

Sample Email Template: Starfish Flag & Kudos Emails

When a student is issued an academic flag and/or *kudos* by one of their course instructors, they receive an email notification to inform them of this feedback. These emails are addressed from the course instructor to increase student engagement and offer more personalized correspondence. The sample emails below are provided to inform instructors of the email communication sent when they raise flags or *kudos*.

ACADEMIC FLAG TEMPLATE

From notices@starfishsolutions.com
To Flagged Student
Subject New Starfish Flag: Unsatisfactory Coursework in FYE 101-07 Fall 2018

Used when the following flags are issued:

- ◆ Excessive Absences
- ◆ Low Test/Quiz Scores
- ◆ Unsatisfactory Coursework

Hello Student First Name,

I have used [Starfish](#) to issue you a flag for **Unsatisfactory Coursework in my FYE 101-01 Fall 2018 course**. [Optional comment provided: The quality of your reflection assignments have been declining as the semester progresses.]

You can think of a Starfish flag as an interim progress report, intended to update you on how you are doing in our class and to encourage you to take action to improve or seek help as soon as possible. A Starfish flag is not a grade and will not impact your GPA or academic standing in any way. Starfish flags can be seen by you and your academic advisors/support staff at UNCG, so they are available to assist you as well if you need help figuring out your academic options for this class.

Please reach out to me if you have any further questions about my feedback. **You may also find the following resources helpful if you wish to discuss your academic options or address any extenuating circumstances that may be impacting you this semester:**

- Your academic advisor
- [Students First Office](#)
- [Student Success Center](#)
- [Dean of Students Office](#)

Sincerely,

Instructor Name

Sample Email Templates

Continued...

KUDOS TEMPLATE

From notices@starfishsolutions.com
To Flagged Student
Subject New Starfish *Kudos*: Showing Improvement in FYE 101-07 Fall 2018

Used when the following *kudos* are issued:

- ◆ Showing Improvement
- ◆ Outstanding Academic Performance

Dear Student First Name,

I have used [Starfish](#) to issue you kudos for **Showing Improvement in my FYE 101-01 course**. [Optional comment provided: I can see that you are making an effort, keep up the great work!]. Thank you for your effort so far and let me know if I can offer any additional assistance to help you keep improving!

You can think of a kudos as an interim progress report to let you know how you are doing in our class and to recognize you for the good work you are doing. It is not a formal award and it doesn't show up on a transcript. **You also do not need to take any additional action, except to give yourself a pat on the back for doing great work!**

Keep it up,

Instructor Name

ADDITIONAL TIPS ABOUT EMAIL TEMPLATES:

- ◆ The email template text provided above cannot be modified by individual course instructors. Instructors may offer students more personalized feedback about their flags and *kudos* by entering comments when issuing these items to students. These comments will display in the email text above, indicated by [Optional comment provided].
- ◆ Student replies to these emails will automatically be directed back to the course instructor.
- ◆ These templates do not apply to behavioral flags (Personal Concern, Disruptive Behavior Concern, and Academic Integrity Concern). Students are not automatically notified of those flags being issued to them in Starfish and your comments will not be seen by them directly. When these flags are issued, the Dean of Students Office and/or the Office of Student Rights & Responsibilities will follow up with the student or the course instructor.