Raising Flags and Kudos: Overview

Starfish allows you to communicate in a vivid, concrete, easily tracked way with your students. The flags and kudos you raise in Starfish will be documented in two ways:

1. In a personal email* sent from you to your student;
2. In a visual display on the student's individual Starfish page, a page that academic counselors and student support staff will review when they work with students.

* <mark>Due to improvements in Starfish software, we are now able to make most of the language in this email editable.</mark> The only auto-generated language is in memo format at the top of the email message. See *Email and SMS Templates for Flags and Kudos* on the Instructional Resources page on SBCC's Starfish website (sbcc.edu/starfish) for the specific language for each flag and kudos.

Modes

There are two ways to raise flags and kudos: this handout presents how to raise them individually, at any time in the semester, from your Starfish homepage. The second way is through a progress survey. (See *Progress Surveys* on the Instructional Resources page on SBCC's Starfish website, sbcc.edu/starfish). Both modes lead to the same result: a personal email to the student and a visual display on the student's individual Starfish page.

How to Raise Flags and Kudos

When you choose "Students" at the top of your Starfish interface, you will see something that looks similar to the screenshot below. You will have three tabs available towards the top: "My students" (in the screenshot below), "Tracking," and "Attendance." When progress surveys are open and available, a fourth tab will be on this screen that says "Progress Surveys."
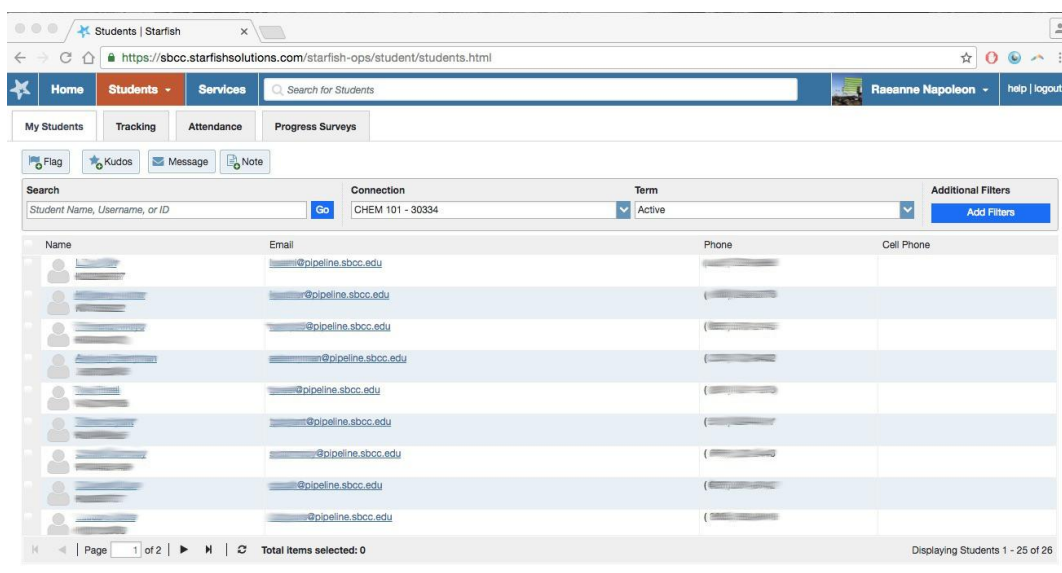

From "My Students" you have a two ways to locate the student for whom you want to raise a flag or kudos. You can use the "Search" box to search for students by first or last name

(but choose "All My Students" in the "Connection" menu) or you can see an alphabetical list of all the students in a particular CRN (all your current courses are listed in a drop-down menu in the "Connection" box). You may also see past students by changing the "Term" in last box.

