



Wondering how to use tracking items in Starfish to update students about their progress in your course? Not sure how to use Starfish to communicate with other services about your students? Find common scenarios below and tracking item details that will help you send the message you intend!

Your student is struggling with...

LEVEL 1 FLAGS: Email sent. Student action expected.			
Issue	Flag to Raise	What will happen	Workflow Level
Student has poor attendance and has missed multiple class periods.	Attendance Concern	<ul style="list-style-type: none">• Email message sent to student with information and next steps to address the issue• Viewable in student folder	1 Email sent*
A system-raised flag created if a student has not logged into the Blackboard course shell for a period of at least 5 days.	Blackboard Non-Activity Warning	<ul style="list-style-type: none">• Instructor must opt-in to have this flag enabled for a course section• Email message sent to student with information and next steps to address the issue• Viewable in student folder• Automatically cleared after student logs into course and info is sent during daily integration	1 Email sent*
Student has low test and/or quiz scores.	Low Quiz/Test Scores	<ul style="list-style-type: none">• Email message sent to student with information and next steps to address the issue• Viewable in student folder	1 Email sent*

A student has missed multiple assignments or consistently submits assignments late.	Missing/Late Assignments	<ul style="list-style-type: none"> Email message sent to student with information and next steps to address the issue Viewable in student folder 	1 Email sent*
Student is not meeting the academic standards for your course.	Poor Course Performance	<ul style="list-style-type: none"> Email message sent to student with information and next steps to address the issue Viewable in student folder 	1 Email sent*

*Supportive outreach occurs for students with multiple level 1 flags.

LEVEL 2 FLAGS: Email and Supportive Outreach.

Issue	Flag to Raise	What will happen	Workflow Level
A student has never attended class and is in danger of being dropped for attendance.	No Show	<ul style="list-style-type: none"> Email message to Student. Outreach to student for supportive intervention 	2 Supportive Outreach
Student is needs corrective action immediately to pass the course.	In Danger of Failing	<ul style="list-style-type: none"> Email message sent to Student. Outreach to student for supportive intervention 	2 Supportive Outreach
There is no possibility of passing the course and the student may benefit from receiving a W rather than an F grade.	Recommend Withdrawal	<ul style="list-style-type: none"> Email message sent to Student with specific steps to follow. Outreach to student for supportive intervention 	2 Supportive Outreach

STUDENT-RAISED FLAGS: Students select these flags based on specific needs. Outreach dependent on specific issue.

Issue	Flag Raised	What will happen	Workflow Level
Instructor requires this specific assignment in Starfish.	Practice Raising Your Hand	<ul style="list-style-type: none"> Email sent to instructor. Follow up accordingly to grade assignment. 	Instructor Response Only

Student has a course-related question, need general academic support, or has a specific need.	I Need Help	<ul style="list-style-type: none"> • Email notification to various staff members. • Instructors are requested to follow up regarding course-specific questions. • Academic coaches will provide supportive intervention or referrals, as needed. 	<p style="text-align: center;">2 Supportive Outreach</p>
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REFERRALS

You would like to direct students to campus services....

Issue	Referral to Send	Notification	Follow Up
A student needs help selecting courses, changing their major, reviewing program requirements.	Academic Advising Referral	Email message to Student.	Student should schedule an appointment with individual/service recommended.
A student would benefit from coaching regarding study skills, time management, organization, etc.	Academic Coaching Referral	Email message to Student.	Student should schedule an appointment with individual/service recommended. Coaches actively reach out to student to schedule.
You suspect a student has a disability and should be evaluated and receive additional supports.	ARO Referral	Email message to Student.	Student should schedule an appointment with individual/service recommended.

A student needs assistance with resume or cover letter development, interview skills, job search or applied learning opportunities.	Applied Learning & Career Center Referral	Email message to Student.	Student should schedule an appointment with individual/service recommended. Career Coaches actively reach out to student to schedule.
A student needs to meet with the Staff Associate for BPS.	Business and Professional Studies Staff Associate Referral	Email message to Student.	Student should schedule an appointment with the Staff Associate. Outreach may occur if student does not schedule within a reasonable time.
A student needs direction for finding a career and exploring job opportunities in their chosen major.	Career Counseling Referral	Email message to Student.	Student should schedule an appointment with individual/service recommended.
A student meets qualifications: full-time, NYS resident, academic and economic characteristics, and would benefit from EOP services.	Educational Opportunity Program (EOP) Referral	Email message to Student.	Student should schedule an appointment with individual/service recommended.
A student has expressed financial concerns and has trouble paying for college.	Financial Aid Referral	Email message to Student and Financial Aid Counselor.	Student should schedule an appointment with individual/service recommended.
A student needs to meet with the Staff Associate for Health Sciences.	Health Sciences Staff Associate Referral	Email message to Student.	Student should schedule an appointment with the Staff Associate. Outreach may occur if student does not schedule within a reasonable time.
A student needs help with basic math skills.	Math Lab Referral	Email message to Student.	Student should schedule an appointment with

			individual/service recommended.
A student needs technical support in an online course or program. Specifically related to Blackboard and Open SUNY programs.	Open SUNY Helpdesk Referral	Email message to Student.	Student should schedule an appointment with individual/service recommended.
You suspect personal issues are affecting a student's performance in the classroom.	Personal Counseling Referral	Email message to Student.	Student should schedule an appointment with individual/service recommended.
A student needs help with research.	Reference Librarian Referral	Email message to Student.	Student should schedule an appointment with individual/service recommended.
A student is income-eligible, first-generation, and in need of support.	Student Success Squad Referral	Email message to Student.	Student should schedule an appointment with individual/service recommended.
A student needs assistance logging in to campus software systems.	SUNY Broome Helpdesk Referral	Email message to Student.	Student should schedule an appointment with individual/service recommended.
A student is planning to attend to another institution and transfer credits.	Transfer Counseling Referral	Email message to Student.	Student should schedule an appointment with individual/service recommended.
A student is in need of additional help in a specific course or subject area.	Tutoring Referral	Email message to Student.	Student should schedule an appointment with individual/service recommended.

A student needs help with writing projects, grammar, etc.	Writing Center Referral	Email message to Student.	Student should schedule an appointment with individual/service recommended.
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KUDOS

Your student is doing well and you want to...

Goal/Message	Kudo To Send	What will happen
tell the student they should continue doing the great work they are already doing!	Keep Up the Good Work	<ul style="list-style-type: none"> Email message sent to student Viewable in student folder
give the student specific, positive feedback by finishing the sentence Kudos To You For.... in the comments box.	Kudos To You For...	<ul style="list-style-type: none"> Email message sent to student Viewable in student folder
inform the student that they are improving their grades/participation/etc.	Showing Improvement	<ul style="list-style-type: none"> Email message sent to student Viewable in student folder
let the student know they are beginning the term on a good note.	You're Off to a Great Start!	<ul style="list-style-type: none"> Email message sent to student Viewable in student folder