

Starfish & Academic Alerts: Brief Overview

Purpose of Starfish

Starfish as a centralized communication tool to collectively support student success. The main benefit of Starfish is that your concerns and feedback are shared directly with the student, their advisors, and key departmental leadership with a single action.

When to use Starfish

Required: Roster Verification/No Show Report

Please refer to the Facilitator Resources webpage for detailed instructions on how to complete the Roster Verification/No Show Report, which must be submitted within 48 hrs of your second class session.

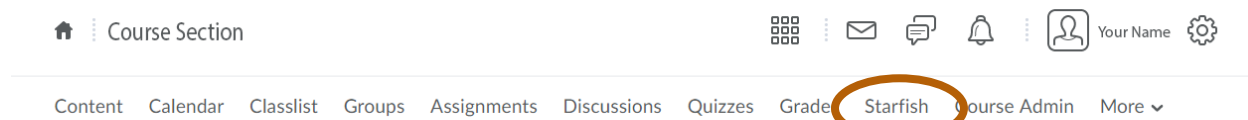
Required: Academic Progress Reports (2 total)

There are two targeted outreach campaigns that occur at strategic points each semester (weeks 4-6 and weeks 8-10). You will receive email notifications when the campaigns are underway and must take action accordingly.

As needed: You are able to send academic alerts to undergraduate students at any time during the semester, not just during an Academic Progress Report campaign. An alert is sent to a student by **Raising a Flag** in Starfish.

How to access Starfish

Enter Starfish by logging in to either myCourses or SIS and selecting the Starfish icon.



Instructors may also access Academic Progress Reports via the email notification sent from starfish@rit.edu.

How to complete an Academic Progress Report

The Academic Progress Report is an easy way to review an entire class at one time and provide input on student progress. Review your class roster in the report and determine which students need to be alerted. **Even if you do not have any concerns for any of your students, you must still review and submit a report for your class.** This ensures all students have been reviewed at key points during the term.

If you don't finish a report right away, it will automatically save a draft for you to finish later. To complete the report and send the alerts, you must click Submit before the academic progress report closes.


1. Select the **Outstanding Instructor Reports** link for one of your courses on the Starfish Home page.

Starfish

Search for Students

System Announcement: The Starfish system is designed to support students for academic success. Information about academic alerts is visible to all SIS advisors in the student's success network, as well as key college and departmental contacts. For help and training please visit: <https://www.rit.edu/starfish>

Outstanding Instructor Reports: [Principles of Microeconomics \(ECON.101.01.2188\): 2188 Academic Progress Report, more...](#)

- Check one box per student representing the area of greatest concern. If you have no concerns about a student, leave their row blank. Click the blue plus icon  to add comments.

 - Students and advisors will receive your comments verbatim.** Address your comments directly to the student.
 - Give details about your concerns and note the specific task(s) needing attention
 - Offer to have the student reach out to you if they have any questions or would like to discuss their options
 - Comments should not include anything personal in nature. If you have behavioral or mental health concerns about a student you should submit a Tiger Concern Report to RIT's Student Behavior Consultation Team (SBCT).

- Once you are sure you are finished, click **Submit**.

Important: Don't click Submit until you're done! You cannot modify a submitted report or use a report again. You will receive a confirmation email similar to the example shown. Be aware that students receive your comments via email (sample below) as soon as you click submit.

Reply

Reply All

Forward

starfish@rit.edu

Brianna Vespone

10/29/21

Academic Progress Report 2211-2 Confirmation

Dear Brianna,

Thank you for completing the following Academic Progress report(s):

- RIT 365: RIT Connections - YOPS.10.023.2211

For each of the flags you raised listed below, an [email](#) was sent directly to the student.

- Multiple Academic Concerns: [REDACTED]
- Multiple Academic Concerns: [REDACTED]
- Multiple Academic Concerns: [REDACTED]
- Low Assignment/Quiz/Test Scores: [REDACTED]
- Multiple Academic Concerns: [REDACTED]

We appreciate your dedication to student success. Thank you again for your participation!