Once you click on the box next to the student's name, you may then click on the Flag tab just under the "My Students" tab:
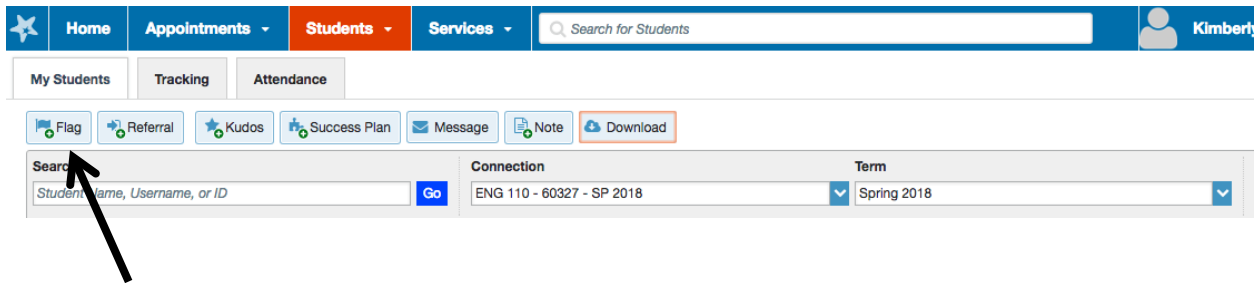
Once you click the Flag tab the window below will appear and you will be able to click on the arrow at the far right in order to see a drop-down menu of the possible flags:
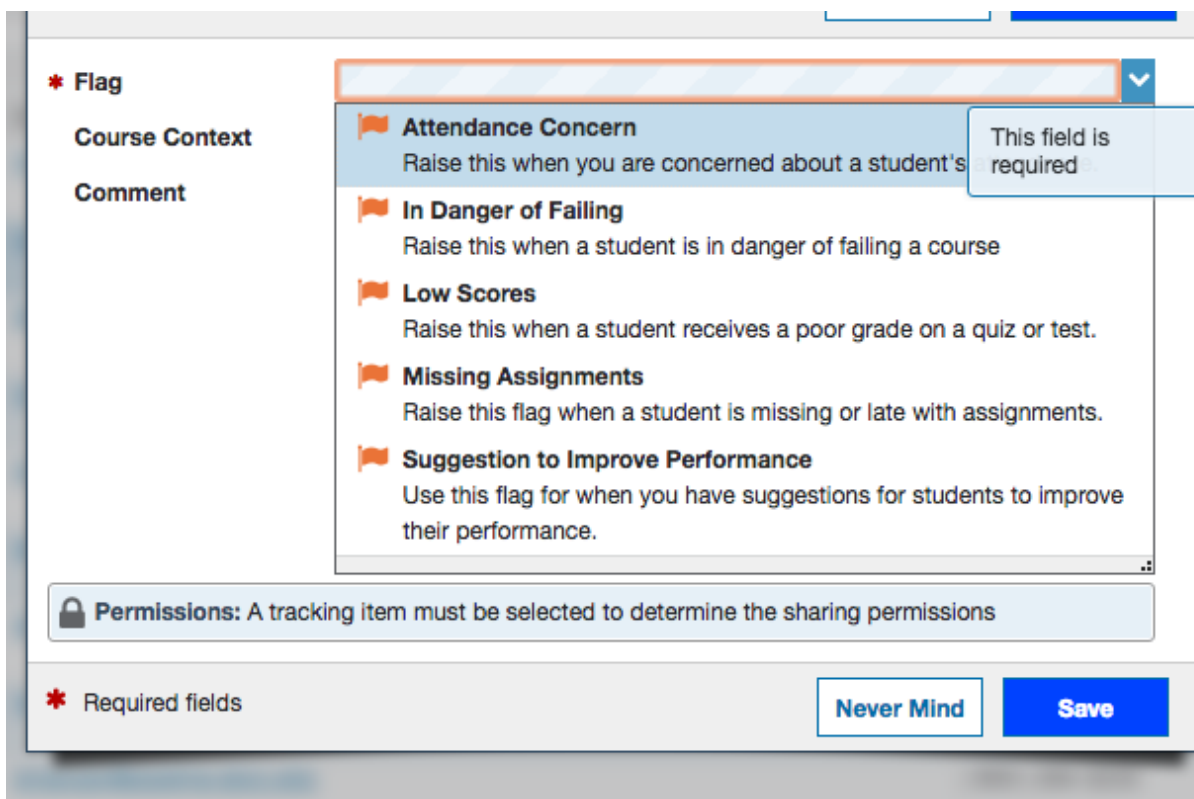
Important: don't hit "Save" until you have completed every element of the flag. ("Save" actually sends the email and raises the flag.)

