

Starfish Flag Options

This resource summarizes the UNCG Starfish flag options available for instructors, advisors, & academic support staff to raise for undergraduate students. **Flags should be raised whenever an instructor or staff member identifies a student who is showing signs of academic difficulty, concerning academic or personal behaviors, and/or other academic-related issues that are appropriate to share with the student and/or their Success Network of advisors and academic support staff.** The goal of a Starfish flag is to raise concerns for a student's academic or personal well-being and to facilitate student action or campus outreach/support.

Academic Flags

These flags serve two purposes: as progress reports to flagged students and as notifications to the academic advisors & support staff in their Success Networks. **Students receive email notification when these flags are raised, with instructor comments provided verbatim** (look [here](#) to view the entire email notice a student will receive). Success Network staff also receive a copy of your comments verbatim. Additional comments on these flags are optional but strongly encouraged.

Flag Name	Who Can Raise?	Who Can View?	Description	Sample Comment
CLASS ATTENDANCE CONCERN	Instructors	Student, Success Network	Student has not been attending class regularly, is tardy frequently, or is not meeting expectations for class attendance.	You have missed the last three classes and more absences are going to negatively impact your grade. Please follow up with me if you need some support—I'd like to see you in class more often!
LOW AVERAGE/AT-RISK OF FAILING COURSE	Instructors	Student, Success Network	Student is at-risk of failing or has a low average in your course.	You earned a 60% (D-) on our most recent test. You still have time to pull up your test average—reach out to me if you'd like some help!
MISSING/LATE ASSIGNMENT	Instructors	Student, Success Network	Student's missing and/or late assignments jeopardize success in their course.	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!

Behavioral Flags

These flags are intended to capture information about concerning student circumstances and behaviors that go beyond poor academic performance and may require additional intervention or support. **These flags are not shared with students directly** and function as streamlined communication pathways between instructors, staff, and campus support offices. Due to the sensitive information sometimes captured by these flags, flag sharing is limited to only need-to-know staff and **comments are always required** when raising.

Flag Name	Who Can Raise?	Who Can View?	Description	Sample Comment
DISRUPTIVE BEHAVIOR CONCERN	Instructors	Dean of Students (DOS), UNCG Athletics	Student exhibits uncivil and verbally aggressive behavior toward faculty and/or peers. Please describe the concerning event, include frequency, and whether or not the concern has been addressed. DOS will contact the flag raiser with information about next steps to take with the student.	This student uses a cellphone during class even after we discussed technology restrictions on day one. I've repeatedly asked the student to put their phone away and today when I requested this, the student explicitly said "no" and proceeded to ignore me. I'm not sure how I should proceed with enforcing my course policy.
ACADEMIC INTEGRITY CONCERN	Instructors	Office of Student Rights & Responsibilities (OSRR), UNCG Athletics	Student has potentially violated UNCG's Academic Integrity Policy. This typically appears in the form of cheating, plagiarism, misuse of academic resources, falsification, or facilitating academic dishonesty. OSRR will contact flag raiser with Information about next steps to take with the student.	I suspect that this student may have plagiarized on the most recent written assignment. I've got a conference scheduled with him for next week but want some guidance on how to proceed if I want to pursue university sanctioning.
PERSONAL CONCERN: FOOD/HOUSING INSECURITY	Instructors, Advisors	Dean of Students (DOS), UNCG Athletics	Student in your course has disclosed to you that they are experiencing housing and/or food Insecurities that are impacting their personal and academic success. Students will NOT see this flag or your comments. Please do not use this flag to report emergency events or class attendance concerns.	This student has mentioned housing concerns to me that is taking a toll on her. I'm working with the student to help her succeed in my class but think she could use some support to help her connect to campus and community resources.
PERSONAL CONCERN: FINANCIAL HARDSHIP	Instructors, Advisors	Dean of Students (DOS), UNCG Athletics	This flag should be raised if/when a student in your course has disclosed to you that they are facing a financial hardship that is impacting their personal and academic success. Students will NOT see this flag or your comments. Please do not use this flag to report emergency events or class attendance concerns.	This student is unable to pay for courses, and working excessive hours. I think he could use some assistance from DOS.

