Faculty Starfish Item Guide

Attendance Concern Flag
Raise this flag for students who have multiple absences or tardies. Please note how many absences or tardies, if the absences are consecutive, and the last date of attendance. The student will be notified by email that this flag has been raised.

The Communications Loop
Who Receives Notice?
⇒ Academic Advisors, Faculty Advisors (and if applicable, HEOP or ISSS counselors)

Does the Student View?
⇒ Yes, Students views and receives an email

Who Resolves the Flag?
⇒ The academic advisor

Email Message Text
Dear [Student First Name],

You are receiving this message because [Instructor Name] is concerned about your attendance in [Course Name]. Your faculty’s comments are included here:

[Raise Notes]

Attendance in class is vital for doing well in the course. We have a number of resources to support your academic success. Please follow each of the below steps to address this concern:

1. Contact your instructor, [Instructor Name], as soon as possible to discuss this matter.
2. Please reference your course syllabus for the attendance policy.
3. Review your attendance in Starfish: Click on Courses. On this page, you will see all your courses listed. Select the Attendance tab [Course Name] and review the dates you have been absent or tardy.
4. Contact your academic advisor (Please click here for instructor or advisor appointment information) because your advisor can help you identify ways to support your progress.

Again, this concern is auto-generated. If you believe this was sent in error, or you have taken steps to address your attendance or your attendance is no longer a concern, contact your Academic Advisor and ask them to clear the flag. We send these messages because attendance in class is vital for doing well in your course. Research consistently shows that class attendance in college predicts both class grades and overall GPA (Crede, Roch, Kieszczynka, 2010).

Auto Attendance Flag
System generated attendance issue if two absences have been marked.

The Communications Loop
Who Receives Notice?
⇒ Academic Advisors, Faculty Advisors (and if applicable, HEOP or ISSS counselors)

Does the Student View?
⇒ Yes, Students views and receives an email

Who Resolves the Flag?
⇒ The academic advisor or appropriate student affairs department, depending on the nature of the concern described in the comments

Email Message Text
Dear [Student First Name],

You are receiving this message as a result of your attendance in [Course Name]. Please note that this concern is automatically generated for students who have been marked by their instructors as absent for two or more classes. Follow each of the below steps to address this concern:

1. Review your attendance in Starfish: Click on Courses. On this page, you will see all your courses listed. Select the Attendance tab [Course Name] and review the dates you have been absent or tardy.
2. Please reference your course syllabus for the attendance policy.
3. Contact your Academic Advisor if you need further support or assistance.

Again, this concern is auto-generated. If you believe this was sent in error, or you have taken steps to address your attendance or your attendance is no longer a concern, contact your Academic Advisor and ask them to clear the flag. We send these messages because attendance in class is vital for doing well in your course. Research consistently shows that class attendance in college predicts both class grades and overall GPA (Crede, Roch, Kieszczynka, 2010).
Faculty Starfish Item Guide

Behavioral Concern Flag
Raise this flag when you have concerns about a student's behavior. Please be specific about the observed behavior of the student. If this is an emergency please contact Security at 212-229-5101 or call 911. Based on the nature of the concern, the appropriate staff member will contact the student.

The Communications Loop
Who Receives Notice?
- Academic Advisors, Faculty Advisors, Crisis Management, Health Services Director, Housing Director, Student Conduct & Community Standards (and if applicable, HEOP or ISSS counselors)

The student does not receive an email through the Student Success Network.

Does the Student View?
- No

Who Resolves the Flag?
- The academic advisor or appropriate student affairs department depending on the nature of concern described in comments

Classroom Behavioral Concern Flag
Raise this flag if you are unsure how to address or have been unsuccessful in addressing a student's behavior in class (e.g., texting, lack of attention or disregard, chronic lateness) or if the student's behavior is affecting others in the class (e.g., disrespect, aggressive language). Please be specific about the behavior you have observed. Based on the nature of the concern, a program administrator will follow up with you about addressing the concern. Comments are required.

The Communications Loop
Who Receives Notice?
- Academic Advisors, Student Conduct & Community Standards (and if applicable, HEOP or ISSS counselors)

The student does not receive an email through the Student Success Network.

Does the Student View?
- No

Who Resolves the Flag?
- The academic advisor or appropriate student affairs department depending on the nature of concern described in comments
English Language Support Flag

Raise this flag for students who seem to lack the necessary English language skills for this course. The student will receive an email informing them of language tutoring services at The University Learning Center and to meet with their advisor.

