

Dropout Detective FAQ

1. What is Dropout Detective?

Dropout Detective is a student retention and success solution that integrates directly with Canvas to provide a “risk index” of how likely it is that each student will drop out of or fail their course(s). The program pulls together the different reasons a student is at risk and makes it easy to quickly go through and look at what might be happening with a student.

2. What information will faculty be able to access in Dropout Detective?

In each of their individual courses in Canvas, faculty will have the option of clicking on Dropout Detective, which will provide them with a risk index for all of the students in a particular course based on their grade in the class, number of missing assignments, etc. Faculty already have access to this information in Canvas via the gradebook, clicking on individual assignments, etc. All Dropout Detective will do is make this information more easily accessible so that faculty can quickly determine which students are at the most at-risk in a particular class.

3. Does Dropout Detective violate FERPA or student confidentiality?

The use of Dropout Detective, which includes the use of student information in Canvas, is in compliance with UNA’s [FERPA policy](#).

Students are allowed to complete a Non-disclosure of Directory Information Form to keep directory information confidential. However, FERPA states that **educational records** can be disclosed to University officials with legitimate educational interests. FERPA allows an instructor or other staff with legitimate educational interests (e.g., academic advisor) to view a student’s educational records and contact a student regarding their academic progress.

4. Will I be able to view any student in my course(s) using Dropout Detective?

UNA’s current contract with Dropout Detective includes **undergraduate students only**. After Dropout Detective has been successfully implemented with our undergraduate student population if a need is identified to include graduate students in Dropout Detective, UNA will consider adding that student population to our contract.

5. Will faculty be required to use Dropout Detective?

No, faculty will not be required to use Dropout Detective. However, faculty may find Dropout Detective to be a more efficient way to identify students at-risk of dropping out of or failing their course(s).

6. Are faculty required to reach out to students who are at-risk in their course(s)?

Faculty are not required to reach out to students who are at-risk of dropping out of or failing their course(s). However, providing regular, substantive feedback to students is an essential part of the learning process; therefore, offering frequent and productive feedback to all students in your courses is a highly recommended best practice.

7. If faculty members choose to utilize Dropout Detective, how often should they review Dropout Detective in their course(s)?

Dropout Detective will automatically update on a nightly basis, and faculty may review Dropout Detective as often as they like. It is recommended that faculty review Dropout Detective for their course(s) on “quarterly” basis at a minimum. For a 16-week class, that would be every four weeks. For an 8-week class, that would be every two weeks.

8. What are best practices for intervening with students who are at-risk?

Most faculty already have a system for reaching out to students who are at-risk of dropping out of or failing their course(s). It may be through an email, a chat after class, or a scheduled face-to-face or online appointment. All of these methods are appropriate and serve the purpose of trying to connect students with the resources they need to achieve academic success.

9. What are the resources available to students on-campus?

While the list below is by no means exhaustive, it does provide an overview of some of the most commonly utilized student success resources on-campus. All resources listed below are available face-to-face or online. For more information about resources that support student success, please reach out to the University Success Center at uccesscenter@una.edu or (256) 765-4722

[Disability Support Services](#) – Provides assistance with the provision of accommodations for students diagnosed with learning, physical, and/or psychological disabilities.

[Educational Technology Services](#) – Provides assistance with educational technology tools, including UNA’s learning management system, Canvas.

[Information Technology Services](#) – Provides assistance with technology solutions, including issues with email and student login.

[Mitchel-West Center for Social Inclusion](#) – Provides assistance with education, research, community, and advocacy by working with diverse groups on-campus, in the Shoals, and across the state and region.

[Office of Student Financial Aid](#) – Provides assistance with identifying sources of funding to support the cost of college attendance.

[Office of the Registrar](#) – Provides assistance in the determination of credits that will apply toward degree completion, including transfer credits.

[Student Counseling Services](#) – Provides assistance with assessment of student needs/problems, short-term counseling, group presentations, crisis intervention, and the facilitation of referrals.

[Student Engagement Services](#) – Provides assistance with connecting students with opportunities for campus and community engagement.

[University Career Center](#) – Provides assistance with career advising and professional development, including résumé development and mock interviews.

[University Case Management](#) – Provides assistance to students experiencing difficult situations (e.g., illness or injury) through advocacy, resources and referrals, and follow-up services.

[University Success Center](#) – Provides academic support services designed to empower students to achieve their highest academic potential.

[Academic Tutoring Services](#) – Provides assistance with peer tutoring for most 100 and 200 level general education courses.

[Center for Writing Excellence](#) – Provides assistance with writing assignments across the curriculum, undergraduate and graduate.

[Mathematics Learning Center](#) – Provides assistance with most 100 and 200 level general education mathematics courses.

[Testing Services](#) – Provides assistance with academic testing, including ACT, SAT, GRE, MAT, and PRAXIS.

[University Advising Services](#) – Provides assistance with advising for majors and other academic counseling services.

10. Will faculty have access to their advisees in Dropout Detective?

Faculty who also serve as advisors will not have access to their advisees in Dropout Detective at this time.

11. How will Dropout Detective be utilized at UNA on a larger scale?

In January, UNA is holding a two-day Rapid Improvement Event (January 19 & 21) that will focus on our current processes for at-risk students. One of the goals of the event will be to determine how to most effectively utilize Dropout Detective at UNA to identify our at-risk students and provide early intervention. A diverse group of community stakeholders will participate in the event, including faculty members, professional advisors, and the Associate Deans from all four academic colleges. Please reach out to your respective Associate Deans if you have any questions or concerns that you would like the group to discuss during the event.

12. There are two Dropout Detective Instructor Trainings in January. Do faculty need to attend both trainings?

Both trainings will cover the same information. They are just being held at two different times to try and accommodate as many faculty as possible. A recorded training will be posted in Canvas for those who are unable to attend either of the live trainings. Faculty can also self-

select into a Canvas course that provides an overview of Dropout Detective by visiting the following the link: <https://una.instructure.com/enroll/TT99ML>.

13. Are faculty required to attend a Dropout Detective training?

No, faculty will not be required to attend the training. However, faculty are strongly encouraged to attend the training or self-select into the Canvas course that provides an overview of Dropout Detective, because learning about the tool is the only way to determine whether or not a faculty member may find it useful.

14. When are the Dropout Detective Instructor Trainings in January?

January 15 at 2:00pm (CST)

Click to Join Zoom Meeting on January 15

<https://us02web.zoom.us/j/88488830699?pwd=aE1EL2U5QS9pc2xmNjNja0FDNHgrdz09&from=addon>

Meeting ID: 884 8883 0699

Passcode: 978310 One tap mobile

January 27 at 3:00pm (CST)

Click to Join Zoom Meeting on January 27:

<https://us02web.zoom.us/j/85992799228?pwd=TzI3Z2VLTEN1aVQzRm41M3BZbkIPdz09&from=addon>

Meeting ID: 859 9279 9228

Passcode: 072010 One tap mobile