



UNC
GREENSBORO
Students First Office

FEBRUARY 2023

STARFISH NEWSLETTER

Spring 2023 Tracking Items



Flags: 2,697

Kudos: 4,628

Referrals: 140

Flags Total Breakdown to date:

- **Academic: 2601**
 - At-Risk of Failing: 489
 - Class Attendance Concern: 552
 - Low Average in Course: 618
 - Missing/Late Assignments: 942
- **Personal Concerns: 64**
- **Retention Alerts: 25**
- **Student Conduct Concerns: 7**

Academic Status Report

This past Fall, The **Academic Status Report (ASR)** was emailed to course instructors at the 3- and 11-week points of the semester to better align with the new midterm grading policy. The timeline will remain the same this Spring. The ASR provides a quick and easy way for instructors to issue flags, *kudos*, and referrals to students. 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. 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. Instructors should also utilize the **Starfish/Canvas Integration Quick Guide** to help with raising flags.

Spring 2023 Launch Dates:

- **Tuesday, January 24:** Launch of Starfish Early Alert: 3rd-week Academic Status Report
- **Tuesday, March 21:** Launch of Starfish End of Term: 11th-week Academic Status Report



Important Dates

January 24

Starfish Early Alert: 3rd-week Academic Status Report sent to undergraduate instructors

February 13

Midterm Grading opens via UNCGenie

February 24

Midterm Grading closes

March 3

Last day for students to withdraw 15-week courses without GPA penalty

March 21

Starfish End of Term: 11th-week Academic Status Report sent to undergraduate instructors

Early Alert: Workflow

- Faculty Feedback is provided in the form of a **flag**, **kudos**, or **referral** for a student. Faculty are able to raise flags, *kudos*, and referrals manually or through completing an ASR.
- **Starfish Notifications** are sent for all academic flags, *kudos*, and referrals to a student's UNCG email and contain the verbatim comments. Please note students are not notified of **Personal Concern**, **Academic Integrity Concern** or **Disruptive Behavior** flags raised for them.
- Advisors and support staff "**Close the Loop**" after they contact students in their caseloads who have Starfish flags. Advisors and support staff are able to clear a flag and/or add a comment when they have valuable information to share with the flag raiser.

Early Alert: Outreach

Support Network members, how can you help?



- **Connect via email.** Send email outreach to the student to initiate a conversation about the Starfish flag(s) provided by the flag comments.
- **Be supportive.** Ask your students about the Starfish flag(s) and how you can support them in reaching their academic and personal goals
- **Attach a flag comment.** Update the Starfish flag with a comment summarizing what you've learned from the student. This helps keep the flag raiser and academic support staff in the loop.

Early Alert: Clearing Flags



This Spring, The Students First Office (SFO) will pilot clearing flags. Staff will indicate whether a concern was resolved successfully or unsuccessfully, meaning contact was made with the student and resources to address the concern were provided or the student was contacted and has not been responsive to outreach.

When clearing flags, SFO Staff will continue to add a comment with any relevant information stemming from contact to close the loop with the flag raiser. Clearing flags is a recommended best practice in early alert systems, and will provide new and valuable data to demonstrate the relationship between closure reasons, course outcomes, and retention. In addition, clearing flags will help us to accurately document and report on UNCG's interventions.

DID YOU KNOW?

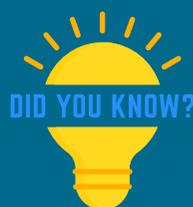
Support for Faculty

Did you know that you can reach out to

Starfish Support for:

- Help with completing your Academic Status Report (ASR)
- Determining the appropriate flag and/or *Kudos* to raise
- Scheduling an individual training session
- Understanding a "Close the Loop" comment
- Demonstrations of Starfish features, including a preview of what students see in Starfish

Please visit the **Starfish page for faculty, advisors, and support staff** for more information.



DID YOU KNOW?

Support for Advisors & Support Staff

Did you know that you can reach out to

Starfish Support for:

- Updating and correcting your student and staff connections
- Determining the appropriate flag or *Kudos* to raise
- Scheduling an individual training session
- Suggesting updates/additions to Advising Speednotes and/or Appointment Reasons
- Future Starfish enhancements or ideas
- Demonstrations of the student view of Starfish and other features of interest

Please visit the **Starfish page for faculty, advisors, and support staff** for more information.

Questions?

Email starfish@uncg.edu or visit studentsfirst.uncg.edu