Starfish Newsletter
February 2019

ACCESS STARFISH: STARFISH.UNCG.EDU   ●   ISPARTAN TOOLS & APPS   ●   CANVAS (ACCOUNT—>STARFISH)

Spring 2019 Tracking Items
*As of 2/19/19

Flags	2,209
Kudos	2,055
Referrals	41

New Starfish Flag Options!

UNCG is expanding its use of the Starfish EARLY ALERT technology to allow academic advisors to make use of its feedback tools. Academic advisors will now have the ability to raise the **Personal Concern flag** when they feel one of their advisees could benefit from Dean of Students Office outreach. This flag was previously available to course instructors only. UNCG is also piloting use of a new **Retention Concern flag**. For this pilot, academic advisors may raise this flag on students who they know or suspect may not return to UNCG in a future semester due to plans to transfer away, intentions to withdraw, and/or anticipated difficulty in satisfying UNCG's academic eligibility requirements in accordance with the university's academic standing policy. This flag information is shared with other members of a student's support network and retention initiative staff within the New Student Transitions & First Year Experience office. **Visit the Starfish website for more information about these new and expanded flag options.**

SPAM ISSUE RESOLVED!

UNCG Starfish support is happy to report that the technical issue which was causing some Starfish-generated emails to go to user spam boxes has been resolved. This issue impacted two types of emails sent from Starfish:

1. Emails sent to students via the "Messages" feature
2. Emails sent as a result of the "Send a copy of this note" feature

Collaboration between UNCG ITS and our Starfish vendor, Hobsons, has resulted in resolution of this issue. Faculty, instructors, and staff may now send emails to students from within Starfish with confidence that all emails will get to student inboxes.

IMPORTANT DATES

February 5
4-week ASR sent to instructors of undergraduate students

February 26
7-week ASR sent to instructors of undergraduate students

March 11
Last day for students to withdraw 16-week courses without incurring a GPA penalty

Sample Email Templates

Beginning in Fall 2018, academic flag and *kudos* emails to students are written from the perspective of the course instructor. This change was implemented as a result of consistent feedback from UNCG faculty.

Check out sample email templates **here**.

See the **Starfish website** for more info on what happens after Starfish flags and *kudos* are raised.

⭐ Starfish Training

Need a Starfish refresher? Never used Starfish before? Considering incorporating Starfish into your work with undergraduate students?

Request a training session or consultation! Contact us at starfish@uncg.edu to get started.

The Academic Status Report (ASR)

The Academic Status Report (ASR) provides a quick and easy way for instructors to issue flags, *kudos,* and referrals to students at regular intervals and at important time points in each fall and spring term. This allows students to stay informed of their academic progress and helps the campus community mobilize to support students who may be struggling in their courses. ASRs are sent to undergraduate course instructors at the 4-week and 7-week time points. An additional 12-week ASR is sent to instructors who teach courses in which new first-time students and/or student athletes are enrolled.

Instructors should complete each report as soon as possible to provide feedback to their students and to the academic advisors and staff who support them. **To learn more about how the ASR works, take a look at our quick guide available on our Starfish website.**