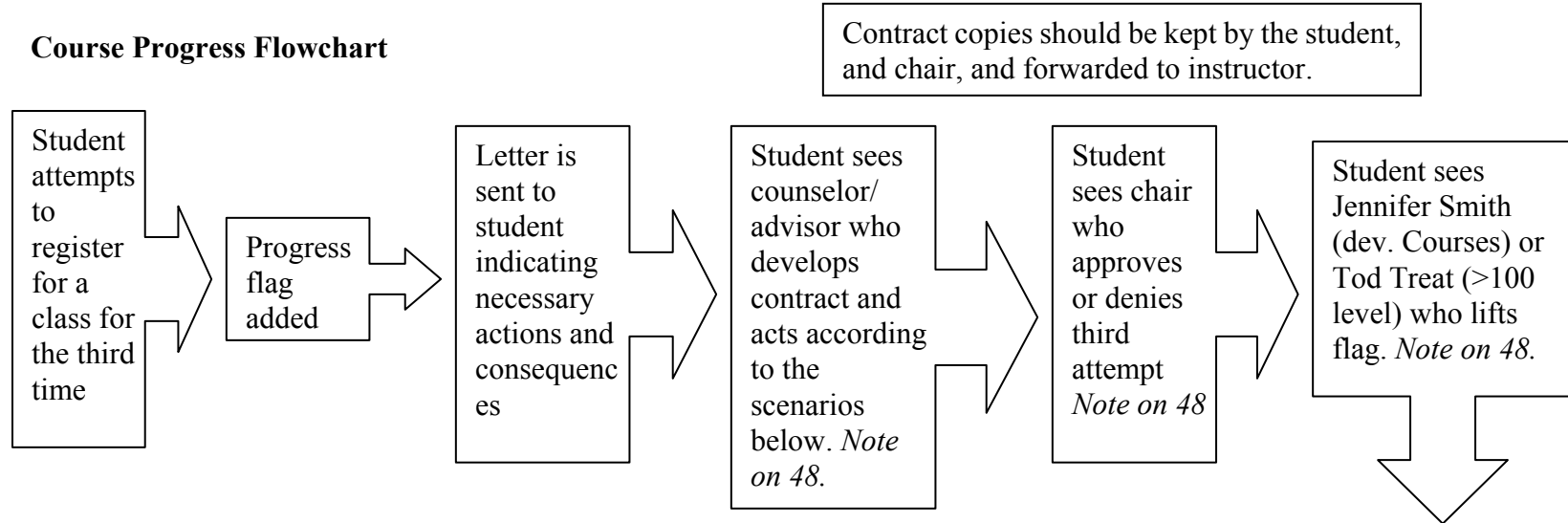
1. Student attempts to register for a class for the third time, having received an unacceptable grade in the previous two attempts. Registration is allowed.
2. The course progress probation postcard indicates that an email will be sent.
3. The student works with an advisor or counselor to complete the course progress worksheet.
4. The student takes the completed form to the appropriate department chair who recommends enrollment for an additional attempt (or provides rationale for blocking enrollment).
5. The student takes the form to the Director of the Academic Development Center (pre-100 level classes) or the Dean of Academic Services (100-level courses and above). The flag is lifted.
6. If a student fails to complete this process prior to the Tuesday before financial aid checks are generated, the individual course will be dropped. **Further registration for all courses is denied.**

### After the Tuesday before financial aid checks are generated:

1. Student attempts to register for a class for the third time, having received an unacceptable grade in the previous two attempts.
2. The course progress probation postcard indicates that an email will be sent.
3. The student works with an advisor or counselor to complete the course progress worksheet.
4. The student takes the completed form to the appropriate department chair who recommends enrollment for an additional attempt (or provides rationale for blocking enrollment).
5. The student takes the form to the Director of the Academic Development Center (pre-100 level classes) or the Dean of Academic Services (100-level courses and above). The flag is lifted and the student is allowed to register.
6. If a student fails to complete this process prior to 10<sup>th</sup> day, the individual course will be dropped. **Further registration for all courses is denied.**

*Rationale: Students who register this late often are academically at risk to begin with, and blocking registration provides additional intervention opportunities.*

## Course Progress Flowchart



**Students that have the Course Progress Hold on screen #48 - should see a counselor or advisor to complete a contract and then be referred to the appropriate department chair or designee. **Do not attempt to lift the hold or register the student.****

**Students that are wanting to register for a course for the third time (all ENG, MAT and CCS courses and SPE 101) and do not have a Course Progress Hold. Should have a contract completed by a counselor or advisor. **Then register the student for the course** and refer them to the appropriate department chair or designee.**

Student successfully completes class!

Failure to complete the entire process results in (a) student being dropped from the class, or (b) blocking or registration. Drops will occur at two times depending on when the hold is added: the Tuesday before classes begin and 10<sup>th</sup> day. Within two weeks of class until 10 day, the hold report will be run daily. The dean of academic services will notify chairs with the list of students who have not lifted their holds after classes have begun. Faculty can help encourage students to obtain the intervention they need before being dropped. Students who do not complete the process by 10<sup>th</sup> day will not be allowed to reenter the class.

*Tod Treat or Jennifer Smith can lift flags for all courses if one is unavailable. If both are unavailable, Marilyn Ryan is the back up. Also, students who change sections will have the hold reissued. Good notes on 48 will allow for flag removal without the need for students to run the process again.*

## Postcard to student's permanent address

Dear \_\_\_\_\_

April 12, 2005

Important information has recently been sent to your Parkland College email account. Please access your account as soon as possible to obtain the information. Alternatively, please call or visit Counseling and Advising at Parkland College (Room, A251, 351-2219). The Counseling and Advising Center (A251) handles appointments on a walk-in basis only. For more information, go to <http://www.parkland.edu/counseling/>. Staff will be able to help you.

