

Supporting RIT Students: A Partnership Between Academic & Student Affairs

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Today's Session

- RIT's Academic Landscape
- Overview of Academic Advising at RIT
- Starfish Student Success Platform
- Student Behavior Consultation Team (SBCT)
 - How to Use this Info
- Key Resources for Faculty
- Contact Info
- Q & A

RIT's Academic Landscape

- 9 colleges and 2 degree granting units
 - Over 100 majors
 - AAS, AOS, AS, BS, BFA degrees
 - MS, ME, M.Arch, MST, MFA, MBA, Ph.D
- Over 1,000 deaf and hard-of hearing students
- International students from 100 countries
- Global campuses in UAE, Croatia, Kosovo, & China
- Wide array of innovative support services for students with diverse needs
 - Some free, some fee based
 - Some open to all students, some population specific
- Most students move out of residence halls into apartments after first year

Academic Advising at RIT: **What to Expect for Your** **Students**

Undergraduate Academic Advising At-A-Glance

- Undergraduate, degree-seeking, matriculated students are assigned to a primary academic advisor within college who is their primary contact, especially in the earlier years
- Primary academic advisors are master's degree professionals (counseling, education, higher education)
- College caseloads targeted at average of 275:1

Undergraduate Academic Advising At-A-Glance

- Consistent advising standards
- Clearly defined advising roles for everyone:
 - Primary Academic Advisor
 - Faculty Advisors
 - Support Advisors
- Reduce gaps in communication
- Coordinated training/professional development
- Standardized assessment
- Business rules to maximize the effectiveness of supplemental support services

Undergraduate Academic Advising At-A-Glance

- Advisors are assigned to support student within college, may work with students in one or a few majors
- Common advising checkpoints across all colleges:
 - First-year/transfer student advising
 - Second year advising
 - Mid-degree advising
- Advisors partner with students and instructors around Academic Alerts and appropriate tools, resources for success
- Advisors are excellent partners for faculty to support students

Graduate Advising

- RIT provides academic advising for graduate students, however, there is no “one size fits all” model
- Depending on program/college, students may have a faculty advisor, professional advisor, or both

Fall 2025: Deans' Delegates for Advising

- Lisa Boice, SCB
- Abby Cantwell, SOIS
- Ashley Jackson, CHST
- Sharon Kompalla Porter, CAD
- Vicki Liggera, NTID
- Catherine Mahrt-Washington, COS
- Lynne Mazadoorian, UAO
- Amy Neufeglise, KGCOE
- Maria Richart, Career Services & Co-op
- Brad Rosenbaum, COLA
- Gina Shevchuk, GCCIS
- TBD, CET
- Phillippa Thiuri, Access, Engagement & Success

RIT Advisors' Council

Advisors' Council is a monthly forum for academic advisors, faculty advisors, and support advisors to share information, share best practices, and reflect on policies, practices, and procedures related to advising.

- [Advisors' Council](#)
- [Monthly meetings](#)
 - Usually 2nd Tuesday of the month

Starfish Student Success Platform: Share Academic Concerns with Students

Starfish Student Success

- Platform for faculty to communicate academic concerns (and praise) directly to students
 - Academic advisors and college leaders are also made aware of the concern
 - Advisors benefit from faculty sharing concerns with students via Starfish so they can gain a broad perspective of how student is doing across all courses
- Treat the alert communication as an invitation to begin a conversation with a student around their success in your course
- Advisors and faculty can make calendars available for students to sign up for appointments (optional for faculty)
- Access Starfish via MyCourses or SIS

More on Starfish this afternoon at the resource fair!

Access Starfish Through MyCourses

https://mycourses.rit.edu/d2l/home

Technical Support

For questions regarding enrollments or SIS, please contact the [Registrar's Office](#).

For questions specific to a course or course materials, please reach out to your *instructor* as your first point of contact.

Questions regarding your **course schedule or other academic concerns** should be directed to your **academic advisor**.

E-mail: ctl@rit.edu

Academic Technology Support

Center for Teaching and Learning
Phone: 585.475.2551

Hours of Operation and live chat:
<http://www.rit.edu/teaching/contact/>

Additional myCourses Support

Please contact *Academic Technology Support* first, during regular business hours. Questions and support for the *Pulse* mobile app can be directed to the vendor at any time, CTL does not have access to support the app.

