

# STARFISH EARLY ALERT

RADFORD UNIVERSITY

## DEFINITIONS

- **Tracking Item:** Any item raised within the Starfish Early Alert system. Tracking items include flags, referrals, kudos, and to-dos.
- **Flag:** Alert raised to signal a student may be in academic or social distress.
  - **Academic flags:** Alert raised by Instructors to signal a student may be experiencing academic difficulties. The student receives an automated message when an academic flag is raised. The message comes from the “Student Success Team” but includes comments made by the Instructor when the flag was raised. The message encourages students to contact their instructor or academic advisor.
    - Attendance Concern: Raise this when a student isn’t attending class regularly.
    - In Danger of Failing: Raise this when a student is in danger of failing a course.
    - Missing/Late Assignment: Raise this flag when a student is missing or late with assignments.
    - Never Attended: Use this flag to indicate that a student has never attended your class.
  - **Social flags:** Alert raised by any Starfish user to signal a student may be experiencing social difficulties. Students do not receive a message when a social flag is raised.
    - Social Concern: Raise this flag when a student appears to be disengaged, homesick, or having difficulty fitting in.
    - Wellness Concern: Raise this flag when a student fails to respond to multiple emails, appointment requests, etc.

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- **Referral:** Instructors and Advisors can refer students to career services or tutoring. Students receive an automated message that appears to come from the Instructor and includes comments made when the flag was raised.
- **Kudo:** Provides a “pat on the back” for students who are doing well.
  - Keep up the Good Work: Raise this for a student who is performing well.
  - Outstanding Academic Performance: Raise this when a student has outstanding academic performance.
  - Showing Improvement: Raise this when a student has shown improvement.
- **To-Do:** Instructors and Advisors can use this to encourage or request a student to complete a certain action such as Set up Your Starfish Profile, Meet with Your Advisor, or a General To-Do.

### Raising Flags, Kudo, or Referrals

- **Raising a Tracking Item Manually:** When someone logs in to Starfish and raises a tracking item for individual students.
- **Raising a Flag through a Progress Survey:** Twice during the semester, around week 2 and week 6, Instructors are requested to complete Progress Surveys, which allow them to raise specific flags or kudos easily through their course roster(s). Messages, instructions, and reminders are provided for each Progress Survey. Progress Surveys do not replace midterm grades, which may be required for some students.

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### Managing and Clearing Flags

- **Flag Manager:** Faculty, professional advisors, or designated others who manage flags raised in Starfish.
  - Academic Flags are managed mainly by faculty and advisors.
  - Social Flags are managed by Residential Life and Dean of Students staff.
- **Clearing a Flag:** When an Instructor or Flag Manager resolves a flag in Starfish so it is no longer active. It will no longer appear on the student’s Starfish homepage.
  - Flag are marked as cleared for the following reasons:
    - Contact made with student.
    - No contact made with student. (After at least two attempts.)
    - The concern is no longer relevant.
    - Flag was raised by mistake.
- **Closing the Loop:** If the flag is cleared by someone other than the person who raised it, the closer can click the “close the loop” box to send comments to the Flag Raiser about why and how the flag was resolved.

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## WHAT TO KNOW...

- Faculty are encouraged to clear flags after they have communicated with a student about the issue (this is especially helpful for Attendance Concern flags and Missing/Late Assignment flags)
- Academic Advisors or designated Flag Managers may also contact the student. Top priority is given to students who have flags in multiple courses.
- If the student is no longer in a course, all flags raised for that course can be cleared.
- Methods of contacting students are email and phone. In-person meetings are preferred, if possible.
- Notes should always be entered to document each step of the process and each attempt to contact the student.

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## IN DANGER OF FAILING

- Instructors raise this flag when a student is in danger of failing the course.
- Students receive an automated message from the Student Success Team
- The “Sent from” and “Reply to” is [starfish@radford.edu](mailto:starfish@radford.edu)
- Students are encouraged to contact their instructors.
- Instructors are encouraged to clear this flag after communicating with the student.

### **In Danger of Failing (Radford University)**

From [starfish@radford.edu](mailto:starfish@radford.edu)

Reply To [starfish@radford.edu](mailto:starfish@radford.edu)

Subject [Starfish] Academic progress in Introduction to Microbiology for Anna Lands

Dear Anna,

Your instructor alerted us that there is a concern about your academic progress in Introduction to Microbiology. Your instructor raised this flag because we care about you and your academic success and you are in danger of failing this course.

We recommend contacting your instructor in Introduction to Microbiology immediately to see what can be done to raise your grade. Radford University offers resources that can aid your effort to improve academic performance and assist with personal concerns. You may reply to this email or contact an academic advisor for resources and suggestions for improvement.

We believe that you can be successful in your academic studies and are here to help. We care about your success!

Sincerely,

Student Success Team

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## ATTENDANCE CONCERN

- Instructors raise this flag when a student isn't attending class regularly.
- "Regularly" may be defined as multiple classes in a row, or any number that is alarming based on the individual attendance policy
- Students receive an automated message from the Student Success Team
- The "Sent from" and "Reply to" is [starfish@radford.edu](mailto:starfish@radford.edu)
- Students are encouraged to contact their instructors.
- Instructors are encouraged to clear this flag after communicating with the student.

