## Message Templates in WSU360

## Never Attended Class Message Sent to Students

From: registrar@westfield.ma.edu

Reply To: lsilk@westfield.ma.edu

Subject: You've Been Withdrawn from [CourseName]

[StudentFirstName],  
Your instructor [Instructor Name], has indicated that you never attended Introduction to Microbiology during the first week of the semester.    
  
Please be advised that you have been withdrawn from this course according to University Policy.  This withdrawal may affect your status as a student and subsequently affect your financial aid package and/or our ability to certify you as full-time.    
  
At this time you have several options:

1. Contact the faculty immediately to determine if you can be re-instated.  If the faculty member approves, they must contact the Registrar's Office directly; or
2. If you are not attending any of your courses, withdraw completely from the University by filling out the "Withdrawal Survey" with Nicole West in Parenzo Hall Room 115.

If you have any questions, please contact the Registrar's Office at 413-572-8218.

Sincerely,   
Office of the Registrar  
  
\* A copy of this letter will be placed in your student folder and mailed to your permanent address of record. https://westfield.starfishsolutions.com/starfish-ops/remote/image.html?log_email_id=e3df1d7e-c41f-4c46-bacb-bc0bb9e516af

## Stopped Attending Class Message Sent to Students

From: registrar@westfield.ma.edu

Reply To: lsilk@westfield.ma.edu

Subject: You've Stopped Attending [Course Name]

[Student Full Name] ,  
Your instructor [Instructor Name],  has indicated that you stopped attending [Course Name].  Please be advised that you are still registered for this course and will be graded accordingly at the end of the semester.    
  
At this time you have several options:

1. Contact faculty immediately to determine if you can continue in the course and have time to make up any and all missing work; or
2. Withdraw from the course by filling out a "Course Withdrawal" form available in the Office of the Registrar, Parenzo Hall Room 107; or
3. If you are not attending any of your courses, withdraw completely from the University by filling out the "Withdrawal Survey" with Nicole West in Parenzo Hall Room 115.

If you have any questions, please contact the Registrar's Office at 413-572-8218.

Sincerely,   
Office of the Registrar  
  
\* A copy of this letter will be placed in your student folder and mailed to your permanent address of record. https://westfield.starfishsolutions.com/starfish-ops/remote/image.html?log_email_id=2b14a340-fe0b-44e0-8489-5b00f4125402

## In Danger of Failing Flag Message Sent to Students

Sent From: Wsu360@westfield.ma.edu

Reply To: Wsu360@westfield.ma.edu

Subject: Don’t go off your path! Action Required in [CourseName]

Dear [StudentFirstName],

You are not yet progressing to a passing grade in [CourseName], and I'm concerned that time is running out to turn your grade around. [RaiserNotes]

It’s common for students to go through challenges like this and overcome them.

Contact me right away to discuss your options and develop a plan of action.

Students who use campus services are more likely to be successful. Check out services in your **My Success Network** in WSU360.

Sincerely,

WSU360

## Active Participation, Keep Up the Good Work, and Showing Improvement Kudo Message Sent to Students

Sent From: Wsu360@westfield.ma.edu

Reply To: Wsu360@westfield.ma.edu

Subject: Keep up the good work in [CourseName]

Dear [StudentFirstName],

Way to go!

Your classmates and I appreciate your dedication and hard work in the classroom.

[RaiserNotes]

Continuing these good academic habits will lead to your success! Keep up the good work, and you'll go the distance!

Sincerely,

WSU360

## Low Quiz/Test Score & Low Average in a Class Flag Message Sent to Student

Sent From: Wsu360@westfield.ma.edu

Reply To: Wsu360@westfield.ma.edu

Subject: Your quiz and test score average in [CourseName] needs improvement

Dear [StudentFirstName],

Based on your current quiz and test score average in [CourseName], you could use some help! [RaiseNotes]

A struggle is just an opportunity for growth, and it’s common for students to go through challenges like this and overcome them.

Here are some academic steps that your peers have taken to be successful:

1. Attend and participate in all class activities

2. Take **good notes**

3. **Study** frequently

4. Attend **tutoring**

If your struggle is not class related, please contact me directly or, for a list of services, visit your **My Success Network** in WSU360.