Students

MY STUDENTS

TRACKING


INSTRUCTOR REPORTS (2)





Principles of Microeconomics (ECON.101.01.2188): 2188 Academic Progress Report

SAVED July 02, 2019 at 3:54 PM

DUE August 30, 2019 at 11:00 PM

Use this report to alert students about academic concerns or acknowledge their effort in the course. Select **ONLY ONE BOX PER STUDENT**; each checked box results in a separate email to the student with a standard message. Click the blue "+", at the far right, to include personalized comments in the email. If you do not have any feedback for a student do not check any boxes, no email is sent to the student. To view [More](#)

Search 

Name	Attendance/Participation	Low Assignment/Quiz/Test Scores	Multiple Academic Concerns	Performance Improving	Keep Up the Good Work
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> 
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Attendance/Participation Concern to Student

From: sxbria@rit.edu
Reply To: sxbria@rit.edu
Subject: Academic Alert for Student Name in Class Name

When you send an alert to a student, the system will generate a standardized email directly to the student from your email address.

SUBMIT

Dear Student,

Your instructor, Professor Name, raised an academic alert concerning your attendance and/or participation in Class Name. Please contact your instructor as soon as possible to discuss class expectations. This alert has also been shared with your academic advisor.

Instructor comments:

Your name (as it appears in SIS), the student's name, and the name of the course are auto-populated in the email.

Your personalized comments to the student(s) will be shown in the 'Instructor comments' section of the email. You can add comments in a survey or when using the 'Raise Flag' function.

You have missed 2 of our first 4 classes. Please see me ASAP so you can get caught up and on track before the first assignment is due.

Regular class attendance and participation enhance academic performance and provides you with the opportunity to ask questions and helps the instructor identify concepts that are difficult for the class to understand.

We recommend you utilize the following RIT resources:

- Primary Academic Advisor and/or NTID Counselor/Advisor - contact information can be found in your [SIS Student Center](#)
- Academic support resources for:
 - RIT students - Academic Success Center <https://www.rit.edu/asc>
 - NTID supported students - NTID Learning Center www.ntid.rit.edu/nlc/, and NTID Support Tutors can be found in your [SIS Student Center](#)


The academic alert system is made available to students, advisors, and instructors through the division of Academic Affairs. It is designed to help you succeed at RIT by connecting you with support and resources. If you have questions about the Starfish system, please contact us at starfish@rit.edu

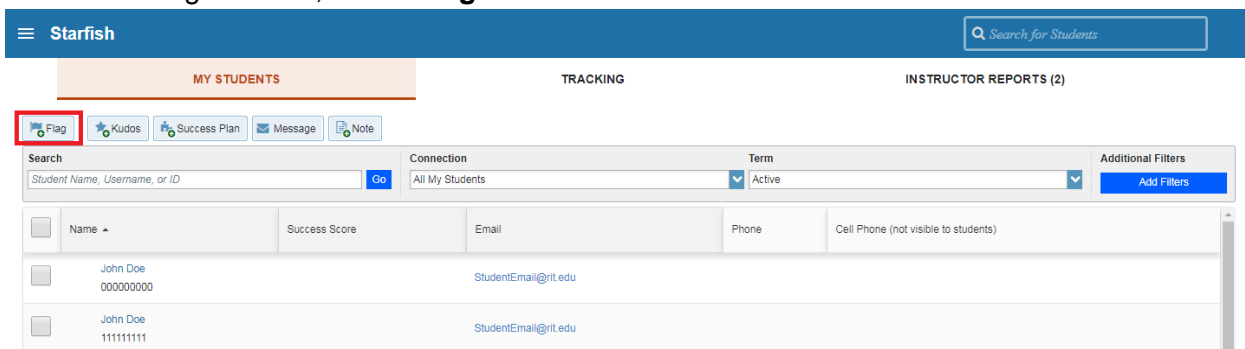
Examples of how to use alerts in RIT 365