### Attendance Concern (Radford University)

From [starfish@radford.edu](mailto:starfish@radford.edu)

Reply To [starfish@radford.edu](mailto:starfish@radford.edu)

Subject [Starfish] Attendance Concern in Introduction to Microbiology for Anna Lands

Dear Anna,

An Attendance Concern has been raised in Introduction to Microbiology.

We believe that you can be successful in your academic studies and know that attending class is the first step to accomplishing your goals. Missing class content can affect your grades and academic performance.

Radford University offers resources that can aid your effort to improve academic performance and assist with personal concerns. We recommend you contact your instructor to discuss your attendance and current grades. You may also reply to this email or contact an academic advisor for resources and suggestions for improvement.

Below are your instructor's comments:

*Anna has missed 3 classes in the past month.*

We care about your success!

Sincerely,

Student Success Team

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## MISSING/LATE ASSIGNMENTS

- Instructors raise this flag when a student has missing/late assignments that could significantly impact the final grade.
- Students receive an automated message from the Student Success Team
- The "Sent from" and "Reply to" is [starfish@radford.edu](mailto:starfish@radford.edu)
- Students are encouraged to contact their instructors.
- Instructors are encouraged to clear this flag after communicating with the student.

### Missing/Late Assignments (Radford University)

From [starfish@radford.edu](mailto:starfish@radford.edu)

Reply To [starfish@radford.edu](mailto:starfish@radford.edu) or Instructor's email (discuss)

Subject [Starfish] Missing/Late Assignments in Introduction to Microbiology for Anna Lands

Dear Anna,

You've been flagged for Missing/Late Assignments in Introduction to Microbiology. Missing class content can affect your grades and academic performance. We recommend you contact your instructor to discuss your current grades.

Radford University offers resources that can aid your effort to improve academic performance and assist with personal concerns. You may reply to this email or contact an academic advisor for resources and suggestions for improvement.

Below are your instructor's comments:

*Anna missed 3 journal assignments and 2 article reviews.*

We care about your success!

Sincerely,

Student Success Team

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## NEVER ATTENDED

- Instructors raise this flag when a student appears on the roster but has not attended at all during the semester.
- Students receive an automated message from the Student Success Team
- The “Sent from” and “Reply to” is [starfish@radford.edu](mailto:starfish@radford.edu)
- Students are encouraged to contact their advisors.
- Ideally, Never Attended flags would be raised during the first few weeks of the semester.
- Professional Advisors contact these students and clear these flags.

### Never Attended (Radford University)

From starfish@radford.edu  
 Reply To starfish@radford.edu  
 Subject [Starfish] Never Attended in Introduction to Microbiology for Anna Lands

Dear Anna,

A Never Attended flag has been raised in Introduction to Microbiology. Your instructor has indicated that you are enrolled and appear on the roster, but you have not attended class.

Please contact the Academic Advising Center for your college to discuss the flag. Missing class content can affect your grades and academic performance.

We care about your success!

Sincerely,

Student Success Team

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## FOR DESIGNATED FLAG MANAGERS: TOP PRIORITY! INDIVIDUAL STUDENT WITH FLAGS IN MORE THAN ONE COURSE

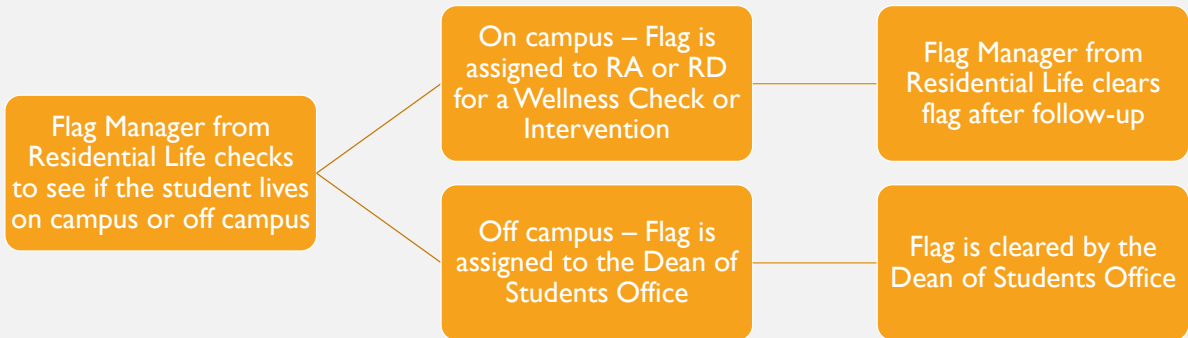
Flag Manager Contacts Student

Flag Manager clears all flags after communicating with student  
OR

After two unsuccessful attempts to contact the student, the Flag Manager raises a Wellness Concern and clears all academic flags

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## SOCIAL AND WELLNESS FLAGS



**Reminder:** Students do NOT receive an automated message for Social or Wellness Flags.

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## KUDOS

Kudos raised during a term will remain active for the whole term.

Kudos will be cleared in mass by the Starfish Administrator at the end of each term.

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## REFERRAL

Referral manager reaches out to the student

Referral managers clears the flag after communicating with student

OR

Clear the flag after two unsuccessful attempts to contact the student.

## QUESTIONS?

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