

## Starfish Cortland – Notification and Outreach Descriptions

All information in Starfish is disclosable under the Family Educational Rights and Privacy Act (FERPA). Students will automatically see any additional comments via their Cortland email and within their Starfish account. Notifications are viewable by the student referenced, the faculty or staff member who raised them, and any individual who may be associated with the flag. The notifications should promote collaboration between faculty, advisors and our student support offices with the common goal of ensuring the students' academic success.

<b>Flag Alerts</b>			
<b>Flag Alert Name</b>	<b>When to use</b>	<b>Email notification sent to:</b>	<b>Additional Outreach:</b>
Never Attended	Student has never attended or logged in to class (first few weeks of classes)	Student, Associate Dean, A&T	✓
Attendance Concern	Student is not attending class regularly	Student	
Stopped Attending	Student has stopped attending class on a regular basis	Student, Associate Dean, A&T	✓
Critical Concern	There is a critical/urgent academic concern	Student Advisement and Transition (A&T)	✓
At Risk for Failing	Student is at risk for failing course	Student, Associate Dean, A&T	✓
Work not Meeting Expectations	Student not meeting course expectations/performance. Room for improvement.	Student	
Open Ended Comment	Only use if other alerts do not capture the feedback you need to provide. This alert is always available but will not be part of the progress surveys. Alternatively, you can send the student a note if you have a lot of content to convey.	Student (no additional outreach)	
<b>Kudos</b>			
<b>Kudos Name</b>	<b>When to use</b>	<b>Email notification sent to:</b>	<b>Additional Outreach:</b>
Keep Up the Good Work	Student is performing well	Student	
Outstanding Academic Performance	Student has demonstrated outstanding academic work	Student	
Showing Improvement	Student has shown improvement in class and/or with their academic work	Student	
Stay Engaged and Connected	Option to offer an extra push to stay engaged and connected with the class	Student	
<b>Student Raised Alerts</b>			
<b>Flag Alert Name</b>	<b>When to use</b>	<b>Email notification sent to:</b>	<b>Additional Outreach:</b>
I Need General Academic Help	Student needs general academic help	The Learning Center	
I Need Help in a Course	Student has questions or needs help in your course	Instructor of the course	
I Need Help with my Writing	Student needs help with their writing	Writing Center	
I Need Help	Student needs help in general but not sure where to go for assistance	Advisement and Transition	✓

Do not use Starfish for mental health or safety concerns. If you have a significant concern about a student's health, safety or well-being please contact Care and Outreach Services, ext.: 4318.