Fall 2019 Tracking Items
*As of 10/07/19

<table>
<thead>
<tr>
<th>Flags</th>
<th>Kudos</th>
<th>Referrals</th>
</tr>
</thead>
<tbody>
<tr>
<td>5,635</td>
<td>6,401</td>
<td>407</td>
</tr>
</tbody>
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Retention Concern Flag Notification
Advisors are able to raise the Retention Concern Flag to capture information about concerning student circumstances and behaviors that may require additional intervention or support. Academic support staff in a student’s Success Network can view these flags to monitor the feedback being shared on students.

What does a Retention Concern flag mean?
Student has stated plans or is likely to not return to UNCG in the current or upcoming academic semester. This includes students who may transfer away, may withdraw from UNCG, or may not meet academic requirements to remain at UNCG. Students do not receive notice of this flag or verbatim comments from the flag raiser. Check out this infographic to learn more information about the Retention Concern flag.

How can you help?
Be supportive. Engage in conversations with your students about any retention-related concerns for the purpose of supporting them in reaching their academic and personal goals.

Connect via email. Send email outreach to the student to initiate a conversation about the information provided by the flag comments.

Clear/resolve the flag. Once outreach has been given, or if the retention concern no longer applies when you connect with the student, the flag should be cleared in Starfish.

Course instructors of undergraduate students use Starfish to issue periodic academic feedback to their students in the form of flags, kudos, and referrals. This feedback is also shared with the academic support staff in a student’s Success Network, including academic advisors. Appointment scheduling tools are available for instructors to manage office hours and student meetings.

Advisors & select academic support staff use Starfish to monitor the feedback being shared by course instructors and deliver student outreach as necessary. Appointment scheduling tools and features are also available to make it easier for students and staff to connect. Staff may also use Starfish to refer students to select campus resources.

***Check out our Starfish website for useful instructor & advisor/support staff information***

Sample Email Templates
Curious to know what emails your students receive after you issue academic flags or kudos? Check out sample email templates here. Academic flag and kudos emails to students are written from the perspective of the course instructor. This change was implemented last fall as a result of consistent feedback from UNCG faculty.

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

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 timepoints 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 4th, 7th, and 12th week time points. 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. On September 17, the 4-week ASR was sent to all undergraduate instructors. If you have completed a prior report, you may notice several changes. To learn more about these changes and how the ASR works, take a look at our quick guide. If you would like assistance with completing the Academic Status Report, I encourage you to register for one our workshops at workshops.uncg.edu.

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