# Starfish Academic Alert

Starfish
retention solutions

---

## Agenda

- Starfish at RIT – Academic Alerts

- Academic Alert Process and Interactions

- Expectations for Use

- Academic Progress Surveys – How to

- Communications

- Logistics, Additional Training and Support

---

## Background Info

- Structure of Advising at RIT
- Connected in Starfish
  - Network of Support
    - Instructor
    - Academic advisor
    - Support advisor(s)
    - Faculty advisor
  - Receive updates on their students
    - Major Contact
    - Department Contact
    - College Contact
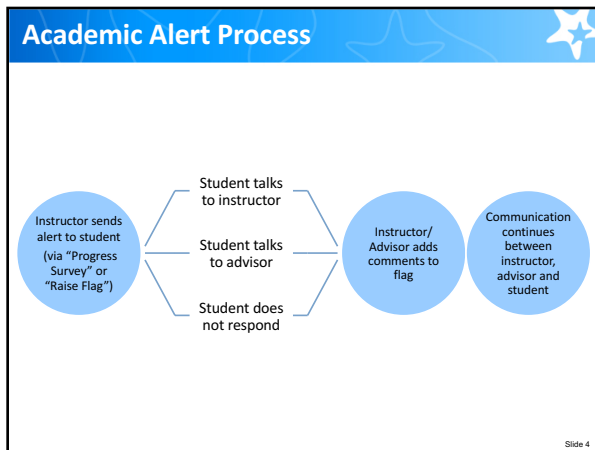
Slide 3

## Academic Alert Process

Instructor sends alert to student (via "Progress Survey" or "Raise Flag")

Student talks to instructor

Student talks to advisor

Student does not respond

Instructor/ Advisor adds comments to flag

Communication continues between instructor, advisor and student

Slide 4

---

## Interactions in Starfish

| Instructors | Academic Advisors | Students |
|---|---|---|
| • Raise flag(s) when appropriate | • Receive email notifications from Starfish | • Receive email notification when alerted by instructor |
| • Submit progress surveys | • Follow up with alerted students | • Follow up regarding any alerts with appropriate instructor, advisor and/or support office |
| • Follow up in Starfish: <br> • Add comments & send to student <br> • Review advisor comments <br> • Clear flags | • Follow up in Starfish: <br> • Add comments & send to student <br> • Review instructor comments <br> • Clear flags | • Set up meetings with their academic advisor in Starfish <br><br> • View success network for current term |

---

## Expectations

Raise flags for any students who are at-risk in your course

- Raise flags via progress surveys during both campaigns
  - Submit progress surveys even if you have no concerns during the campaign
- Raise flags outside of the progress survey if a student's status has changed or there is a new concern
- When raising flags, always add comments addressed *directly* to the student

Slide 6

## Progress Survey Video

- How to Complete a Progress Survey

## Comment Parameters

- Comments:
  - Write them directly to the STUDENT!
  - Clear and factual
  - Information included should be specific to the alert
  - Any related information should be very general in nature
  - Supportive
  - Avoid evaluative language
  - Disclosable under FERPA
    - Students may request to view all records within Starfish

Slide 8

## Fall 2171 Academic Progress Surveys

- Weeks 4-6  Academic Progress Survey #1
  - All undergraduate courses, undergraduate students

- Weeks 8-10 Academic Progress Survey #2
  - All undergraduate courses, undergraduate students

**Academic Alert: Training, Resources, and Support**

Training: Tuesday 9/19/17 @ 2-3pm CIMS 2160
Monday 10/16/17 @ 9-10am CIMS 2160
By Appointment

User Guide: www.rit.edu/starfish

Questions: starfish@rit.edu

Slide 10