Student Struggling in a Class

Concern is initiated by the Faculty Member:

If an instructor is concerned about a student performance in their class, they should first talk to the student. If the performance doesn't change, or if the concerns continue, the instructor should submit a retention referral. These are available on-line on the Academic Affairs webpage under forms for the Registrar (http://www.otterbein.edu/home/academicaffairs/forms/registrar-forms/retention_form.asp). This will generate an email to the student advisor, someone in student affairs and anyone else connected to the student (Office of Diversity, Athletic Coach, Greek Advisor, etc). If the concern continues after the retention referral has been submitted, the instructor can reach out directly to the Academic Support Center or the Center for Student Success.

Concern is initiated by the Student:

Assuming the student has spoken to the instructor and is still not improving the student should first speak with their advisor. If the advisor needs more resources to assist the student then they should send the student to the Academic Support Center or Center for Student Success. Most students should find help at these two offices. In some cases the student may want to discuss issues at the Department or School level. Only on rare occasions would this type of assistance need to go to the Academic Affairs level.

Advisors: If a student is having difficulty in a class you might want to ask them:

- Have you spoken to the instructor and asked for help?
- Have you had difficulty with this subject before?
- Are you attending class?
- Have you used the tutoring services?
- Approximately how much time during the week are you spending on this class?

The advisor will want to consider:

- Is the course required?
- Are we still within the drop or withdraw period?
- If the student drops the class does it put them behind in their major?
- Does dropping the class affect their financial aid?