UNC GREENSBORO
Students First Office

Starfish Email Template:
Academic Flags & *Kudos*

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.

Academic Flag

From notices@starfishsolutions.com
To Flagged Student
Subject New Starfish Flag: Missing/Late Assignments in FYE 101-01 Fall 2021

Dear Student First Name,

I have used Starfish to issue you a flag for **Missing/Late Assignments in my FYE 101-01 Fall 2021 course.** [Optional comment provided: You haven't submitted the last four assignments in our course, and I'm worried about how this will impact your overall grade. It's not too late to catch up---please reach out to me for help!]

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
- Academic Achievement Center
- Dean of Students Office

Sincerely,

Instructor Name

Used when the following flags are issued:

- Class Attendance Concern
- Low Average in Course
- At-Risk of Failing Course
- Missing/Late Assignments

Academic *Kudos*

From notices@starfishsolutions.com
To Flagged Student
Subject New Starfish *Kudos*: Showing Improvement in FYE 101-01 Fall 2021

Dear Student First Name,

I have used Starfish to issue you *kudos* for **Showing Improvement in my FYE 101-01 Fall 2021 course.** [Optional comment provided: I can tell you have really put in maximum effort to bring up your quiz grades. Keep up the effort and I think you can reach a B+ average by the end of the course.]

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

Used when the following *kudos* are issued:

- Showing Improvement
- Outstanding Academic Performance
- You're Off to a Great Start
- Keep Up the Good Work

Additional Tips About Email Templates

Student replies to these emails will automatically be directed back to the course instructor

- 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. Instructor comments will display verbatim in the emails students receive. Comments are indicated in the sample emails above by [Optional comment provided]. Brackets do not appear in the emails students receive.

- These templates do not apply to behavioral flags (i.e. Personal Concern, Disruptive Behavior Concern, and Academic Integrity Concern). Students are not automatically notified when behavioral flags are issued to them and your comments will not be seen by them directly. When behavioral flags are issued, the Dean of Students Office and/or the Office of Student Rights and Responsibilities will follow up with the student or the course instructor.

Email starfish@uncg.edu for support!