Sincerely,

Wsu360

## Participation Concern Flag Message Sent to Student

Sent From: wsu360@westfield.ma.edu

Reply To: wsu360@westfield.ma.edu

Subject: We want to hear from you in [CourseName]

Dear [StudentFirstName],

Our class benefits when you share your insights. I enjoy hearing from all my students, and I'd like to hear more from you. The more you participate the more you remember.

[RaiseNotes]

There are lots of ways to share your ideas. Feel free to talk to your classmates or myself about ways to communicate your thoughts.

I look forward to hearing from you!

Sincerely,

WSU360

## Attendance Flag Message Sent to Student

Sent From: Wsu360@westfield.ma.edu

Reply To: Wsu360@westfield.ma.edu

Subject: We miss you in [CourseName]

Dear [StudentFirstName],

Your classmates who participate in/attend their courses are more likely to succeed in the class. According to my records, you have missed some class time in [CourseName].

[RaiserNotes]

If there is a reason you cannot attend this class {as scheduled}, please **contact me directly to discuss this**.

Sincerely,

Wsu360

## Missing/Late Assignments Message Sent to Student

Sent From: Wsu360@westfield.ma.edu

Reply To: Wsu360@westfield.ma.edu

Subject: You have not yet submitted assignments in [CourseName]

Dear [StudentFirstName],

Students who complete assignments on time and interact with course material frequently are more successful in the class.

According to my records, you have not {yet} submitted one or more assignments in [CourseName].

[RaiserNotes]

Please contact me to talk about your next steps regarding this work.

Sincerely,

WSU360

References

Videos:

1. TED Talk: Carol Dweck [The power of believing that you can improve](https://www.ted.com/talks/carol_dweck_the_power_of_believing_that_you_can_improve)
2. TED Talk: Angela Lee Duckworth [The Key to Success? Grit](https://www.ted.com/talks/angela_lee_duckworth_grit_the_power_of_passion_and_perseverance)
3. TED Talk: Eduardo Briceno [Mindset and Success](https://ed.ted.com/on/aVMPCOpr)
4. TEDEd: [Growth Mindsets and Motivation](https://ed.ted.com/on/UA77FlTc)
5. Young Minds 2013: [Teaching a growth mindset](https://www.youtube.com/watch?v=H4sfpgg-qSE)
6. Dr. Greg Walton of Stanford University [talks about Belonging and College Persistence](https://vimeo.com/98388189)
7. Carol Dweck: [Animation About Growth Mindset](https://www.youtube.com/watch?v=Yl9TVbAal5s)
8. Khan Academy: [Growth Mindset Video](https://www.khanacademy.org/resources/parents-mentors-1/helping-your-child/v/you-can-learn-anything)
9. [Overview of Mindset by Greater Good Science](https://greatergood.berkeley.edu/video/item/fostering_growth_mindsets)
10. SciShow: [Your Brain is Plastic](https://www.youtube.com/watch?v=5KLPxDtMqe8)
11. Carissa Romero: [Growth Mindsets](https://www.youtube.com/watch?v=h5CCp_nmIj4)

Readings:

1. Dweck: “Mindset: The New Psychology of Success” (Book)
2. Dweck and colleagues: [“Growth Mindset and Educational Games”](https://www.edsurge.com/news/2017-05-30-how-game-based-learning-encourages-growth-mindset) (Web Article)
3. Hewlett Foundation: [“Academic Mindsets as a Critical Component of Deeper Learning”](https://www.hewlett.org/wp-content/uploads/2016/08/Academic_Mindsets_as_a_Critical_Component_of_Deeper_Learning_CAMILLE_FARRINGTON_April_20_2013.pdf) (Article)
4. Walton: “[The new science of wise psychological interventions](http://journals.sagepub.com/doi/abs/10.1177/0963721413512856)” Current Directions in Psychological Science (Article)

Yeager & Walton: “[Social-psychological interventions in education: They’re not magic](http://www.wsac.wa.gov/sites/default/files/2014.ptw.%2815%29.pdf)” Review of Education Research (Article