**LAUNCH YEAR TOOLS 2021-2022**

**EARLY ALERTS** notify students and academic advisors when a student is staying on track or may need additional academic support.

**PROGRESS SURVEYS** provide timely updates on individual student course progress each semester. These are deployed 3 times a semester.

**REQUEST HELP FUNCTION** allows students to ask questions and get proactively connected to needed resources and information.
Launched Starfish Platform
Starfish Basics Training (CAE)
Student Group Meetings

August

Starfish Basics Training (CAE)
Progress Survey #1
Student Training Sessions

September

Progress Surveys #2 and #3
Starfish Trainings Next Steps (CAE)
Student Training Sessions
Faculty User Group Meeting (TBD)

October

Launch Satisfaction Surveys

November

Review Results of Satisfaction Surveys
Plan for Spring 2022
Share Initial Analytics from Fall 2021

December/January
PROGRESS SURVEY #1


Focused on Adjustment to Courses.

FLAGS -- Attendance Concern
Tardiness
Lack of Preparation
Missing or Late Assignments
General Academic Concern

REFERRAL -- Tutoring

KUDOS -- Off to a Great Start
Opened 10/1. Closes on 10/12.

Focuses on Mid-Semester Progress.

**FLAGS** -- Attendance Concern
General Academic Concern
Missing or Late Assignments
Low Quiz or Test Scores

**REFERRAL** -- Tutoring

**KUDOS** -- Keep Up the Good Work
Showing Improvement
<table>
<thead>
<tr>
<th>PROGRESS SURVEY #3</th>
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<tbody>
<tr>
<td>Focuses on Last Date to Withdrawal 10/29.</td>
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<tr>
<td><strong>FLAGS</strong> – Attendance: Stopped Attending</td>
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<tr>
<td>In Danger of Failing Course</td>
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<td>General Academic Concern</td>
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<tr>
<td><strong>REFERRAL</strong> – Tutoring</td>
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<td><strong>KUDOS</strong> – Outstanding Academic Performance</td>
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<td>Keep Up the Good Work</td>
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<td>Showing Improvement</td>
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<tr>
<td>ACADEMIC FLAGS</td>
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<tr>
<td>Class Tardiness</td>
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<td>In Danger of Failing a Course</td>
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<tr>
<td>Lack of Class Preparation and Low Participation</td>
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<td>Low Test/Quiz Scores</td>
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**CURRENT TRACKING ITEM OPTIONS – OCTOBER 2021**
PRIORITIZING FLAG WORKFLOW

1. TRIAGING ACTIVE FLAGS
2. MOST URGENT TO LEAST
3. MANAGING ACTIVE FLAGS

- CLEARING ACTIVE FLAGS MOVES THEM TO “RESOLVED” STATUS
- ANY REMAINING ACTIVE FLAGS WILL BE BULK CLEARED AT THE END OF EACH SEMESTER
- THESE FLAGS ARE THEN ALSO VISIBLE AS “RESOLVED” FLAGS
REASONS TO CLEAR A FLAG

REMINDER – See Page 9 of the *Faculty/Staff User Guide*.

1. Contact was made with student and the issue is resolved.
2. No contact was made with student - you were unable to reach the student after multiple attempts.
3. The concern is no longer relevant – student performance improved, student withdrew from the class, etc.
4. The flag was raised by mistake.
USER GUIDES AND RESOURCES

Starfish Website

Student Email Template Guide

Faculty/Staff User Guide

Student User Guide
Please keep sharing feedback

- Join the Faculty User Group

- Complete the *Starfish Satisfaction Surveys* (coming early November)
  - Faculty/Staff
  - Students