



Assistant Vice President for Student Affairs | West Chester University | StudentAssistance@wcupa.edu

MEMORANDUM

TO: All WCU Faculty

FROM: Dr. B.K. Taylor
Assistant Vice President for Health & Wellness

DATE: Fall 2023

RE: Absence Notification

Student Assistance provides an absence notification service for students who missed a minimum of three (3) days' worth of classes and/or class material relating to the same personal incident, medical situation, or significant family emergency.

A [Request Instructor Notification for Absences Form](#) is available online for students and their families to request a letter. Our office sends the notification to the student after reviewing supporting information and/or medical documentation submitted to the Office of Student Assistance. The absence notification provided by Student Assistance is sent through a secure service called Maxient.

The notification regarding a student's missed classes is not intended to serve as an "excused absence." Our correspondence clearly states that the purpose of the notification is to alert faculty of the student's situation and to invite the professor's cooperation to assist students. Past faculty evaluations of this service have been positive, and professors indicated they appreciated knowing why the student was absent from class.

We inform students that it is their responsibility to be in direct contact with each faculty member to review the options available to successfully complete missed class work and assignments. We also clarify that each professor determines their attendance policy and that Student Assistance is not authorized to determine excused absences. Our goal is to notify and share the information received from the student and/or their family directly.

In the past, students have contacted our office stating that a faculty member has requested a note to be sent when the student has missed only one or two days of classes. As stated above, this notification service is intended to notify professors of extended periods consisting of three (3) or more days. Should a student's absence extend beyond a week, additional campus resources may be suggested.

Due to confidentiality, Student Health Services cannot provide excused absence notes for students who have missed classes and visited the Health Center. Confidentiality is vital to a successful healthcare visit for the student and is mandated by the Family Educational Rights and Privacy Act (FERPA). The Student Health Services staff is committed to providing each student with a safe and secure environment where healthcare needs can be met in a trusting student-professional relationship. However, students do have the option of obtaining an unspecific receipt for services at discharge.

If you encounter a student who may require assistance, please have them contact our office. Our email is StudentAssistance@wcupa.edu.