

User Guide for Roster Verification/Attendance Progress Surveys in Starfish



Millersville University
UNIVERSITY COLLEGE



Continued compliance with U.S. DOE Regulation 34CFR 668.21 to report names of financial aid recipients within 30 days of the date they stop attending class.



Provide a more efficient way for faculty to communicate roster verification of attendance twice a semester.



Provide students with timely information regarding roster verification as it relates to financial aid and satisfactory academic progress.



Enhance accuracy of reporting, as attendance is baseline for retention best practices.



Create a more efficient workflow for the Registrar's Office.

DESIRED OUTCOMES FOR THE SURVEYS

Utilize Starfish

Utilize Starfish Progress Surveys to verify rosters by the end of Weeks 2 and 10 for 15-week semesters.

Roster Verification Survey 1

First Survey –
Deploys beginning of the semester to report on the “Drop/Add” period (end of week 2). Faculty confirm rosters and denote any “No Shows”. Requires comments to confirm information for the Registrar’s Office.

Roster Verification Survey 2

Second Survey –
Deploys end of week 10 to confirm final rosters and note any “Stopped Attending” with the last date of attendance required in the comments to confirm information for the Registrar’s Office.

WORKFLOW FOR FACULTY AND THE REGISTRAR’S OFFICE

ATTENDANCE FLAGS – TYPES AND CATEGORIES

ACADEMIC ALERT TYPE	ALERT RESPONSE	ALERT DESCRIPTION AND RESPONSE WORKFLOW
ATTENDANCE – NO SHOW	URGENT; Flag raiser comments required.	Students who have failed to attend both of the first two class meetings. Registrar resolves flag and drops student from the class. Advisor is tagged on this alert. Student email from Starfish Success Team. May be raised manually and included in Roster Verification Attendance Progress Survey #1.
ATTENDANCE – STOPPED ATTENDING	URGENT; Flag raiser comments required.	Student has stopped attending class; include last date of attendance. Registrar resolves flag and provides appropriate next steps (W form or Z grade). Advisor is tagged on this alert. Student email from Starfish Success Team. May be raised manually and included in Roster Verification Attendance Progress Survey #2.
ATTENDANCE CONCERN - GENERAL	INFORMATIONAL; Flag raiser comments optional.	Pattern of attendance is compromising course objectives and success. Student is encouraged to reach out to instructor. Instructor may resolve flag. Advisor is tagged on this alert. Student email from Starfish Success Team. May be raised manually or may be included in an Academic Progress Survey.

HOW TO RESPOND TO A PROGRESS SURVEY – GENERAL DIRECTIONS

Progress surveys provide timely updates on individual student attendance or course progress each semester. Faculty will receive an email reminder when there is a new survey to complete.

