RIT Academic Alert
Agenda

• Starfish Early Alert at RIT

• User Roles and Process

• Access to Starfish

• Progress Surveys & Communications

• Training and Support for the Starfish system
Starfish Early Alert at RIT

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
## User Roles

### Instructors
- Raise flag(s) when appropriate
- Submit progress surveys
- Follow up in Starfish:
  - Add comments & send to student
  - Review advisor comments
  - Clear flags

### Academic Advisors
- Receive email notifications from Starfish
- Follow up with alerted students
- Follow up in Starfish:
  - Add comments & send to student
  - Review instructor comments
  - Clear flags

### Students
- Receive email notification when alerted by instructor
- Contact appropriate instructor, advisor and/or support office
- View success network
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
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 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.
• myCourses
  • [http://www.mycourses.rit.edu/](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:
  - 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 receives 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](http://www.rit.edu/earlyalert) to view all alert email templates
Spring 2155 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
## Advisory Groups

### 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)
- Angelo Fuino (USP)
- Dan Hickey (SA)
- Rosanne Klingler (COS)
- Hillary McCormick (COE)
- Mina Pulcini (GCCIS)
- Kristen Simmons (CLA)
- Rose Thomas (SCB)
- Tomika Wagstaff (ODI)
Academic Alert: Training, Resources, and Support

Training: Email earlyalert@rit.edu to set-up individual trainings

User Guide: www.rit.edu/earlyalert

Questions: earlyalert@rit.edu