After-hours myCourses support is available directly through the myCourses vendor, D2L (the vendor refers to myCourses as their product name *Brightspace*). They will not be able to assist with any other products used at RIT, nor with any RIT-specific features related to myCourses.

Authorize

Starfish

Faculty, students, and advisors can [click here to access Starfish](#), RIT's academic alert system.

Visit the Starfish site for additional information, user guides, and FAQs: <http://www.rit.edu/starfish>

Need assistance?
Contact Starfish support:
starfish@rit.edu

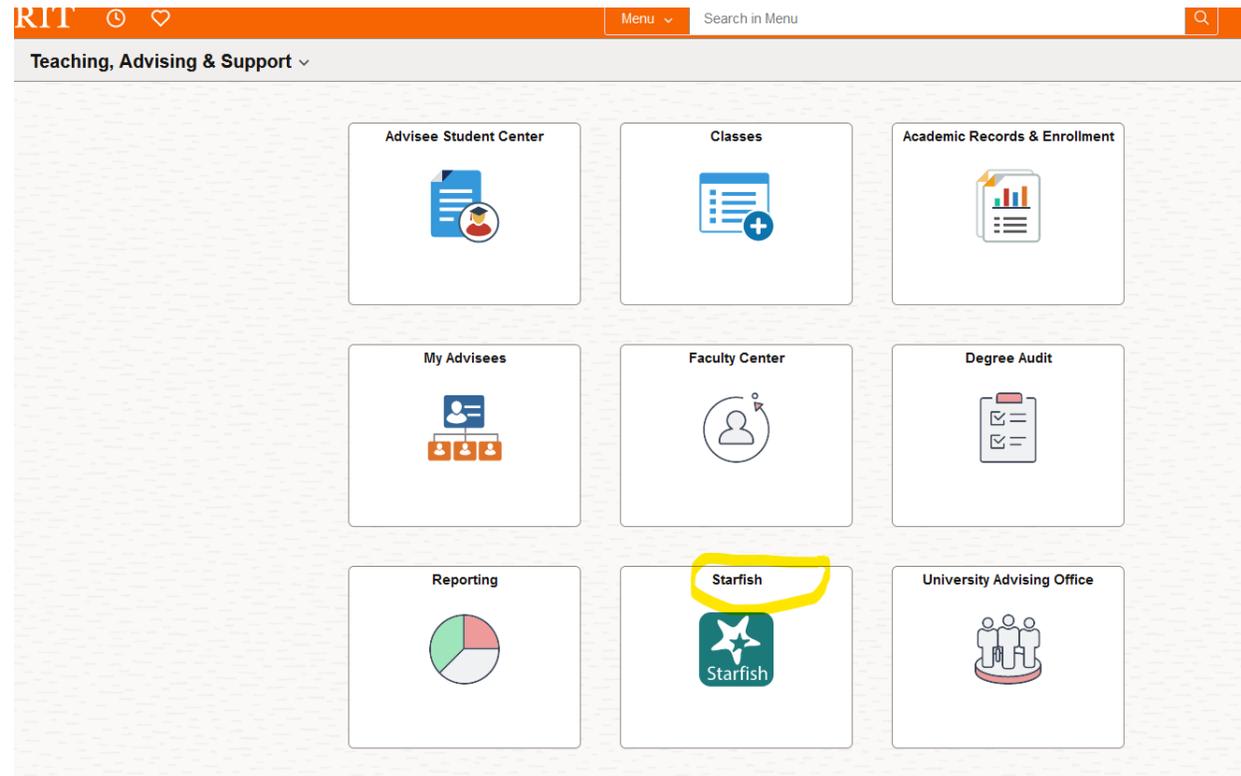
Starfish is not a myCourses tool. Please use the support contact above for questions and support.

Faculty Resources

Help and Resources

Please refer to the [Help](#) menu

Access Starfish through SIS



When to Use Starfish to Alert Students?

- Use Starfish whenever you want to communicate directly with a student about their course performance
- Examples:
 - Did the student struggle on an exam?
 - Are they routinely missing class?
 - Has the student's performance suddenly changed?
 - Are they at risk of earning a final grade of D or F ?

**Early communication allows more time for a student to try to recover performance*

Sample email students receive after an alert is raised for low assignment/quiz/test scores

From: smfiao@rit.edu
Reply To: smfiao@rit.edu
Subject: [Class Name]: Academic Alert for [Student's Name]

When you send an alert to a student, the system will generate a standardized email directly to the student from your email address.