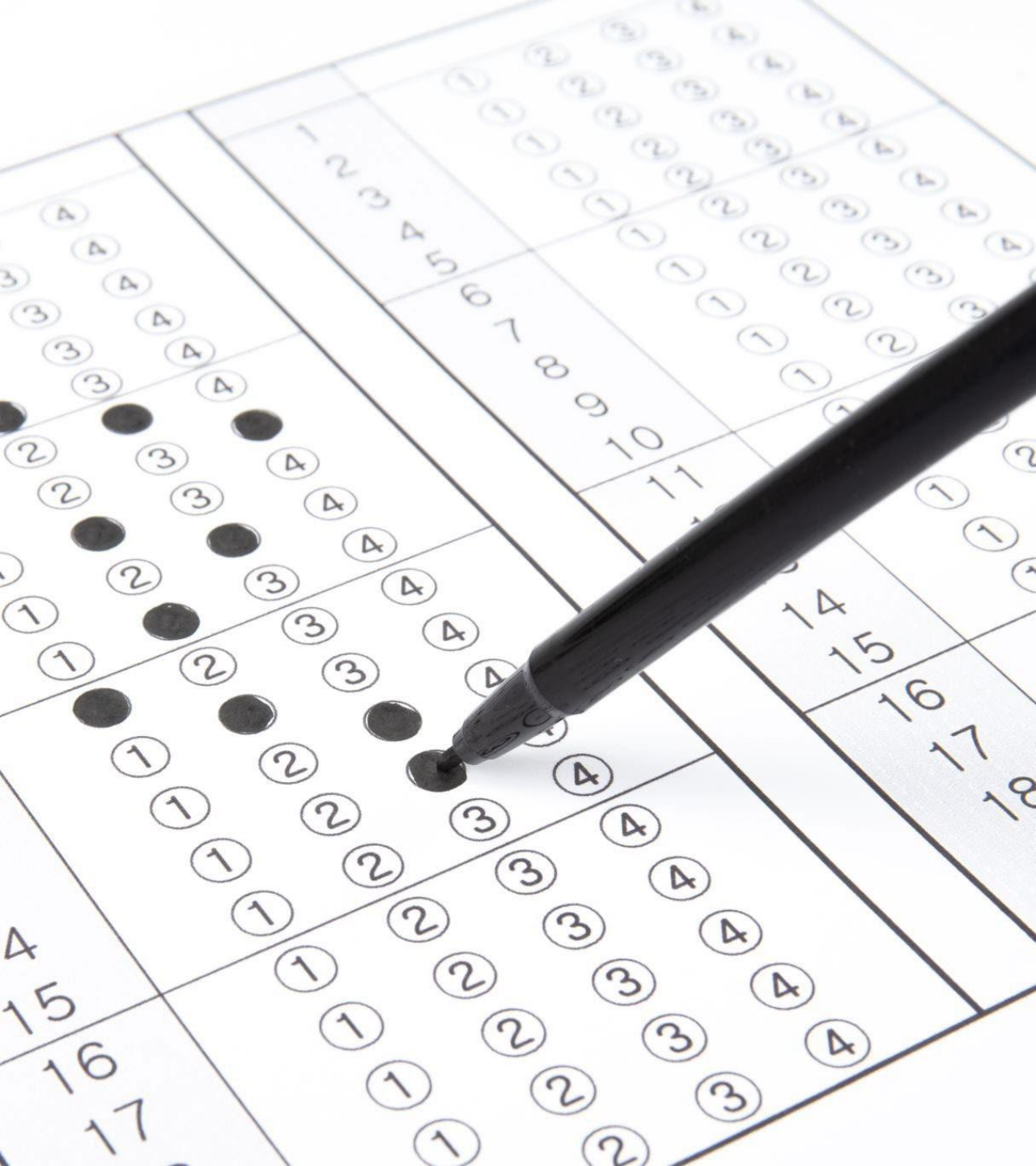
Surveys are designed as “point in time” checks throughout the semester to meet student needs.

Directions are similar for a roster verification/attendance survey or a survey that focuses on academic (rather than attendance) flags.

Faculty can complete progress surveys by responding to the embedded link sent by Starfish @ MU email when progress surveys have been deployed or by logging into their Starfish account, selecting the “Progress Survey” tab and following the directions.

Each individual survey presents a roster of students in one course section. You can raise flags, referrals, or kudos for each student based upon the survey selections. Simply check the corresponding box by a student’s name to raise a flag.

Additional directions can be found on pages 5-8 of the Faculty/Staff User Guide.



ROSTER VERIFICATION ATTENDANCE PROGRESS SURVEY SAMPLES

The next series of slides provide:

- (1) Samples of what the progress surveys will look like.
- (2) Samples of the directions you will receive from *Starfish @ MU*.
- (3) Emails the students will receive from the Starfish Success Team when an attendance flag is raised.

RECEIVING DIRECTIONS FROM *STARFISH @ MU TO
COMPLETE THE SURVEY:*

CLICK ON THE LINK PROVIDED WHEN YOU RECEIVE THE
EMAIL FROM STARFISH.

FOLLOW THE DIRECTIONS TO COMPLETE THE ATTENDANCE
SURVEYS.

YOU WILL RECEIVE UP TO 3 EMAIL REMINDERS FROM
STARFISH BEFORE THE SURVEY CLOSES.

ONCE YOU COMPLETE THE SURVEY, YOU WILL NO LONGER
RECEIVE REMINDERS.

YOU WILL RECEIVE A CONFIRMATION EMAIL FROM
STARFISH WHEN EVERYTHING IS COMPLETE.

Dear [Instructor Name]

As you know, MU is now utilizing Starfish for roster verification and attendance to ensure that the University will be in compliance with Federal Department of Education regulation [34 CFR 668.21](#).

To access the Roster Verification and Attendance Progress Survey for your course(s):

1. Click [here](#) to launch your Starfish progress surveys (you may need to sign in).
2. Once you reach the survey grid, simply check the box next to the student's name for whom you want to raise an attendance flag. Your only flag option for this survey is "ATTENDANCE NO SHOW". This means that the student has failed to attend both of the first two class meetings.
3. This flag requires comments, which many include saying they never attended or citing the last date of attendance if applicable. Please be reminded any comments you share will be seen by the student.
4. Students will then receive an email from the Starfish Success Team regarding the flag, noting next steps and follow up from the Registrar's Office. Updated Starfish @ MU Student Email Templates can be found on the [MU Starfish](#) website.
5. For students who are attending the class, leave their name unchecked. If all students on your roster are attending, leave all the names unchecked.
6. Click Submit.
7. Complete this process for all courses.

