

ALERTS and MESSAGING

FLAGS

Work not Meeting Course Expectations

Description for Raiser:

Raise this when a student is not meeting course expectations/performance, when there is room for improvement (email notification to student only).

Message Template for Student:

From Starfish@cortland.edu
Reply To Starfish@cortland.edu
Subject [Starfish] Introduction to Microbiology academic concern

Hello Rachel,

This message is to let you know that there is a concern about your academic progress in Introduction to Microbiology.

Here are your instructor's comments: Rachel missed 3 classes this month.

At this point, you are not meeting course expectations and improvement is needed. Please review your class syllabus to ensure you are completing all of the assignments and understand deadlines, etc. If you have questions, please attend office hours or schedule an appointment to meet with your instructor.

It is important to make sure you have everything you need to succeed with this class.

Sincerely,
Starfish Cortland

At Risk of Failing+

Description for Raiser:

Raise this when student is at risk for failing (email to student, outreach requested, and associate dean notified).

Message Template for Student:

From Starfish@cortland.edu
Reply To Starfish@cortland.edu
Subject [Starfish] Action Required in Introduction to Microbiology

Dear Rachel,

You are at risk of failing Introduction to Microbiology. It is critical that you speak with your instructor as soon as possible.

Here are your instructor's comments: (required)
Rachel missed 3 classes this month.

You can also talk to your academic advisor or associate dean about developing a plan of action. If you are considering withdrawing from the course, speak with your academic and/or financial aid advisor as withdrawing could have an impact on your financial aid or scholarships. Please reach out to the people that can assist you.

Sincerely,
Starfish Cortland

Attendance Concern

Description to Raiser:

Raise this when a student is not attending class regularly (email notification to student only).

Message Template to Student:

From Starfish@cortland.edu

Reply To Starfish@cortland.edu

Subject [Starfish] Attendance concern in Introduction to Microbiology

Dear Rachel,

You can be successful in your academic studies. The first step is attending classes. Missing class content in your Introduction to Microbiology course can affect your grades, academic performance and possibly have financial consequences. More than likely your instructor assigns a value to your attendance/participation.

Here are your instructor's comments:

Rachel missed 3 classes this month.

Do you need help with your attendance habits? Talk to your advisor or with staff in The Learning Center (TLC) for guidance. There are helpful resources and contact information available in your **Success Network** in Starfish.

Sincerely,

Starfish Cortland

Critical Attendance Concern+

Description for Raiser:

Critical Attendance Concern (student receives email with additional outreach).

Message Template to Student:

From Starfish@cortland.edu

Reply To Starfish@cortland.edu

Subject [Starfish] Critical Attendance Concern in Introduction to Microbiology

Dear Rachel,

You have missed a critical number of classes in Introduction to Microbiology. Are you okay?

Here are your instructor's comments: (required)

Rachel missed 3 classes this month.

You can be successful in your academic studies. The first step is attending classes. Missing class content can affect your grades, academic performance, and possibly have financial consequences.

It is important that you talk to your instructor about your attendance.

Check the resources available in your **Success Network** in Starfish for contact information.

Sincerely,

Starfish Cortland

Critical Academic Concern+

Description for Raiser:

Raise this when there is a critical academic concern (email to student with additional outreach).

Message Template to Student:

From Starfish@cortland.edu

Reply To Starfish@cortland.edu

Subject [Starfish] Concerned about you in Introduction to Microbiology

Dear Rachel,

This message is to let you know that there is a critical/urgent academic concern with Introduction to Microbiology. Are you okay?

Here are your instructor's comments: (required)

Rachel missed 3 classes this month.

There are many strategies to help you be successful in your academic studies, but right now, it is critical that you connect with your instructor about this class.

Check the resources available in your **Success Network** in Starfish for instructor and advisor contact information.

Sincerely,

Starfish Cortland

Never Attended+

Description for Raiser:

Use this flag alert to indicate that a student has never logged in or attended your class (not even one time - a true never attended situation). Email will be sent to student with additional outreach requested and associate dean notified.