Dear [Student's Name],

Your name (as it appears in SIS), the student's name, and the name of the course are auto-populated in the email.

Your instructor, [Instructor First and Last Name], is concerned about your low assignment, quiz, and/or test scores in [Course Name].

Instructor comments:

Your personalized comments to the student(s) will be shown in the 'Instructor comments' section of the email. You can add comments in a report or when using the 'Raise Flag' function.

{Student Name},

I noticed that you have only submitted 2 of the last 5 assignments and I want to offer support to help you get back on track. For those two assignments you received a 65% and a 69%. Please see me during office hours this week, or stay after the next class to discuss strategies and resources. I know you can be successful and I look forward to talking to you soon.

Professor Name

Please contact your instructor as soon as possible to discuss strategies that can assist you in this course. Most students struggle with challenging coursework at one time or another. Campus resources are available to help you strengthen your skills for success in the classroom. In addition to working with your instructor, consider taking advantage of the resources below.

Flag/Alert Guidance

- When raising flags to alert students
 - Check only one box in a progress report (each box checked will generate a unique email to the student)
 - Add a comment to personalize the message, you can incorporate several concerns through the comments
 - Always address comments directly to the student—they are delivered to the student via an email notification
 - Do not include personal and/or health related comments or speculation about a student's motivation
 - Consider the timing of when you are sending & your availability afterward

Writing Effective Comments

- Communicate your support
- Stay objective
- Provide clear expectations
- Encourage consultation
- Keep it brief

Consider: Tone and words matter! Comments may encourage or deter a student.

Which Comments Invite Conversation?

- You're doing great with attendance, but your first exam was lower than I expected. I want to support you to be successful. Please check my syllabus for office hours and stop in this week. Email me if you need to arrange a different time.
- I am concerned about your recent exam—lets talk as soon as possible so I can help you get back on track!
- You failed the first test. Unless you turn things around, you will fail this course. You should consider a course withdrawal.

Send Academic Alerts to Students

- As soon as you are aware a student's success may be at risk in your course
- At any point in the semester
 - Includes two campaigns, *Academic Progress Reports* at key points in each semester (weeks 4-6 and 8-10)
 - Faculty may also alert students outside of these campaigns
- Kudos are also available if you'd like to encourage a student

Fall 2025 Starfish Training Dates

- Friday, August 15
10:00 AM - 11:00 AM EDT USC-1100 & via Zoom
- Thursday, August 21
7:30 PM - 8:30 PM EDT via Zoom
- Wednesday, September 17
7:00 PM - 8:00 PM EDT via Zoom
- Tuesday, September 23
11:00 AM - 12:00 PM EDT CPC-1010

Register for any of the sessions here:



Starfish Resources for RIT Faculty & Staff

■ RIT Starfish Site

- Log in to the faculty/staff section, and check out:
 - RIT Starfish YouTube Video Series of Instructions
 - Starfish System Communications
 - Completing Academic Progress Reports in Starfish

And more!

Student Behavior Consultation Team: **How to Share Behavioral Concerns**

Reporting An Incident

Reporting an Incident



<https://www.rit.edu/reporting-incident>

Concerns about a Student's well-being

Biased-Related Incidents Involving Students

Sex or Gender-Based Incidents or Concerns about Employees or Students

Employee-Related Incidents or Concerns

RIT Ethics and Compliance Hotline

Confidential Support and Resources

For emergency assistance call 911 or **RIT Public Safety** at 585-475-3333 (voice) | 585-205-8333 (text)

For all other concerns, please consider filing a report using one of the links below. If you have questions about any of the reporting processes listed below, you can ask them confidentially by contacting the **RIT Ombuds Office**.

Concerns about a Student's well-being

Use this Tiger Concern Report to report a student's behavior that is concerning, worrisome, or threatening from a health and wellness context. Reported concerns are reviewed during regular business hours by the **Student Behavior Consultation Team** (SBCT). The report can be filed anonymously, but it is helpful to include your contact information should SBCT have additional questions. If you feel that someone is in immediate danger, including yourself, please contact **RIT Public Safety** immediately at 585-475-3333 or call 911.

