

Starfish Communications

There are many communications to faculty, staff, and students within the Starfish system. These communications are system-generated when flags are raised via a [progress survey](#) or the "Raise Flag" function. Each aspect identified as a concern will generate its own standardized email directly to the student. If a comment is added at the time the survey is completed or when using the "Raise Flag" function, it is included as an "Instructor Comments" in the system-generated email. If comments are not added, then the "Instructor Comments" section is not included in the email.

Communications to Student:

- [Attendance/Participation Concern](#)
- [Low Assignment/Quiz/Test Scores](#)
- [Multiple Academic Concerns \(Requires Comments\)](#)
- [Performance Improving](#)
- [Keep Up the Good Work](#)
- [Wellness - At Risk of Failing \(Wellness Courses only\)](#)
- [YearOne - No Show \(YearOne Courses only\)](#)
- [Roster Verification - No Show \(2171 Pilot Courses only\)](#)
- [Course Withdrawal](#)
- [Advisor Comment to Student](#)
- [Success Plan is Created](#)
- [Success Plan is Completed](#)
- [Success Plan To-Do is Past the Assigned Due Date](#)

Communications to Instructors:

- [Progress Survey Announcement \(Sample Message from Dr. Licata\)*](#)
- [Progress Survey Deployment](#)
- [Clear Flag - Instructor Notification](#)

*Please note the content of this announcement and subsequent reminder e-mails may change.

Communications to Primary Academic Advisors and Support Advisors:

- [Recent Tracking Item Summary](#)

Sample email message sent from Starfish Early Alert with notes (click image below to expand)



Attendance_Participation Concern.pdf

Communication Matrix (click image below to expand):

The chart below shows the functionality a user has within the system, as well as what communications each user will receive based on their connection to a student.

(Updated 5-2-2018)

Starfish Communication Table

| Role/Connection | Ability to Raise Flags and Kudos | Receive Email Notification of Flags (Recent Tracking Item Summary or Email) | View Details of Flags I Raised for My Course Sections -Raise Comments -Additional Comments -Clear Comments | View Details for All My Students in All Courses -Raise Comments -Additional Comments -Clear Comment | View Details of Flags I Received -Raise Comments Only (Additional Comments can be saved and emailed to the student but are not visible to the student in Starfish) | Clear My Students' Flags | View "Clear" Comments | Option to send "Clear" Comments | Ability to Create Office Hours | View All My Students' Meeting Details -Date -Time -Location -Reason -Description -SpeedNotes | View My Meeting Details -Date -Time -Location -Reason | View All Details in a Students Starfish Record -Overview -Courses -Tracking (Flags & Kudos) -Meetings -Notes -Network | Emails generated from Starfish |
|--------------------|----------------------------------|--|---|--|--|--------------------------|-----------------------|--|--------------------------------|--|---|---|--------------------------------|
| Instructor | X | Email List of flags raised upon submission of survey(s) | X | | | X | X | No option to send "Clear Comments" to student or advisor | | | | | Only those I've sent |
| Faculty Advisor | | Recent Tracking Item Summary List of flags for all advisees | | X | | X | X | Option to send "Clear Comments" to instructor | X | X | | X | Only those I've sent |
| Academic Advisor | | Recent Tracking Item Summary | | X | | X | X | Option to send "Clear Comments" to instructor | X | X | | X | Only those I've sent |
| Support Advisor | | Recent Tracking Item Summary | | X | | X | X | Option to send "Clear Comments" to instructor | | X | | X | Only those I've sent |
| College Contact | | Recent Tracking Item Summary | | X | | X | X | Option to send "Clear Comments" to instructor | X | X | | X | Only those I've sent |
| Department Contact | | Recent Tracking Item Summary List of flags for all students in Department | | X | | X | X | Option to send "Clear Comments" to instructor | | X | | X | Only those I've sent |
| Major Contact | | Recent Tracking Item Summary List of flags for all students in major | | X | | X | X | Option to send "Clear Comments" to instructor | | X | | X | Only those I've sent |
| Student | | Academic Alert Email One sent for each flag raised | | | X | | | Student does not receive "Clear Comments" | | | X | | |