Starfish Academic Alert
Agenda

• Starfish at RIT – Academic Alerts

• Academic Alert Process and Interactions

• Expectations for Use

• Progress Surveys – How to

• Communications

• Logistics, Additional Training and Support
Starfish at RIT – Academic Alerts

• Allows instructors to communicate directly with students about course progress & any concerns

• Advisors are made aware that their students receive alerts
  • Your alerts help an advisor to determine if student is struggling in one or more classes and intervene as appropriate

• Outreach through the system allows student’s support network to work together to support them.
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
# Interactions in Starfish

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

- Two Methods to Alert Students in Starfish
  - **Progress Surveys**
    - Targeted campaigns designed to allow instructors to communicate with at-risk students during *key times in the term* (weeks 4-6, weeks 9-11).
    - Instructors should submit surveys even if there are no concerns for any students in class.
  - **Raise a Flag**
    - Allows instructor to send an academic alert to individual or multiple students who are at-risk *at any point during the term*.
    - Especially helpful if a student’s status changes outside of the progress survey timeframe.
Login

- myCourses
  - http://www.mycourses.rit.edu/
  - Widget on right hand side of page

- SIS
  - Blue Starfish icons are present on Faculty Center, Advisor Center and Student Center pages
Progress Survey

- Select one area of concern per student; add comments for additional detail
Progress Survey Video

• How to Complete a Progress Survey
Comment Parameters

• Comments:
  • To the STUDENT!
  • Clear and factual
  • Information 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
Communications Generated

- If instructor raises a flag via progress survey:
  - Student receives an automated email for each flag with instructor comments embedded
    - Instructors and advisors do not receive a copy of this email; instructor comments can be viewed in Starfish
  - Instructor and advisors both receive a daily digest summary of alerts raised

- If instructor raises a flag manually:
  - Student receives an automated email for each flag with instructor comments embedded
    - Instructors and advisors do not receive a copy of this email; instructor comments can be viewed in Starfish
  - Instructors do not receive a daily digest summary of manually raised flags

Users can access www.rit.edu/earlyalert to view all alert email templates
Fall 2161 Progress Surveys

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

• Weeks 9-11 Academic Alert Progress Survey #2
  • All undergraduate courses, undergraduate students
Summary: Starfish is...

- A collaborative effort between faculty and advisors at RIT to ensure student success and persistence.

Goals:

- Alert undergraduate students when they are struggling in class(es)
- Encourage students to seek help from the instructor, advisor and campus resources
- Provide a “place” to store and reference academic alert information, providing a support network for the students
## Faculty Advisory Group
- Zack Butler (GCCIS)
- Peter Byrne (CIAS)
- Matt Coppenbarger (COS)
- Mike Eastman (CAST)
- Dawn Hollenbeck (COS)
- Matt Lynn (NTID)
- Matt Marshall (KGCOE)
- Sean Sutton (CLA)

## Advisor Advisory Group
- Cynthia Boda-Lucas (NTID)
- Abby Cantwell (SOIS)
- Gary Cole (HST)
- Mary Ann Donato (CAST)
- Rachel Flaherty (DDI)
- Dan Hickey (SA)
- Rosanne Klingler (COS)
- Dewey Lawrence (USP)
- Hillary McCormick (COE)
- Kathleen Schreier (GCCIS)
- Kristen Simmons (CLA)
- Rose Thomas (SCB)
Training:  
Friday  9/15/16 @ 2-3pm  CIMS 2160  
Thursday 10/19/16 @ 10-11am  CIMS 2160  
By Appointment  

User Guide:  
www.rit.edu/earlyalert  

Questions:  
earlyalert@rit.edu