[Report Concerns about a Student →](#)

The Red Folder

- www.rit.edu/reporting-incident
- Resource for faculty and staff that provides information on common indicators of student distress.
- Offers in-the-moment tips for addressing concerning behaviors by providing a decision tree and detailed campus resources.

RIT Red Folder

The Red Folder is a resource that provides information on common indicators of student distress.

[View the Red Folder](#)

SBCT Mission

- The mission of the Student Behavior Consultation Team (SBCT) is to coordinate the resources of RIT to address inappropriate, disruptive, or harmful student behavior in order to recommend collaborative and purposeful (non-punitive) interventions aimed at helping students achieve success.
- In addition, SBCT assists faculty and staff in addressing instances of student behavior which may be inappropriate, harmful, or disruptive to the RIT living and learning community.
- Learn more about SBCT, including team composition, policy & procedures and how to report by visiting the [SBCT page](#).

What Does SBCT Want To Know About?

- **Disruptive Behavior-** interferes with the community or work environment.
Your prompt to report often reflects your frustration with a person's inability to adhere to generally accepted expectations.
- **Disturbing Behavior-** may not be disruptive but it creates another kind of concern, typically a worry/distress (in yourself or in other students).
Your prompt to report often reflects your unease, confusion, or discomfort with a person's actions, thoughts, or feelings.
- **Distressing Behavior-** reflects the person's impaired emotional well-being.
Your prompt to report is when a person either appears to be struggling emotionally or discloses their personal struggle.

Who Does SBCT Want To Know About?

Signs of Distress

- Changes in hygiene
- Drastic changes in weight
- Outward expressions of distress (verbalizations, direct references, requests for help)
- Expression of irrational beliefs/ideas
- Appears depressed or has heightened anxiety
- Demonstrates a noticeable decline in performance
- Threatening or intimidating behavior
- Reported increase in personal stress
- Social isolation
- Serious family problems crossing into the classroom

changes in behavioral pattern

How to Contact SBCT

Complete a Tiger Concern Report at:

<https://www.rit.edu/reporting-incident>

Report Concerns about a Student

Report a Crime or Policy Violation

Report a Title IX Concern

RIT Ethics and Compliance Hotline

Report Concerns about a Student

The Tiger Concern Report is used to document behavior that a RIT community member may perceive as concerning, worrisome, or threatening. Tiger Concern Reports are reviewed by the **Student Behavior Consultation Team** (SBCT). Reported concerns are reviewed throughout the day during regular business hours. If you feel that someone could be in immediate danger, including yourself, please contact RIT Public Safety immediately at 585-475-3333 or call 911.

[Report Concerns about a Student →](#)

Submitting a Report:

Add the student of concern identifying information by clicking the add new record button below.

Your Name - To remain anonymous, enter N/A.

 ⓘ

How are you affiliated to RIT?

 ⓘ

Faculty/Staff, what college or division are you from?

Your email address

Student of Concern Name

 ⓘ

Have you or someone else communicated to the student directly about this concern? If yes, please check the below box.

Please briefly describe the concern with a short sentence or 2-3 keywords.

 ⓘ

Describe the situation or reason for your concern with greater detail.

Your information

Student of Concern's Name

Brief description

Full Description

- What happened and why you are concerned
- What have you done to address the situation
- Who have you communicated with about this situation
- Any additional action that you/others have taken

What Happens Next?

- Upon submission, you receive a confirmation email
- CM team reviews the report, rates the level of risk and assigns the appropriate level of outreach/intervention
- Student receives initial outreach/intervention (may also receive additional support later on throughout the process)
- SBCT meets twice per week to review collective information and formulate additional outreach. Team involves relevant campus resources as appropriate
- Team may reconnect to confirm outreach has occurred/action has been taken
 - HIPAA
 - Confidentiality
- Case closed
- Not sure? Ask!

