Fostering Learning, Achievement and Graduation Success (FLAGS)

1. What happens when FLAGS are submitted for students with 0-60 credits?

   - TSC downloads professor’s FLAGS submissions
   - TSC conducts FLAGS outreach
   - TSC notifies professor
   - Initial and follow-up FLAGS meetings with students occur
   - Cases are closed based on outcome
   - Cases are reopened after additional FLAGS are submitted

2. How does the Titan Success Center help students to address FLAGS?

   - **FLAGS meeting**
     - **student issues**
       - Grades
       - Time management
       - Life issues
       - Academic skills and strategies
       - Professor teaching style and personal learning style
       - Motivation and interest
   - **FLAGS meeting**
     - **action plan**
       - Teach study skills and strategies
       - Refer student to instructor and/or campus resources
       - Address work/life balance issues
       - Refer student to tutoring centers
       - Empower students to improve performance
       - Schedule follow-up meeting
       - Communicate with campus units
   - **FLAGS follow-up**
     - Grade update(s)
     - Discuss recommendations made by professor
     - Check on progress of action steps
     - Inquire about campus resources usage
     - Determine if FLAGS are resolved or additional follow-up is needed
   - **Possible outcomes**
     - Upward trajectory in grade
     - Resolution of life issues
     - Improved work/school balance
     - At least a passing grade in FLAGS course
     - Course drop/withdrawal

3. What are instructors doing to increase FLAGS responses in their courses?

   - Informing the class about the FLAGS system including step by step demonstration of how to check IU FLAGS.
   - Posting FLAGS instructions (provided by TSC) on canvas and/or emailing it to students.
   - Sending a canvas announcement after submitting FLAGS and/or announcing it in class.
   - Personally referring students who have expressed that they are experiencing academic difficulties or other life issues to the TSC team.
   - Developing a plan of how students can recover in their class when they respond to FLAGS.

IU South Bend Titan Success Center

**Hours:** Monday – Friday, 9:00am – 5:00pm

**Location:** Education and Arts Rooms 1100 & 1101 (Next to Starbucks)

**Contact:** 574/520-5050 | tsuccess@iusb.edu