



UNC  
GREENSBORO  
Students First Office

SEPTEMBER 2023

# STARFISH NEWSLETTER



## Fall 2023 Tracking Items



**Flags:** 200

**Kudos:** 144

**Referrals:** 15

## Important Dates

### August 29

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

### September 11

Midterm grading opens via UNCGenie

### September 22

Midterm grading closes

### October 6

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

### October 24

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

## Introducing Starfish

**Instructors and faculty** use Starfish to raise **academic flags**, **congratulatory kudos**, and **referrals** to help students gain awareness of their performance and connect with support. To allow for more efficient reporting, instructors will complete Academic Status Reports (ASRs) each semester to flag multiple students at once. Instructors received an email alert for the 3rd week ASR on August 29.

**Academic advisors & support staff** use Starfish to identify advisees who may need additional assistance, conduct outreach, and raise **referrals** to campus resources. Academic advisors may also raise flags on advisees for **personal concerns** and **retention-related concerns**.

**Faculty, advisors, and support staff** all use Starfish to manage appointment scheduling with students and allow students to sign up for **office hours** and schedule appointments.

**Students** use Starfish to keep track of the academic feedback they get from their instructors and connect with campus resources. Students can also schedule appointments with their instructors, academic advisors, and other academic support staff who use Starfish for online scheduling.

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

## Starfish Training

Need a Starfish refresher? Never used Starfish before? Considering incorporating Starfish into your work with undergraduate students?

- Individuals, groups, or departments who would like to request a Starfish training session should contact Devonne Gaddy, UNCG's Early Alert & Intervention Coordinator, via [starfish@uncg.edu](mailto:starfish@uncg.edu).
- Students, staff, and instructors are also encouraged to explore UNCG's **Starfish website** for additional information about Starfish and available training resources.



# Academic Status Reports

The Academic Status Report (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. The **Academic Status Report (ASR)** will be emailed to course instructors during week 3 and week 11 of the fall term. 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 flag raising.

Fall 2023 Launch Dates:

- Tuesday, August 29: Launch of Starfish Early Alert: 3rd-week Academic Status Report
- Tuesday, October 24: Launch of Starfish End of Term: 11th-week Academic Status Report

## 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 are asked to **"close the loop"** after they contact students in their caseloads who have Starfish flags. Advisors and support staff are able and encouraged to clear a flag and/or add a comment when they have valuable information to share with the flag raiser.
- This past Spring, The Students First Office (SFO) piloted clearing flags. Several other advising centers will be joining these efforts and **"clearing"** flags this term. Staff will indicate whether contact was made with the student and resources to address the concern were provided or if the student was unresponsive to outreach. Staff will continue to add comments with relevant information stemming from contact with the student to close the loop with instructors. If the concern persists, instructors are encouraged to raise additional flags to communicate ongoing concerns to the student and prompt further outreach from the student's support network.
- Note: Flag clearing by advisors is not necessarily an indication that the flag has been resolved, it's intended to indicate that outreach has been conducted by a student's support network.
- Note: 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.

## Starfish Tip Corner: Adjusting Your Notifications Preferences

Want to alter the amount of emails you receive about Starfish activity, such as appointment reminders, and feedback item updates?

Faculty and Staff can manage Starfish Notifications within the **Notifications** menu option in their Profile. *Below are some helpful tips:*

1. Set your summary email preference. When selected, this will send a daily digest of all feedback items and appointment activity.
2. Customize your feedback item notifications preferences to receive immediate notifications that are beneficial to you.
  - **New item raised** - When selected, you will receive an email each time a new feedback item is raised.
  - **Item cleared** - When selected, you will receive an email each time a feedback item is cleared.
  - **Item assigned to me** - When selected, you will receive an email each time a feedback item is assigned to you.

Note: The default notifications settings are set to not send any summary emails or tracking item updates.

### Summary Emails

Set preferences for receiving summary emails.

Send me a digest of all my Tracking Item and appointment activity:

Don't send summary emails

Daily at

Weekly at

### Tracking Items

Customize tracking item notification preferences.

#### Tracking Item Updates

These may be emails and/or texts based on your institution's settings and permissions to the items displayed below.

Send me an immediate notification for every:

New item raised

Item cleared

Item assigned to me

[Show list of Tracking Items I may receive](#)

Questions?

Email [starfish@uncg.edu](mailto:starfish@uncg.edu) or visit [studentsfirst.uncg.edu](http://studentsfirst.uncg.edu).