The Communications Loop

Who Receives Notice?
⇒ Academic Advisors, Faculty Advisors (and if applicable, HEOP or ISSS counselors)

Does the Student View?
⇒ Yes, Students views and receives an email

Who Resolves the Flag?
⇒ The Learning Center, when

Email Message Text

Dear [Student First Name],

Your professor in [Course Name] is concerned that your English Language skills may not meet the needs of this course without additional support. [Instructor Name] feels you could benefit from language tutoring from the University Learning Center. The University Learning Center (ULC), located at 66 West 12th Street on the 6th floor, offers 50-minute, one-on-one, appointments for students seeking support in writing, ESL, math, time management, and oral presentations. Please click here for ULC appointment information under the "Services" tab.

You may also wish to schedule an appointment with your academic advisor to discuss your academic plan.

Health Concerns Flag

Raise this flag when you have health concerns about a student. Please be specific about the observed behavior of the student. If this is an emergency please contact Security at 212-229-5101 or call 911.

The Communications Loop

Who Receives Notice?
⇒ Academic Advisors, Faculty Advisors, Crisis Management, Health Services Director, Housing Director, Student Conduct & Community Standards (and if applicable, HEOP or ISSS counselors)

Does the Student View?
⇒ No

Who Resolves the Flag?

The student does not receive an email through the Student Success Network.
Insufficient Academic Background

Raise this flag for students who lack the necessary pre-requisite knowledge or skills for this course. Student will receive an email notifying them to discuss this with their academic advisor.

The Communications Loop

Who Receives Notice?
- Academic Advisors, Faculty Advisors (and if applicable, HEOP or ISSS counselors)

Does the Student View?
- Yes, Students views and receives an email

Who Resolves the Flag?
- The academic advisor

Email Message Text

Dear [Student First Name],

You are receiving this message because [Instructor Name] is concerned that you may be missing necessary skills or prerequisites to succeed in [Course Name].

[Raise Notes]

Please follow the below steps to resolve this concern. [Instructor Name] and your advisor will work with you to create a plan for the course in the remaining weeks of the semester.

1. Contact your academic advisor (Please click here for instructor or advisor appointment information) to either adjust your schedule (before add/drop deadlines) or to connect you to resources to successfully complete the course.

2. Contact your instructor, [Instructor Name], as soon as possible to discuss this matter.

Little or Poor Participation

Raise this flag for students who have not been actively participating in class or have not been on topic. The student will be notified by email that this flag has been raised. Please use comments to inform the student of a specific issue.

The Communications Loop

Who Receives Notice?
- Academic Advisors, Faculty Advisors (and if applicable, HEOP or ISSS counselors)

Does the Student View?
- Yes, Students views and receives an email

Who Resolves the Flag?
- The instructor

Email Message Text

Dear [Student First Name],

Your instructor has indicated that you may not be preparing for, or actively participating in [Course Name]. Below are the comments submitted by [Instructor Name] regarding your participation in the class:

[Raise Notes]

Many factors can influence participation in class, such as time management, health concerns, comprehension, etc. we want to know what the factors are for you so we can help. Contact your academic advisor (Please click here for instructor or advisor appointment information) because your advisor can help you identify ways to support your progress. Here are some ways to resolve this concern:

1. Contact your instructor, [Instructor Name], to discuss ways to increase your active engagement in the course.

2. Reference your course syllabus to see how participation factor into your overall grade.
**Missing or Late Assignments**
Raise this flag for students who have missing or late assignments. Please include the missing or late assignments in the comment that will be shared with the student via email.

**The Communications Loop**
- **Who Receives Notice?**
  - Academic Advisors, Faculty Advisors (and if applicable, HEOP or ISSS counselors)
- **Does the Student View?**
  - Yes, Students views and receives an email
- **Who Resolves the Flag?**
  - The instructor

**Email Message Text**
Dear [Student First Name],
You are receiving this message because [Instructor Name] has indicated you have missing or late assignments. Below are the comments submitted by [Instructor Name] regarding your missing or late assignments:

[Raise Notes]

We have a number of resources to support your academic success. Here are some ways to resolve this concern:

1. Contact your instructor, [Instructor Name], as soon as possible to discuss a timeline for submitting required work, if possible.
2. Reference your course syllabus to see how assignments factor into your overall grade.
3. Contact your academic advisor (Please click here for instructor or advisor appointment information) because your advisor can help you identify ways to support your progress.

**Never Attended/ No Show Flag**
Raise this flag for a student who appears on your roster, but has never attended. When this flag is raised, the student’s advisor will contact the student to discuss the issue.

**The Communications Loop**
- **Who Receives Notice?**
  - Academic Advisors, Faculty Advisors (and if applicable, HEOP or ISSS counselors)
- **Does the Student View?**
  - Yes, Students views and receives an email
- **Who Resolves the Flag?**
  - The academic advisor

**Email Message Text**
Dear [Student First Name],
You are receiving this message because you are enrolled in [Course Name] but have never attended. Contact your advisor as soon as possible to discuss this matter. Your advisor will assist you with what you need to do. Click here for instructor or advisor appointment information.