Once you choose a particular flag, be sure to select the * **Course Context** from the next drop-down menu so that the student will know which course the flag is for.

The language in the * **Comment** box (written by an SBCC Faculty Focus Group), is completely editable by you. We recommend that you add specifics about what assignment is missing and, of course, revise to fit your individual style.

While the bulk of the email will be the comment you edit, the subject line of the email will be auto-generated and read:

Flag: Missing Assignments in <Course Name> for <Student Full Name>

And, at the top of your email, just above the editable language in the comment box, the following information will be auto-generated as well:

To: <Student Full Name>
From: <Instructor Full Name>
Subject: Missing Assignments in <Course Name>

Reminder: when you hit "Save," you are actually raising the flag and it may not be revised. (Yes, it should say "submit" rather than "save," but we don't have any control over that. Your other choice, rather than "cancel," is "Never Mind." There is no actual "save" feature in this mode.)

Here is what the email looks like:

Flag: Missing assignments in The Great Ideas Of Physics for Raeanne Napoleon

ddgagnon@pipeline.sbcc.edu via starfishsolutions.com
to me

To: Raeanne Napoleon
From: Dennis Gagnon
Subject: Missing Assignments in The Great Ideas Of Physics

I have noticed that three of the reading assignments in our class have not been submitted.

Every assignment counts, and partial credit is better than no credit.

Completing assignments is essential to your success in this course.

Click here to Reply or Forward

Again, this email was sent to the student from her instructor's Pipeline email address and the flag also appears on the student's individual Starfish page. The flag may also be viewed by academic counselors and special program advisors. You may lower the flag if the student completes the assignment, but you do not need to take the time to do that. All flags and kudos are cleared from the student's homepage at the start of a new semester, although academic counselors and special program advisors may view past flags and kudos if they search for them, just as instructors may view past flags and kudos they have raised.

If the same comment would apply to more than one student, you may raise a flag or kudos **for multiple students** within a specific CRN. You would simply view the list of your students in a particular CRN (chosen from the "Connection" drop-down menu) and check the boxes to the left of each student's name. You would then click on the Flag or Kudos tab and choose the flag you wanted to raise. The auto-generated email would list each student's name in the subject line and the "To:" line at the top of the email message, but the students would not see the other students' names or know that other students received the same email.

Raise Flag for Multiple Students   Never Mind   Save

* Flag   Attendance Concern
* Course Context No Course
* Comment   I am concerned about your attendance. Missing class content affects your grades and academic performance.

                  It is still possible to improve your attendance.

                  I care about your success.

Follow the same steps to raise the other flags and to raise kudos. Here are the kudos you may raise in order to recognize your students' accomplishments in your course:

Again, the memo format will be at the top of the email message, followed by language in the comment box that you may revise. (See *Email and SMS Templates for Flags and Kudos* on the Instructional Resources page on SBCC's Starfish website, sbcc.edu/starfish, for the specific language for each flag and kudos.)

For making Referrals, the same process applies, except the brief auto-generated language is not in memo format. Instead, the salutation (Dear <Student First Name>,) and the signature (Sincerely, <Instructor Full Name>) are auto-generated; the entire rest of the email is in the comment box for you to edit. See *Making Referrals* on the Instructional Resources page on SBCC's Starfish website (sbcc.edu/starfish) for more information about raising referrals.