Message to Student:

From Starfish@cortland.edu

Reply To Starfish@cortland.edu

Subject [Starfish] Never Attended alert for Introduction to Microbiology

Dear Rachel,

Records indicate that you have never attended Introduction to Microbiology. You must talk to your associate dean as soon as possible about this situation. If this notice is incorrect, talk to your instructor.

Here are your instructor's comments:

Rachel missed 3 classes this month.

Check your **Success Network** in Starfish for your instructor and/or associate dean contact information.

Sincerely,

Starfish Cortland

Stopped Attending+ (not for progress survey)

Description for Raiser:

Use this flag alert to indicate that a student has stopped attending class (email to student with additional outreach).

Message for Student:

From Starfish@cortland.edu

Reply To Starfish@cortland.edu

Subject [Starfish] Stopped Attending alert for Introduction to Microbiology

Dear Rachel,

Records indicate that you have stopped attending Introduction to Microbiology.

Here are your instructor's comments: (required)

Rachel missed 3 classes this month.

You must talk to your academic advisor or associate dean as soon as possible about this situation. If this notice is incorrect, talk to your instructor.

Check your **Success Network** in Starfish for advisor and/or associate dean contact information.

Sincerely,

Starfish Cortland

KUDOS

Keep up the Good Work

Description for Raiser:

Message sent to student when Keep up the Good Work is raised. Comes from Raiser and includes Raiser's comments if offered.

Message Template to Student:

From Starfish@cortland.edu
Reply To Starfish@cortland.edu
Subject [Starfish] Keep up the good work in Introduction to Microbiology

Dear Rachel,

You are showing dedication and effort in Introduction to Microbiology.

Here are your instructor's comments:

Has maintained a 98% in the class.

Continuing these good academic habits will lead to your success! Keep up the good work!

Sincerely,

Starfish Cortland

Outstanding Academic Performance

Description for Raiser:

Message sent to student when outstanding academic performance is raised. Comes from Raiser and includes Raiser's comments.

Message Template to Student:

From Starfish@cortland.edu
Reply To Starfish@cortland.edu
Subject [Starfish] Keep up the good work in Introduction to Microbiology

Dear Rachel,

You are showing outstanding dedication and effort in Introduction to Microbiology.

Here are your instructor's comments:

Has maintained a 98% in the class.

Continuing these good academic habits will lead to your success! Keep up the great dedication!

Sincerely,

Starfish Cortland

Showing Improvement

Description for Raiser:

Message sent to student when Showing Improvement is raised. Comes from Raiser and includes Raiser's comments.

Message Template to Student:

From Starfish@cortland.edu
Reply To Starfish@cortland.edu
Subject [Starfish] Showing Improvement in Introduction to Microbiology
Dear Rachel,

You are showing improvement in Introduction to Microbiology. Your dedication and effort is recognized.

Here are your instructor's comments:

Has maintained a 98% in the class.

Continuing these good academic habits will lead to your success!

Sincerely,

Starfish Cortland

Stay Engaged and Connected

Description to Raiser:

Use this message if you do not have graded coursework or you want to remind the student to review the syllabus, stay engaged and work hard (email notification to student only).

Message Template to Student:

From Starfish@cortland.edu
Reply To Starfish@cortland.edu
Subject [Starfish] Stay engaged and connected in Introduction to Microbiology

Dear Rachel,

Your instructor wanted to provide you with some feedback in Introduction to Microbiology.

Here are your instructor's comments:

Has maintained a 98% in the class.

Make sure you re-read the syllabus and stay on top of any assignments and deadlines. Stay engaged and ask questions when there is a need.

Research has found when students stay engaged and connected with their instructor or seek campus resources if needed, they tend to do better with the course. If you have concerns, go to office hours and talk to your instructor. Review the campus resources available in your Success Network in Starfish.

Sincerely,

Starfish Cortland

Plus symbol (+) indicates additional outreach.