Tracking Item in Starfish	Examples of student behavior	Examples of comments
Attendance/Participation	Students who have missed 2 or more classes and/or their coaching meetings	<i>I am concerned about your attendance. We've missed your contributions in class for XXX weeks and hope you are able to attend more consistently the rest of the semester. If you are unable to do so, please reach out to me immediately so we can discuss ways for you to make-up the content and fulfill the mandatory attendance requirement for the course.</i>
Low Assignment/Quiz/Test Score	Students who have not submitted any Portfolio assignments and/or submitted incomplete Portfolios	<i>You still haven't submitted our first two written Portfolio reflections. Please keep in mind that all 4 reflections must be submitted in order to earn a passing grade in this course. Reach out to me any time with questions or concerns.</i>
Multiple Academic Concerns	Students who demonstrate a combination of at least 2 different kinds of concerns (e.g., poor attendance and no Portfolio submissions)	<i>You still haven't submitted confirmation of attending a Super Speaker event nor have you completed the first written Portfolio reflection. Please keep in mind that all 4 reflections and attending a Super Speaker are required in order to earn a passing grade in this course. Reach out to me any time with questions or concerns.</i>
Kudos/Performance Improving	Most commonly used for the 2nd Academic Progress Report when students who were previously failing the course have submitted late assignments, improved their attendance, etc.	<i>Your attendance has been improving! Keep up the good work.</i> <i>Thanks for submitting your past Portfolios. I enjoyed reading your reflections. Keep up the good work.</i>
Kudos/Keep up the Good Work!	Students who have perfect attendance, submit high-quality portfolios, and participate actively in class	<i>Thank you for your continued engagement in class discussions and your thoughtful written reflections. It is a pleasure having you in class!</i>

How to add or clear an Alert

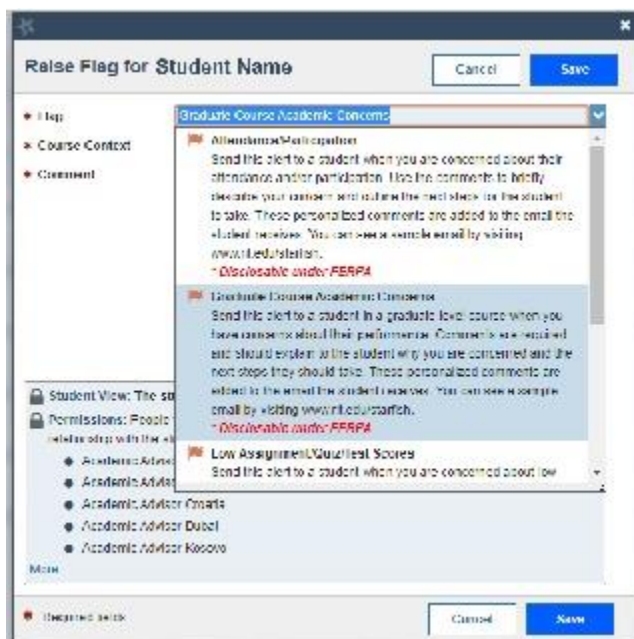
If a new concern arises outside the Academic Progress Report timeline, you can raise an alert to notify the student and their advisor by **Raising a Flag** in Starfish. To do so:

- From the Starfish homepage, click the navigation **Menu**  in the upper left corner of the screen
 - Click the arrow next to the word students to display a drop-down menu
 - Select **My Students**
- From **My Students**, select the student(s) to receive a Flag or Kudos by checking the box next to their name
- From the navigation bar, select **Flag** or **Kudos**



The screenshot shows the Starfish 'MY STUDENTS' page. At the top, there's a navigation bar with 'Starfish' and a search box. Below it, there are tabs for 'MY STUDENTS', 'TRACKING', and 'INSTRUCTOR REPORTS (2)'. Under the 'MY STUDENTS' tab, there's a sub-navigation bar with buttons: 'Flag' (highlighted with a red box), 'Kudos', 'Success Plan', 'Message', and 'Note'. Below this is a search bar with a 'Go' button. The main area displays a table of students with columns for Name, Success Score, Email, Phone, and Cell Phone. Two students are listed: John Doe (00000000) and John Doe (11111111). Each student has a checkbox in the first column.