SBCT Limits

- RIT policies & procedures
- Non-punitive approach
- Unable to mandate treatment/force services
- Unable to continuously monitor students
- Can only work with current/past information
 - **Submit new report for new or resurfacing concerns**

When to Contact Public Safety

For an immediate response/assistance (1-3 min response time)

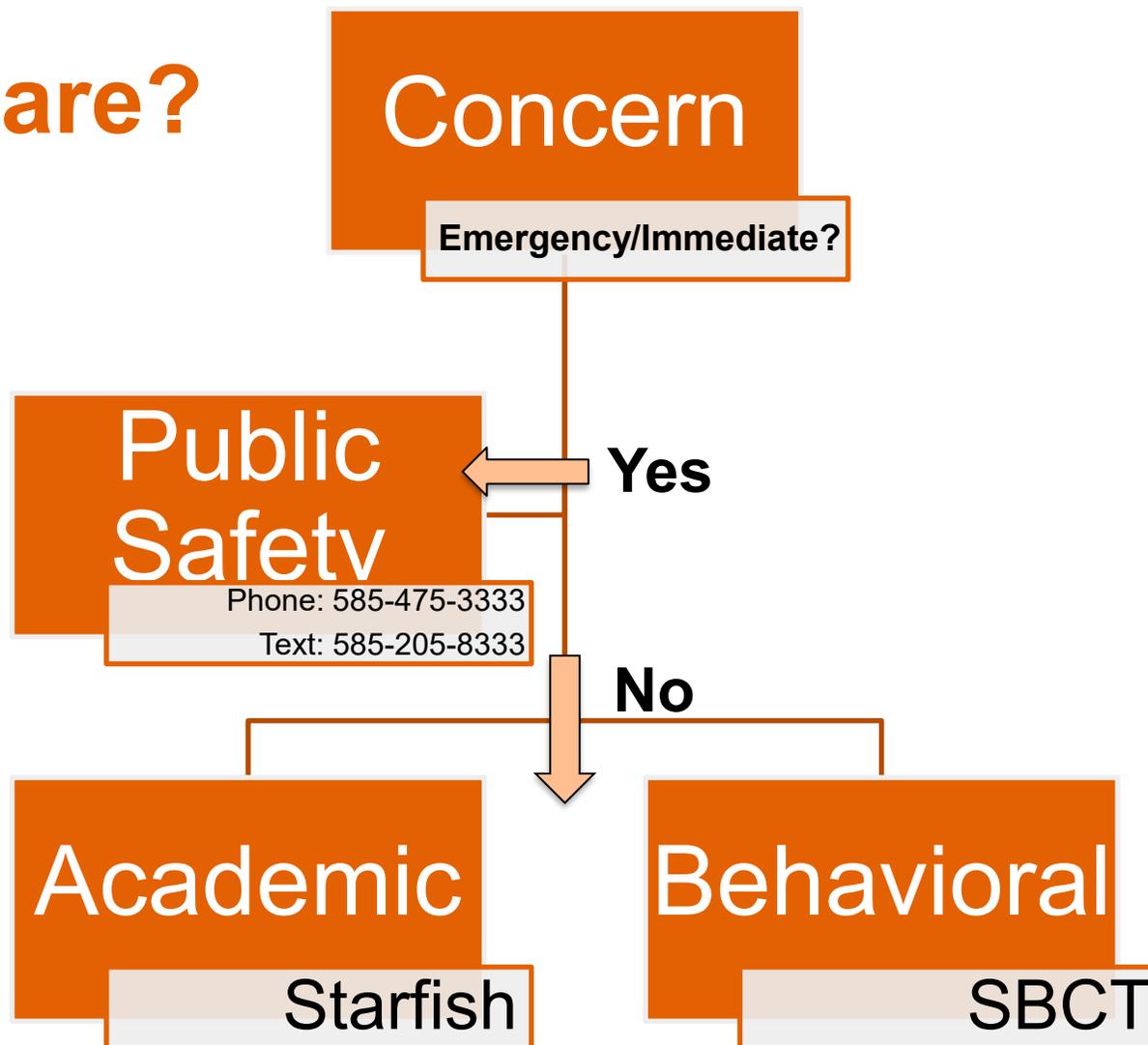
- Immediate or imminent danger
- For violence or threats
- For personal safety
- To report a crime
- For any emergency
- V/TTY (585) 475-3333
- Text: (585)205-8333

Remember, Public Safety is available 24/7, even when the University is closed

Key Resources for Faculty

- Academic Department Chair
- Academic Advisors
- Assistant Dean
- University Advising Office
- Associate Vice President for Wellness
- Case Management
- Public Safety

Where to Share?



Contact/Consult With Us



Megan Jaros
Director Student Case
Management & Health Promotion
Student Affairs
mjhwcw@rit.edu
585-475-7229



Lynne Mazadoorian
Assistant VP & Director
University Advising Office
Academic Affairs
lcmldc@rit.edu
585-475-7024