Student Achievement and Retention Services Referral Process

Throughout the student lifecycle, students may face outside challenges that may hinder or impede progress within a course. There may be times as a faculty advisor, you do not have the bandwidth or the advising knowledge to fully support a student who requires additional resources/assistance. Student Achievement and Retention Services (STARS) are professional academic advisors with the experience and knowledge to provide a holistic advising approach to address student concerns and provide additional support for students in need. This form, when submitted, will allow STARS to evaluate the submission, and determine if the student should work with the department or if there are tools we can provide you, as the faculty advisor, to continue one-on-one support.

STARS Referral Process

1. Complete the STARS Referral Form through the Student Updates section in the student's file
2. STARS will review the information submitted in the referral form
3. If needed, a member of STARS will contact you with follow up and additional questions
4. If STARS determines the student can benefit from secondary support, the student will be assigned to a dedicated STARS team member to contact the student.

While the faculty advisor will continue to assist the student with academic and curriculum-specific needs, STARS will assist the student with finding individual resources that will help them get back to a place of success. Once the student is back on track, they will transition back to their faculty advisor to continue their path toward graduation.

Please refer to the Student Updates faculty guide to locate the Student Achievement and Retention Services referral form.