Behavioral Flags Continued...

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Flag Name	Who Can Raise?	Who Can View?	Description	Sample Comment
PERSONAL CONCERN: MENTAL HEALTH/ WELL-BEING	Instructors, Advisors	Dean of Students (DOS), UNCG Athletics	This flag should be raised when there is concern for a student's condition in your course in regard to their psychological and emotional wellbeing that is impacting their personal and academic success. Students will NOT see this flag or your comments. Please do not use this flag to report emergency events or class attendance concerns.	This student has expressed overwhelming feelings, fatigue and exhaustion. I believe the student may benefit from additional support from the DOS.
PERSONAL CONCERN: GENERAL	Instructors, Advisors	Dean of Students (DOS), UNCG Athletics	Student in your course has disclosed to you that they are experiencing an extenuating hardship that is impacting their personal and academic success that are not reflected in the other flag options. Students will NOT see this flag or your comments. Please do not use this flag to report emergency events or class attendance concerns.	I suspect that this student may be experiencing a home environment that is impacting their personal and academic success. I've got a conference scheduled with him for next week but think the student could use additional support and resources.
RETENTION ALERT: ACADEMIC STANDING CONCERN	Advisors	Success Network, Division of Student Success (DSS), Students First Office	This flag should be raised if/when a student in your advising caseload is at-risk of academic suspension or dismissal because they are not meeting the University's academic standards for maintaining enrollment eligibility. Students will NOT see this flag or your comments. Please do not use this flag to report emergency events or class attendance concerns.	Please provide a brief description of your concern surrounding this student's future academic standing so the Students First Office can monitor the student's enrollment and provide outreach if appropriate.
RETENTION ALERT: REGISTRATION HOLD	Advisors	Success Network, Division of Student Success (DSS), Students First Office	This flag should be raised if/when a student in your advising caseload has disclosed to you their inability to resolve an existing registration hold that is preventing them from registering on-time. Students will NOT see this flag or your comments. Please do not use this flag to report emergency events or class attendance concerns.	Please provide a brief description of the hold this student currently has on their account so the Students First Office can monitor the student's enrollment and provide outreach if appropriate.

Behavioral Flags Continued...

These flags are intended to capture information about concerning student circumstances and behaviors that go beyond poor academic performance and may require additional intervention or support. **These flags are not shared with students directly** and function as streamlined communication pathways between instructors, staff, and campus support offices. Due to the sensitive information sometimes captured by these flags, flag sharing is limited to only need-to-know staff and **comments are always required** when raising.

Flag Name	Who Can Raise?	Who Can View?	Description	Sample Comment
RETENTION ALERT: STOPPING OUT OR TRANSFERRING INDICATED	Advisors	Success Network, Division of Student Success (DSS), Students First Office	This flag should be raised if/when a student in your advising caseload has disclosed to you their intent to transfer to another institution or that they will not be returning to UNCG in the next term. Students will NOT see this flag or your comments. However, flag comments can be seen by the student's advisor and support staff in the student's Starfish Success Network. Please do not use this flag to report emergency events or class attendance concerns.	Where applicable, please provide a brief description of when and where (if disclosed) the student is intending to transfer, so the Students First Office can monitor the student's enrollment and provide outreach if appropriate
RETENTION ALERT: UNIVERSITY WITHDRAWAL INDICATED	Advisors	Success Network, Division of Student Success (DSS), Students First Office	This flag should be raised if/when a student in your advising caseload has disclosed to you their intent to withdraw from UNCG without completing the current term. Students will NOT see this flag or your comments. However, flag comments can be seen by the student's advisor and support staff in the student's Starfish Success Network. Please do not use this flag to report emergency events or class attendance concerns.	Please provide a brief description of your encounter with the student when this was disclosed so the Students First Office can monitor enrollment and provide outreach if appropriate.
RETENTION ALERT: GENERAL	Advisors	Success Network, Division of Student Success (DSS), Students First Office	This flag should be raised if/when a student in your advising caseload has disclosed that they may not return to UNCG in a future semester but limited information was provided. Students will NOT see this flag or your comments. Please do not use this flag to report emergency events or class attendance concerns.	Please provide a brief description of the situation the student is experiencing so the Students First Office can monitor the student's enrollment and provide outreach if appropriate.

