WSC Graduate On-line Degree Programs
Process to Facilitate Student Retention and Tracking for Success

When difficulties arise in an online course, the course instructor and the student must work together to maintain a professional, positive, productive, and problem solving stance. Thus the following steps will be taken to facilitate student retention and tracking for success.

Step 1

Instructor Level: When a problem with coursework or with professionalism, collaboration, and/or communication is noted, the instructor will contact the student explaining the problem. The instructor and the student will engage in a problem solving conversation in which the problem will be clarified and possible solutions will be collaboratively determined.

Step 2

Department Selection and Retention Level: If problems continue to arise, the instructor will implement the department and selection and retention process in which the student will be expected to conference with the instructor and at least one other faculty member. The focus of the meeting will be to further identify areas of need and strategies for success. The faculty members will also help the student probe whether the online degree program is appropriate for the student or if he/she would like to pursue other professional or educational options. Notes on this conference will be taken. The student will receive a copy of the notes and a copy will be added to the student record keeping system.

Step 3

Department Chairs/Directors Level: If problems continue to arise, the instructor will inform the department chair and will provide the department chair with all communications and coursework which documents the student issues. The department chair will determine the course of action to be taken and will write the student a letter explaining the decisions. The student may be retained in the program with specific requirements for action, or the student may be removed from the program. The student will receive a copy of the letter and a copy will be added to the student record keeping system.

Step 4

Graduate School Appeals Level: The student may engage in an appeals process by contacting the Graduate School and following the guidelines on the Appeal for Dismissal or Denied Admission form. The department chair will provide the Graduate Office with all communications and coursework which documented the student issues. The student may be retained in the program with specific requirements for action, or the student may be removed from the program.