Your faculty’s comments (if any) are here:

[Raise Notes]
Personal/Social Concern Flag
Raise this flag when a student has expressed a personal or social issue and may need assistance. Please be specific about the issue in the comment section. If this is an emergency please contact Security at 212-229-5101 or call 911.

The Communications Loop
Who Receives Notice?
⇒ Academic Advisors, Faculty Advisors, Crisis Management, Health Services Director, Housing Director, Student Conduct & Community Standards (and if applicable, HEOP or ISSS counselors)

Does the Student View?
⇒ No

Who Resolves the Flag?
⇒ The academic advisor or appropriate student affairs department, depending on the nature of the concern

Risk of Low or Failing Grade
Raise this flag if a student is at academic risk. Use the comment section to specify details. Your comments will be shared with the student.

The Communications Loop
Who Receives Notice?
⇒ Academic Advisors, Faculty Advisors (and if applicable, HEOP or ISSS counselors)

Does the Student View?
⇒ Yes, Students views and receives an email

Who Resolves the Flag?
⇒ The instructor

Email Message Text
Dear [Student First Name],

You are receiving this message because your instructor is concerned about your performance in [Course Name]. [Instructor Name] flagged you for Risk of Low or Failing Grade. Your faculty’s comments are below:

[Raise Notes]

We have a number of resources to support your academic success. Here are some ways to resolve this concern:
Contact [Instructor Name], [Raiser Email], and review the syllabus and your current standing in [Course Name].
Make an appointment with your Academic Advisor (Please click here for instructor or advisor appointment information). Your advisor can help you identify ways to support your learning progress.
Feedback to Students

This item allows you to give students feedback on how they are doing in class.

The Communications Loop

Who Receives Notice?

⇒ Academic Advisors, Faculty Advisors (and if applicable, HEOP or ISSS counselors)

Does the Student View?

⇒ Yes, Students views and receives an email

Who Resolves the Kudos?

⇒ These items are bulked cleared by a system administrator at the end of the term

Email Message Text

Dear [Student First Name],
Your instructor, [Raiser Name], has the following feedback for you in [Course Title]:

[Raise Notes]

Good Job!

This item allows you to send students a recognition of their hard work, University engagement, or participation in a workshop.

The Communications Loop

Who Receives Notice?

⇒ Academic Advisors, Faculty Advisors (and if applicable, HEOP or ISSS counselors)

Does the Student View?

⇒ Yes, Students views and receives an email

Who Resolves the Kudos?

⇒ These items are bulked cleared by a system administrator at the end of the term

Email Message Text

Dear [Student First Name],
Your instructor, [Raiser Name], wants you to know that effort towards achievement on your academic journey are being recognized.

[Raise Notes]

Keep up the good work!
Keep Up the Good Work
Use this kudo to provide positive reinforcement to students who are doing well in your class.

The Communications Loop
Who Receives Notice?
⇒ Academic Advisors, Faculty Advisors (and if applicable, HEOP or ISSS counselors)
Does the Student View?
⇒ Yes, Students views and receives an email
Who Resolves the Kudos?
⇒ These items are bulked cleared by a system administrator at the end of the term

Email Message Text
Dear [Student First Name],
Congratulations!
I appreciate your dedication and hard work in the classroom. Keep up the good work!

Outstanding Performance
This item allows you to send students a recognition of their hard work, University engagement, or participation in a workshop.

The Communications Loop
Who Receives Notice?
⇒ Academic Advisors, Faculty Advisors (and if applicable, HEOP or ISSS counselors)
Does the Student View?
⇒ Yes, Students views and receives an email
Who Resolves the Kudos?
⇒ These items are bulked cleared by a system administrator at the end of the term

Email Message Text
Dear [Student First Name],
Your instructor, [Raiser Name], wants you to know that you have shown outstanding work in [Course Title]. Congratulations on your success. Your effort and dedication to your studies has been noticed!
Keep up the good work!
Showing Improvement
Use this kudo to provide positive reinforcement to a student whose work is improving.

The Communications Loop

Who Receives Notice?
⇒ Academic Advisors, Faculty Advisors (and if applicable, HEOP or ISSS counselors)

Does the Student View?
⇒ Yes, Students views and receives an email

Who Resolves the Kudos?
⇒ These items are bulked cleared by a system administrator at the

Email Message Text
Dear [Student First Name],

Your instructor, [Raiser Name], wants you that you have shown improvement in [Course Name]. Congratulations on your progress and please feel free to contact your instructor and/or your advisor if any addition academic support would be helpful for you!