Starfish Academic Alert

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

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

Students
• Receive email notification when alerted by instructor
• Follow up regarding any alerts with appropriate instructor, advisor and/or support office
• Set up meetings with their academic advisor in Starfish
• 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
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 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 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

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)
- Rachel Flaherty (DDI)
- Dan Hickey (SA)
- Rosanne Klingler (COS)
- Dewey Lawrence (USP)
- Hillary McCormick (COE)
- Kathleen Schreier (GCCIS)
- Kristen Simmons (CLA)
- Rose Thomas (SCB)

Academic Alert: Training, Resources, and Support

- Training: Friday 9/15/16 @ 2-3pm CIMS 2160
- Training: Thursday 10/19/16 @ 10-11am CIMS 2160
- By Appointment

- User Guide: [www.rit.edu/earlyalert](http://www.rit.edu/earlyalert)

- Questions: earlyalert@rit.edu