Starfish *Kudos* Options

This resource summarizes UNCG's Starfish *kudos* options that are available for instructors to raise on undergraduate students enrolled in their courses. ***Kudos should be raised to offer positive feedback and recognition to students as a source of positive reinforcement and acknowledgement of high quality academic work or noticeable improvement in the quality of their performance.*** Students receive email notification when *kudos* are raised, with instructor comments provided verbatim (look [here](#) to view the entire email notice the student will receive). Additional comments on *kudos* are optional but strongly encouraged.

Kudos Name	Who Can Raise?	Who Can View?	Description	Sample Comment
OUTSTANDING ACADEMIC PERFORMANCE	Instructors	Student, Success Network	Student is completing coursework at an A-level and/or has excelled at quizzes and tests.	You are doing an outstanding job in this course! I'm regularly impressed by the high quality and thoughtfulness of your discussion board posts. Your average in our course is a 98%!
SHOWING IMPROVEMENT	Instructors	Student, Success Network	Student has shown improvement in the course as evidenced by increase in attendance, test/homework score, improved coursework, etc.	I can tell that 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 our course.
YOU'RE OFF TO A GREAT START	Instructors	Student, Success Network	Students has demonstrated consistent academic success prior to the mid point of the term as a way to encourage them to finish the semester strong.	You have been consistent success since the start of the term. Keep up the good work until we reach the finish line!

Starfish Referral Options

This resource summarizes UNCG's Starfish referral options that are available for instructors, advisors, & academic support staff to issue to undergraduate students. Referrals should be raised as a way to suggest that a student utilize an available campus service, office, or resource that can support their academic and personal success. Issuing a referral does not require that a student use that service. **Students receive email notifications when referrals are raised, with the name of the person who referred them, the related course (if applicable), and how to connect with the referred service.** Additional comments on referrals may be required depending upon the referral due to the needs of the related service. Comments are not shared directly with the student but will be seen by the service provider.

Referral Name	Who Can Raise?	Who Can View?	Description	Sample Comment
TUTORING <i>(Academic Achievement Center)</i>	Instructors, Advisors, Academic Support Staff	Student, Success Network	Student needs assistance with understanding course content and could benefit from tutoring service provided by the Academic Achievement Center. Selection of a course context is required when issuing.	This student could use help with past-tense conjugations in SPA 101. <i>*Comments are optional</i>
ACADEMIC SKILLS <i>(Academic Achievement Center)</i>	Instructors, Advisors, Academic Support Staff	Student, Success Network	Student may be in need of general academic skills assistance (e.g. study skills, note-taking, test-taking strategies) provided by the Academic Achievement Center.	<i>The referral raiser is required to identify which academic skills a student may need help with from a provided list of options. Raiser may select as many options as apply.</i>
WRITING CENTER	Instructors, Advisors, Academic Support Staff	Student, Success Network	Student may benefit from Writing Center services.	This student could use help with crafting in-text citations and works cited page. <i>*Comments are optional</i>
SPEAKING CENTER	Instructors, Advisors, Academic Support Staff	Student, Success Network	Student may benefit from Speaking Center services.	This student wants some help with how to manage visible "jitters" when presenting. <i>*Comments are optional</i>

Starfish Referrals Continued...

