

THE RETENTION ALERT FLAGS: FREQUENTLY ASKED QUESTIONS

When should these flags be raised? And what does it mean if I see this flag raised on one of my students?

The [Retention Alert flags](#) should be raised when an academic advisor has reason to believe that a student in their caseload may be at risk for leaving the University or experiencing a break in their enrollment. This means raising the flag when a student may not return to UNCG in the future, including when they report a plan to transfer away or withdraw from UNCG entirely or when they are experiencing academic difficulty that may impact their eligibility to return. Raising this flag sends a notification to staff in the [Division of Student Success](#). The student does not receive a notification about your flag or provided comments directly.

Who can raise this flag? Who can see it after it has been raised?

Currently only academic advisors can raise this flag on their students. Those who have been granted these permissions have received a separate email notice to inform them of this update. Individuals in students' Success Network can view these flags when they are raised. These are individuals who have been determined to have a reasonable need to know the academic progress of the students they work with, per the guidelines of FERPA. You can view the individuals in each student's Success Network at any time by logging into Starfish, searching for a student's name, and viewing the Student Folder.

These flags will also be shared with the Division of Student Success and the Students First Office in monitoring enrollment trends and providing additional outreach when appropriate.

Am I required to take any action on this flag if I see it has been raised on one of my students?

No specific action is required, but we hope that you will use this flag information to inform the conversations you will host with your students, and to provide additional outreach to students who may benefit from your support. We know students are receptive to having these conversations when they perceive them to be coming from a place of support. This flag should not be used to convince a student to remain at UNCG and should be used to help you and the student clarify their academic goals and co-construct a plan to help them reach those goals.

Are students informed when this flag is raised on them?

Students are not notified of the flag being raised and do not receive a copy of the comments provided when the advisor raises a flag. However, we encourage advisors to be transparent with students about how their academic plans may be shared with the individuals who support them. Therefore, when you engage in conversations with students about any retention-related concerns, it is appropriate to inform students that this information was shared by another member of their Success Network for the purpose of supporting them. This flag, like all Starfish data, is subject to the guidelines of FERPA. Therefore, sharing this information outside of Starfish should be limited.



A student success collaboration between the
**Students First Office &
The Division of Student Success**
studentsfirst.uncg.edu/starfish-overview

THE PERSONAL CONCERN FLAGS: FREQUENTLY ASKED QUESTIONS

When should these flags be raised?

The [Personal Concern flags](#) should be raised when you know or suspect that a student may be enduring non-academic hardships or personal concerns that you think would be appropriate to report to the [Dean of Students Office](#) (DOS). These may be concerns based on direct student report or on reasonable belief that a student may be enduring personal hardship of any kind. This includes and is not limited to financial hardship, food/housing insecurity, mental health and well-being, and general personal concerns that are not reflected in the other flag options. Comments will be required when raising these flags to ensure that appropriate follow up can be conducted by the DOS. **These flags should not be used to report emergency concerns. It should also not be used to report primarily academic concerns (class attendance concern, missing/late assignments or low average/at-risk of failing course) that are more appropriately reported via other Starfish flag options.**

Who can raise these flags? Who can see it after it has been raised?

Currently, only course instructors and academic advisors can raise these flags on their students. The only individuals who can view these flags are those who raise them, DOS, and (in the case of student athletes) UNCG Athletics. Due to the potentially sensitive nature of the information conveyed by these flags, these flags are not shared with individuals in a student's Success Network. UNCG Starfish administrators within the [Students First Office](#) also have access to view Personal Concern flags to aid in DOS support and troubleshooting.

Are students informed when these flags are raised on them?

Students will receive email outreach immediately after these flags are raised—this email communication is addressed from DOS and conveys a general message of support, with invitation for the student to follow up with their office for support. This email communication does not reference the flag raiser's name, does not use the language of "Starfish flag" and does not include a copy of the comments provided when the flag was raised. Though students are initially not informed of who raised the flag, the flag raiser's identity and reported concerns may be disclosed depending upon the nature of follow-up communication between DOS and the student.

Will I receive notification from DOS or anyone else if follow-up communications occur with the student?

DOS will review each raised flag (including the comments you've provided) to determine whether follow-up outreach may need to be conducted. Upon review of the flag details, they will comment on the flag to indicate that it has been seen and responded to. This action will send a notice back to the original flag raiser. Further student follow-up may or may not occur and the DOS will typically not notify the original reporter when this takes place. You are encouraged to follow up with DOS directly to inquire further into a specific student case.



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