Thank you very much.  
Parkland College

## Email letter to student

Dear:

September 21, 2005

Recently, you attempted to register for a class for the third time. Because you have not made satisfactory progress in this course, you have been placed on Course Progress Warning. In order to maintain registration in this course, you must see a counselor or advisor (Room, A251, 351-2219), who will work with you to develop an individualized support plan. The individualized support plan must be approved by the department chair who oversees the course in order to remain in the class. Finally, the approved plan must be submitted to Jennifer Smith, Director of the Academic Development Center (Room C122), for courses below 100-level, or to Tod Treat, Dean of Academic Services (Room A113), for courses numbered 100 or above.

The College is committed to helping you gain success in your academic pursuits and this process is intended to improve your chances of doing so. The support services can also be utilized to improve your performance in other courses and we urge you to take advantage of this opportunity fully.

**Failure to complete this process prior to September 4 will lead to dropping of the course that initiated Course Progress Warning. After this date, registration will be blocked.**

Sincerely,  
Tod Treat, Dean of Academic Services  
Jennifer Smith, Director of the Academic Development Center

### Definition of Course Progress Warning

Students who enroll in the same course for the third (or more) attempt, regardless of their overall academic performance, will be placed on Course Progress Warning. To maintain enrollment in the course, the student must submit an individualized support plan to the Dean of Academic Services (100-level courses and above), or the Director of the Academic Development Center (099-level courses and below). This worksheet must be completed with the help of an academic advisor and approved by the appropriate department chair.

## Drop Email

To: [student@STU.PARKLAND.EDU](mailto:student@STU.PARKLAND.EDU)

Subject: Academic Progress Drop

Dear Mr. Stevens,

You have been dropped from SPE 101-050 for fall 2005 due to failure to meet with a counselor or advisor in order to develop an individualized support plan on your third attempt to take the course. Please call or visit Counseling and Advising at Parkland College (Room A251, 351-2219). The Counseling and Advising Center (A251) handles appointments on a walk-in basis only. For more information, go to <http://www.parkland.edu/counseling/>. Staff will be able to help you.

Thank you very much.

Parkland College

**COURSE PROGRESS  
Third Attempt Contract**

Student's name: \_\_\_\_\_ SID: \_\_\_\_\_

Course requested: \_\_\_\_\_

Explanation of outcomes of previous attempts in this course (to be completed by student):

Explanation of strategies to be implemented in order to be successful in third attempt (to be completed by student):

Necessary resources, as identified by student, advisor, counselor, and/or department chair:

- |  |  |
|--|--|
| <input type="checkbox"/> Academic Development Center   | <input type="checkbox"/> Dean of Students                        |
| <input type="checkbox"/> Student Development Advocate (Jan Thom or Shevon Walker)                              | <input type="checkbox"/> Learning Resources                      |
| <input type="checkbox"/> Academic Development Specialist (Sue Jones)   | <input type="checkbox"/> Financial Aid                           |
| <input type="checkbox"/> Academic and personal planning (Jennifer Smith)                                       | <input type="checkbox"/> Health Specialist                       |
| <input type="checkbox"/> Computer skills practice in C-131 (Joe Bails)   | <input type="checkbox"/> Illinois Employment and Training Center |
| <input type="checkbox"/> Math Tutor (satellite of Peer Tutoring)   | <input type="checkbox"/> Library                                 |
| <input type="checkbox"/> Writing assistance (satellite of Writing Center)                                      | <input type="checkbox"/> Perkins Program                         |
| <input type="checkbox"/> Facilitated Study Group   | <input type="checkbox"/> Project G.O.A.L.S.                      |
| <input type="checkbox"/> Admissions  | <input type="checkbox"/> Project Read                            |
| <input type="checkbox"/> Assessment Center   | <input type="checkbox"/> Public Safety                           |
| <i>(Check if department requires reassessment in: ___ math ___ reading ___ writing)</i>                        | <input type="checkbox"/> Student Life                            |
| <input type="checkbox"/> Business Office/Cashier   | <input type="checkbox"/> Other (explain)                         |
| <input type="checkbox"/> Career Center   | _____  |
| <input type="checkbox"/> career exploration  | _____  |
| <input type="checkbox"/> student employment  | _____  |
| <input type="checkbox"/> interviewing skills/resumé assistance   | _____  |
| <input type="checkbox"/> Child Development Center  | _____  |
| <input type="checkbox"/> Computer Technology Center enrollment   |  |
| <input type="checkbox"/> Counseling and Advising Center (academic advising; career and/or personal counseling) |  |
| <input type="checkbox"/> Cooperative Learning Center   |  |
| <input type="checkbox"/> Peer Tutoring   |  |
| <input type="checkbox"/> Writing Center  |  |
| <input type="checkbox"/> Study Skills  |  |
| <input type="checkbox"/> Enroll in additional credit in ___ mathematics ___ reading ___ writing                |  |

Signature of advisor or counselor \_\_\_\_\_ Date \_\_\_\_\_

Consequence if third attempt is unsuccessful (to be completed by department chair):

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Request for third attempt approved  
 Request for third attempt denied  
*(If denied, a student on Academic Probation should be referred to counselor/advisor)*

Signature of chair or designee \_\_\_\_\_ Date \_\_\_\_\_

Signature of student \_\_\_\_\_ Date \_\_\_\_\_