You have [#] surveys which need to be completed.

Outstanding Surveys:

- Course Name
- Course Name
- Course Name

Your responses will help us know which students are not attending and need outreach

How do I add comments/notes?

When you check off a box to raise a flag on a student you will see a small note icon appear next to the student's name. Click that icon to add a comment.

For a general overview of progress surveys, watch this two minute video!

<https://www.screencast.com/t/ZBIJRVbL>

Regards,

Dr. Rachel Finley-Bowman

Associate Provost and Dean of Student Success

s "Attendance - No Show" for those students who have never attended the class but remain on the roster. For those students attending and on the roster, please leave their names blank. This report will go to the Registrar's Office. Students marked as "No
il from the Starfish Success Team and then administratively dropped from the course to close the flag.

ROSTER VERIFICATION #1– NO SHOWS – COMPLETED AT BEGINNING OF SEMESTER

Search | i

	Attendance - No Show
Student#1	<input type="checkbox"/>
Student#2	<input type="checkbox"/>
Student#3	<input type="checkbox"/>
Student#4	<input type="checkbox"/>
	<input type="checkbox"/>
ATTENDANCE– NO SHOW SURVEY	<input type="checkbox"/>
Select a flag for ONLY those students who have failed to attend both of the first two class meetings.	<input type="checkbox"/>
For students who are attending, leave their names UNCHECKED .	<input type="checkbox"/>
If all students in your section are attending, leave them all unchecked and simply hit the submit button to verify the roster.	<input type="checkbox"/>

SUBMIT

'Attendance - Stopped Attending' for those students who have stopped attending the class but remain on the roster. Please include a last date of attendance in the comments. For those students attending and on the roster, please leave their names blank. Registrar's Office. Students marked as "Stopped Attending" will be sent an email from the Starfish Success Team and then administratively dropped from the course to close the flag.

ROSTER VERIFICATION#2 – STOPPED ATTENDING– COMPLETED WEEK 10

Search

	Attendance - Stopped Attending
Student#1	<input type="checkbox"/>
Student#2	<input type="checkbox"/>
Student#3	<input type="checkbox"/>
Student#4	<input type="checkbox"/>
	<input type="checkbox"/>
ATTENDANCE– STOPPED ATTENDING SURVEY	<input type="checkbox"/>
Select a flag for ONLY those students who have stopped attending.	<input type="checkbox"/>
You must include the last date of attendance in the comments with the flag.	<input type="checkbox"/>
	<input type="checkbox"/>
For students who are attending, leave their names UNCHECKED .	<input type="checkbox"/>

If all students in your section are attending, leave them all unchecked and simply hit the submit button to verify the roster.

SUBMIT

***STUDENTS WILL RECEIVE THIS
EMAIL WHEN THIS FLAG IS RAISED.***

***THE REGISTRAR'S OFFICE RESOLVES
THIS FLAG.***

ATTENDANCE NO SHOW (Comments are required 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 failed to attend both of the first two class meetings in [course name].

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

[Notes from Instructor]

The Registrar's Office will be dropping you from the class based upon the information provided by your instructor. If you feel this is in error or want to arrange to take the class, please reach out to your instructor immediately for possible readmittance.

Sincerely,
The Starfish Success Team

***STUDENTS WILL RECEIVE THIS
EMAIL WHEN THIS FLAG IS RAISED.***

***THE REGISTRAR'S OFFICE RESOLVES
THIS FLAG.***

ATTENDANCE - STOPPED ATTENDING – (Comments are required 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]

The Registrar's Office will be assigning you a Z grade (the equivalent of an F) for this class based upon the information provided by your instructor. If you feel this is in error, or desire to return to the class, please reach out to your instructor immediately to possibly have the Z grade removed and be readmitted to the class. Alternatively, if the withdrawal deadline has not passed, you may choose to withdraw from the course using this link: [WITHDRAWAL FORM](#).

Sincerely,
The Starfish Success Team

***STUDENTS WILL RECEIVE THIS
EMAIL WHEN THIS FLAG IS RAISED.***

***THE INSTRUCTOR MAY RESOLVE
THE FLAG.***

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

From Starfish@millersville.edu

Reply To Starfish@millersville.edu

Subject [Starfish @ MU] General Attendance Concern in [course name]

Dear [student's first name],

Attendance is important to your success in class. Inconsistent attendance can jeopardize course performance.

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 University College as part of a continued strategy for success.

Sincerely,
The Starfish Success Team