OVERVIEW
When an instructor raises one of the following Flags or Kudos on a student, a Starfish-generated email is sent directly to the student using the following templates.

Comments entered by the instructor are sent directly to the student through the email. The template makes note if the comments are required or optional for the flag raiser. If no comments are provided in the templates where it is optional, the message will simply move on to the next sentence.

In addition to emails from Starfish, students may also view this information, including comments, in the “Notifications” (for flags and referrals) or “Kudos” (for kudos) sections of their Starfish User Dashboard (which is their homepage).

TEMPLATES

FLAGS

ATTENDANCE NO SHOW – (Comments are optional from the Flag Raiser)

From Starfish@millersville.edu
Reply To Starfish@millersville.edu
Subject [Starfish @ MU] Urgent Message - Attendance No Show in [course name]

Dear [student’s first name],

According to your instructor’s records, you have not yet attended [course name].

[Notes from Instructor]

If there is a reason you cannot attend this class as scheduled, please reach out to your instructor or academic advisor listed in My Success Network in Starfish. This attendance information will also be shared with the Registrar’s Office.

Sincerely,
The Starfish Success Team
ATTENDANCE - STOPPED ATTENDING – (Comments are optional from the Flag Raiser)

From Starfish@millersville.edu
Reply To Starfish@millersville.edu
Subject [Starfish @ MU] Urgent Message - You Have Stopped Attending [course name]

Dear [student’s first name],

Your instructor has reported that you have stopped attending [course name].

Please see any additional comments from your instructor regarding your attendance -

[Notes from Instructor]

Please contact your instructor to discuss why you stopped attending [course name]. This attendance information will also be shared with the Registrar’s Office.

Sincerely,
The Starfish Success Team

ATTENDANCE CONCERN – (Comments are optional from the Flag Raiser)

From Starfish@millersville.edu
Reply To Starfish@millersville.edu
Subject [Starfish @ MU] Attendance Concern in [course name]

Dear [student’s first name],

Attendance is important to your success in class.

Please see any additional comments from your instructor regarding your attendance in [course name] -

[Notes from Instructor]

Please contact your instructor to discuss this attendance concern.

MU also has many resources to support you. Connect to offices within MU’s Student Success Network as part of a continued strategy for success.

Sincerely,
The Starfish Success Team
CLASS TARDINESS – (Comments are optional from the Flag Raiser)

From Starfish@millersville.edu
Reply To Starfish@millersville.edu
Subject [Starfish @ MU] Arriving on Time in [course name]

Dear [student’s first name],

Your instructor is noting your late arrivals to [course name].

Please see any additional comments from your instructor:

[Notes from Instructor]

Please discuss this concern with your instructor.

Sincerely,
The Starfish Success Team

GENERAL ACADEMIC CONCERN (Comments are required from the Flag Raiser)

From Starfish@millersville.edu
Reply To Starfish@millersville.edu
Subject [Starfish @ MU] General Academic Concern in [course name]

Dear [student’s first name],

Please see instructor comments regarding concerns this semester in [course name]:

[Notes from Instructor]

MU also has many resources to support you in these areas. Connect to offices within MU’s Student Success Network as part of a continued strategy for success.

Sincerely,
The Starfish Success Team

IN DANGER OF FAILING A COURSE (Comments are required from the Flag Raiser)

From Starfish@millersville.edu
Reply To Starfish@millersville.edu
Subject [Starfish @ MU] Urgent Message - Immediate Action Required in [course name]

Dear [student’s first name],

Please see comments from your instructor regarding your lack of satisfactory academic progress in [course name].

[Notes from Instructor]

Please contact your instructor as soon as possible to discuss your options as you are in danger of failing this course.
Sincerely,
The Starfish Success Team

LACK OF CLASS PREPARATION AND LOW PARTICIPATION (Comments are required from the Flag Raiser)

From Starfish@millersville.edu
Reply To Starfish@millersville.edu
Subject [Starfish @ MU] Low Class Preparation and Participation in [course name]

Dear [student’s first name],

Please see instructor comments regarding your lack of preparation and participation in [course name].

[Notes from Instructor]

Please connect back with your instructor regarding these comments.

MU also has many resources to support you in these areas. Connect to offices within MU’s Student Success Network as part of a continued strategy for success.

Sincerely,
The Starfish Success Team

LOW TEST/QUIZ SCORES (Comments are required from the Flag Raiser)

From Starfish@millersville.edu
Reply To Starfish@millersville.edu
Subject [Starfish @ MU] Low Test/Quiz Scores in [course name]

Dear [student’s first name],

You have received low test/quiz scores in [course Name].

Please see comments from your instructor:

[Notes from Instructor].

Please contact your instructor regarding suggested next steps.

MU also has many resources to support you in these areas. Connect to offices within MU’s Student Success Network as part of a continued strategy for success.

Sincerely,
The Starfish Success Team
MISSING OR LATE ASSIGNMENTS  (Comments are required from the Flag Raiser)

From Starfish@millersville.edu
Reply Starfish@millersville.edu
Subject [Starfish @ MU] Missing or Late Assignments in [course name]

Dear [student’s first name],

Please see comments from your instructor regarding missing or late assignments in [course name]:

[Notes from Instructor]

Please contact your instructor for next steps regarding this work.

Sincerely,
The Starfish Success Team

KUDOS

COURSE-BASED KUDOS (Off to a Great Start, Keep up the Good Work, Outstanding Academic Performance, or Showing Improvement) TEMPLATE

(Comments are optional from the Flag Raiser)

From Starfish@millersville.edu
Reply Starfish@millersville.edu

Subject [Starfish @ MU] Kudos! [kudos name] in [course name]

Dear [student’s first name],

Congratulations on the Kudos from your instructor in [course name].

[Notes from Instructor]

Way to go!

Sincerely,
The Starfish Success Team
REFERRALS

COURSE-BASED REFERRALS (Tutoring, Peer Mentoring, Learning Services, Writing Center)

TEMPLATE

(Comments are optional from the Flag Raiser)

From Starfish@millersville.edu
Reply Starfish@millersville.edu

Subject [Starfish @ MU] Consider this [Referral Name]

Dear [student’s first name],

Please consider outreach to, or respond to outreach from, the following referral to assist in your academic success --

Referral Name: [Referral Name]
Course: [Course Name]
Course Section: [Course Section ID]
Comments: [Notes from Instructor]

You may have been referred to this service by your course instructor, academic advisor, or success coach.

Sincerely,
The Starfish Success Team