

Flag Communication

Instructors

- Raise flags by submitting Early Alert report (twice each semester) and manually throughout the semester

Academic Advisors

- Receive flag email notifications from Starfish
- Reach out to advisees

Support Staff

- Coaches, POWER Advisors, and Military Resource Center will receive flag email notifications for their students
- Reach out to students

Students

- Receive flag/kudo email notifications with instructor comments
- Communicate with instructor, advisor, and/or appropriate support offices to make changes or receive assistance if needed

Flags

FLAG NAME	DESCRIPTION
Low Quiz/Test Scores	Raised when a student is receiving unsatisfactory grades on quizzes and/or tests. Emails will go to student, advisor, support staff, and coaches.
Assignment Concerns	Raised when a student is not turning in assignments, is late turning in assignments or assignment quality is not satisfactory. Emails will go to student, advisor, support staff, and coaches.
Attendance Concern	Raised when a student is not attending class regularly. Emails will go to student, advisor, support staff, and coaches.
Academic Honesty – manual only	Raised when an incident of academic dishonesty occurs in the classroom. Emails will go to the Academic Chair or Department Head of the course, the Vice President for Student Affairs and the student. Notes are viewable by the advisor.
Never Attended	Raised when a student has never attended a single class session or completed an academically related activity in an online course. Emails will go to student, advisor, support staff, and coaches.
You're Off to a Great Start Kudos	Raised at the beginning of the semester to acknowledge participation, effort, grades, or accomplishments. Email goes to student. Notes are viewable by advisor, support staff and coaches.
Great Work Kudos	Raised to comment on a student's participation, effort, grades, or accomplishments. Email goes to student. Notes are viewable by advisor, support staff and coaches.
You're Showing Improvement Kudos	Raised to comment on a student's improved academic performance. Email goes to student. Notes are viewable by advisor, support staff and coaches.

I Need Assistance Communication



Students

- Raise I Need Assistance flags manually throughout the semester
- Receive emails regarding their inquiry with support information

Support Offices

- Receive flag email notifications and may reach out to students with more information and/or clear flag when student uses services

I Need Assistance Flags

I Need Assistance Flag Name	Description
I need assistance with general academic advising questions	Raise this flag if you need assistance with an academic question such as information about changing your major/minor, general education requirements, policies/procedures, etc.
I need assistance setting up accommodations through Access Services	Raise this flag if you have a documented disability or condition impacting your academics and would like to learn more about accommodations.
I need assistance choosing a major or exploring career options	Raise this flag if you need assistance choosing a major or career field that matches your interests, abilities, and talents.
I need assistance with my job/internship search, exploring graduate school options, or creating marketing materials	Raise this flag if you need assistance creating an internship/job search strategy, developing marketing materials such as a resume, cover letter, or personal statement, or practicing for an interview.
I need assistance with course concepts or general study strategies	Raise this flag if you want to better understand course material or have not done well on homework or tests.
I need assistance and may qualify for the POWER Center / TRIO Student Support Services program.	Raise this flag if you are a United States citizen and meet one or more of the following criteria: first generation college student, have a documented physical or learning disability, or are income eligible.
I need assistance connecting with the Student Health Clinic and/or Counseling Services	Raise this flag if you are feeling stressed or overwhelmed; or have questions regarding your physical, emotional or mental health.
I need assistance with writing strategies	Raise this flag if you need assistance with: brainstorming topics, thesis and focus; audience awareness; depth of ideas; organization and flow; support for ideas in the form of examples, research, etc.; style: appropriate voice, word choice, etc.; or mechanics, grammar, and format (documentation style).
I need assistance with financial aid	Raise this flag if you need assistance regarding the FAFSA application, federal grants or loans, scholarships, student employment, SAP (Satisfactory Academic Progress), or paying your bill.

Referral Communication



Instructors/ Academic Advisors/ Support Staff

- Raise referrals manually throughout the semester

Support Offices

- Receive referral email notifications and may reach out to students or clear flag when student uses services

Students

- Receive referral email notifications (and text notification) - may or may not include instructor comments
- Take advantage of campus support offices to receive assistance and be successful

Referrals

Referral Name	Description
Access Services Accommodations Referral	This referral may be raised manually by advisors, instructors, coaches and other support personnel if a student has indicated that they may have a disability or condition impacting their academics. Students WILL NOT receive your comments.
Career Exploration Referral	Raise this referral if a student needs assistance choosing a major or career field that matches their interests, abilities, and talents. Comments are viewable by student.
Financial Aid Referral	Raise this referral if you become aware of students who need assistance regarding the FAFSA application, federal grants or loans, scholarships, student employment, SAP (Satisfactory Academic Progress), or paying their bill. Students WILL NOT receive your comments.
Job Search Referral	Raise this referral if a student needs assistance creating a job search strategy, developing marketing materials such as a resume, cover letter, or personal statement, or practicing for an interview. Comments are viewable by student.
Peer Tutoring Referral	Raise this referral if a student needs assistance with course concepts or general study strategies. Comments are viewable by students.
POWER Center / TRIO Referral	This referral may be raised manually by advisors, instructors, coaches and other support personnel if a student has indicated that they have an academic need and they may qualify for TRIO services. Student WILL NOT receive your comments.
Student Health Clinic and Counseling Services Referral	This referral may be raised manually by advisors, instructors, coaches and other support personnel if a student has indicated they are feeling stressed or overwhelmed; or they have questions regarding their physical, emotional or mental health. Students WILL NOT receive your comments.
Writing Center Referral	Raise this referral if a student needs assistance with writing strategies. Comments are viewable by the student.