- Select the appropriate **tracking item** (area of concern or recognition) from the dropdown menu.
 - Alerts/Kudos for an undergraduate course include: **Attendance/Participation, Low Assignment/Quiz/Test Scores, Multiple Academic Concerns, Keep Up the Good Work, Performance Improving**



The screenshot shows the 'Raise Flag for Student Name' dialog box. It has a 'Cancel' button and a 'Save' button. On the left, there's a sidebar with 'Course Context' and 'Comment' sections. The main area shows a dropdown menu for 'Graduate Course Academic Concerns' and a text area for comments. Below the text area, there are three radio button options: 'Attendance/Participation', 'Graduate Course Academic Concerns', and 'Low Assignment/Quiz/Test Scores'. Each option has a brief description of when to use it. At the bottom, there's a 'Discernable under FERPA' checkbox.

- Add **comments**, addressing them to the student, as these comments will be sent to the student in an automated email. Comments should not include anything personal in nature. If you have behavioral or mental health concerns about a student you should submit a Tiger Concern Report to RIT's Student Behavior Consultation Team (SBCT).
- Select the related course from the **Course Context** dropdown menu
- Click **Save** to submit and the appropriate communication will be sent to the student

RIT 365 Facilitator Resources

Raise Flag for Doe, John [Cancel] [Save]

★ Flag: Attendance/Participation Concern

★ Course Context: Programming Language Concepts (CSCI.344.02.2181)

Comment: John - You have missed 2 classes recently. I am concerned about you and the impact missing classes can have on your grade. Please stop by my office to check in and we can work on a plan to get you caught up.

Student View: The student can view this item and the notes entered above.

Permissions: People with the following roles may be able to see this tracking item if they have a relationship with the student(s):

- Academic Advisor - Short Term Coverage
- Primary Academic Advisor
- UAO View All Students
- Instructor
- Academic Advisor Dubai

★ Required fields [Cancel] [Save]

If a student has remedied a past concern and you deem it appropriate, you can remove an alert by **Clearing a Flag**. To do so:

1. From the Starfish homepage, click the navigation **Menu** in the upper left corner of the screen
 - a. Click the arrow next to the word students to display a drop-down menu
 - b. Select **My Students**
8. Search by **Student** or your **Connection** to the student
9. Hover your cursor over the blue flag icon by the alert you want to close, the Flag Menu will appear
10. Select **Clear Flag** (Do not use the Edit Flag function)

Starfish [Search for Students]

MY STUDENTS TRACKING INSTRUCTOR REPORTS (2)

[Resolve] [Comment] [Assign] [Flag] [Kudos] [Success Plan] [Send Message]

Student: [Student Name, Username, or ID] [Go] View: [Inbox] Connection: [All My Students] Additional Filters: [Add Filters]

Student	Success Score	Item Name	Status	Created	Assigned	Due
Doe, Jane 000000000		Multiple Academic Concerns	Active	Today by Doe, John		
Doe, Jane 000000000		Intro Artificial Intelligence (CSCI.331.01.2191)		Today by Doe, John		

First Previous 1 Next Last Total Items 2

Details Edit Comment **Clear**

Clear flag for Student Name

[Hide flag details](#)

Attendance/Participation

Raised by Instructor Name (Today)

Add a comment:

{Student Name} came to see me during office hours. We created a plan and showed improvement this week during class discussion.

★ Required fields [Cancel] [Submit]

Enter appropriate comments (NOTE: Any comments added are saved to the student's Starfish folder but are NOT sent to the student.)

- a. Indicate reasons you are clearing the flag
- b. Comments should be clear and specific to the alert
- c. Avoid evaluative language

11. Click **Submit**, the flag will now show as resolved and an update will be included in the advisor's Recent Tracking Item Summary email

In-depth trainings, tutorials, and guidelines for all things Starfish are available on their website: <https://wiki.rit.edu/display/earlyalert/Home>