CUC University

Academic Progress Monitoring and Student Support Policy

The institution establishes this Academic Progress Monitoring and Student Support Policy to ensure systematic, continuous, and documented monitoring of student academic performance, as well as the mandatory implementation of timely support and intervention actions that promote student retention, appropriate academic advancement, and successful completion of academic programs.

This policy is mandatory for all undergraduate and graduate academic programs offered by the institution in 100% online modality and applies to all enrolled students.

Academic progress monitoring is activated from the first academic period in which the student is formally enrolled and remains in effect throughout the student's institutional enrollment.

The institution requires that academic progress monitoring be conducted in a coordinated and systematic manner by the following institutional roles:

- Faculty Members: Are responsible for evaluating student academic performance within each course and for reporting academic concerns in a timely manner.
- Tutors: Are responsible for conducting active academic follow-up, generating early alerts, and supporting student academic accompaniment.
- Student Services Coordination: Leads intervention processes when a student is identified as being in an academic alert status and implements the corresponding support actions.
- Academic Coordination: Receives and reviews academic progress reports and alerts for institutional academic decision-making.

The institution mandates the use of an automated student traffic-light monitoring system as the official tool for continuous academic progress monitoring.

- The system is updated daily.
- Formal reviews are conducted weekly, every Monday, during the academic week.

Academic Traffic-Light Status Levels

- Green: Student demonstrates satisfactory academic progress, with more than 90% of academic activities completed.
- Yellow: Student shows partial academic progress, with approximately 50% of course activities completed.
- Red: Student is in academic alert status, with low or no participation and limited completion of academic activities.

The institution establishes that:

- The academic traffic-light system is reviewed weekly.
- Mandatory personalized follow-ups are conducted during Weeks 2, 4, 6, and 8 of each academic period to identify academic risks and address specific student needs.

Green Status

The institution provides:

- Congratulatory and motivational communications.
- Positive reinforcement strategies to encourage continued strong academic performance.

Yellow Status

The institution requires:

- Early alert communications encouraging students to resume satisfactory academic progress.
- The provision of academic support and guidance, as appropriate.

Red Status

The institution mandates:

- Immediate personalized intervention by Student Services Coordination and tutors.
- Academic advising, provision of support tools, and continuous follow-up.
- Direct and ongoing communication with the student until academic improvement is demonstrated.

The institution establishes:

- The delivery of an institutional start-of-week message every Monday.

- The distribution of personalized motivational communications based on academic traffic-light status to reinforce academic commitment and student persistence.

When a student experiences circumstances that affect academic continuity, including but not limited to financial challenges, health conditions, the loss of a family member, or limited time availability, the institution formally manages a Leave of Absence (LOA) request.
All LOA requests:

- Must be documented in the student's academic record.
- Are monitored by Student Services Coordination throughout the approved period.

To ensure compliance with this policy, the institution maintains documented evidence, including but not limited to:

- Student traffic-light system reports
- Records of institutional and personalized communications
- Documentation of academic support actions and LOA follow-up

Information generated through academic progress monitoring is periodically analyzed to evaluate institutional indicators related to:

- Student retention
- Academic progress
- Course and program completion

This policy is reviewed and updated annually based on academic outcomes, institutional effectiveness data, and continuous improvement needs.