Referrals should be raised as a way to suggest that a student utilize an available campus service, office, or resource that can support their academic and personal success. Issuing a referral does not require that a student use that service. **Students receive email notifications when referrals are raised, with the name of the person who referred them, the related course (if applicable), and how to connect with the referred service.** Additional comments on referrals may be required depending upon the referral due to the needs of the related service. Information is provided below about required comments or recommended optional comments that are suggested.

Referral Name	Who Can Raise?	Who Can View?	Description	Sample Comment
MATH HELP CENTER	Instructors, Advisors, Academic Support Staff	Student, Success Network	Student is currently enrolled in one of the following MAT or STA courses and may benefit from free tutoring assistance: MAT 112, 115, 120, 150, 151, 190, 191, 253, 292, 293, 310, 311, 390, 394, 395; STA 108, 271, 290, 301, 352.	This student needs help working through problems related to polynomial functions. <i>*Comments are optional</i>
STUDENTS FIRST OFFICE (SFO)	Instructors, Advisors, Academic Support Staff	Student, Success Network	Student may benefit from academic advising services (major/minor exploration, academic planning, course selection, and academic appeals) and/or academic recovery services (assistance related to academic warning/probation/suspension/dismissal).	This student is struggling in their major and wants to speak with someone about exploring alternative pathways to finishing a degree. <i>*Comments are required</i>
CAREER & PROFESSIONAL DEVELOPMENT	Instructors, Advisors, Academic Support Staff	Student, Success Network	Student could use assistance with career exploration and planning, experiential learning opportunities, and employment search activities.	This student may benefit from speaking with a career counselor about career options for their major. <i>*Comments are optional</i>
INTERNATIONAL STUDENT SERVICES (IPC)	Instructors, Advisors, Academic Support Staff	Student, Success Network	Student is an international student who holds, or intends to hold, an F or J student visa and needs assistance with full-time enrollment requirements, employment, and/or any visa or financial-related matters.	This student is concerned about how withdrawing from two courses could impact their student visa and eligibility requirements. <i>*Comments are required</i>

Starfish Referrals Continued...

Referrals should be raised as a way to suggest that a student utilize an available campus service, office, or resource that can support their academic and personal success. Issuing a referral does not require that a student use that service. **Students receive email notifications when referrals are raised, with the name of the person who referred them, the related course (if applicable), and how to connect with the referred service.** Additional comments on referrals may be required depending upon the referral due to the needs of the related service. Information is provided below about required comments or recommended optional comments that are suggested.

Referral Name	Who Can Raise?	Who Can View?	Description	Sample Comment
TRiO PROGRAMS	Instructors, Advisors, Academic Support Staff	Student, Success Network	Student may benefit from becoming a TRiO programs participant. TRiO programs serve first-generation, modest-income students and students registered with OARS. The two Student Support Services (SSS) offer one-on-one academic skills enhancement, academic and personal advising, and tutoring. The McNair Scholars program offers students opportunities for undergraduate research, faculty mentorship, and intensive graduate school preparation.	This student may benefit from becoming a TRiO programs participant. <i>*Comments are optional</i>
OFFICE OF ACCESSIBILITY RESOURCES & SERVICES (OARS)	Instructors, Advisors, Academic Support Staff	Service Provider	Student has indicated that they may have a disability or condition impacting a major life activity. This may include ADHD, learning disabilities, autism, anxiety, depression, PTSD, and other physical, medical, neurological, or psychological conditions. <i>The referral is anonymous to students meaning students will not know who raised the referral and will not receive your comments.</i>	This student may benefit from an OARS consultation and/or accommodations. <i>*Comments are required</i>
DIGITAL ACT STUDIO	Instructors, Advisors, Academic Support Staff	Student, Success Network	Student could benefit from feedback and guidance on a digital media or design project (e.g. website, video, eportfolio, podcast, research poster, PowerPoint presentation, infographic).	This student could use help with creating a website. <i>*Comments are optional</i>