Sample Email Messages for Starfish Tracking Items: Flags, Referrals, Kudos, & To-Dos
A **FLAG** is an opportunity to provide a student with important constructive feedback. The student will receive an email from you and other campus members may also be notified in Starfish.

For example, when a FLAG is raised by an Instructor, the student’s assigned Primary Academic Advisor will also be notified. This person may choose to simply note it for future reference, decide to have a conversation with the student, or take other appropriate measures depending on the circumstances.

For more information about Starfish Flags and other tracking items, refer to the uncw.edu/starfish web guides.
Professor@uncw.edu

Dear Rachel,

I am concerned about your attendance in my class. Your success in Introduction to Microbiology is important to your academic progress at UNCW. Here are some ways you can address this concern:

1. Prioritize attending class.
2. Reference the course syllabus and review the attendance policy.
3. Talk with me during office hours or schedule an appointment if there is an extenuating circumstance that prevented your attendance.
4. Contact your Academic Advisor if you need further support or assistance.

{Any comments you enter in the flag “Comment Box” would also appear here. Otherwise it is blank}

Sincerely,
Yasmin Gold
In Danger of Failing Flag

Who Sees This?
The Student
Your TA (if applicable)
The Assigned Academic Advisor
Athletics Advisor (if student athlete)

Your Academic Progress in Introduction to Microbiology

Dear Rachel,

I am concerned about your academic progress in my class, Introduction to Microbiology. Without substantial changes in your performance, you could be in danger of failing. Here are some ways you can take action to improve:

1. Prioritize attending class regularly and ensure enough time is devoted to studying and preparing for class in advance of deadlines.
2. Talk with me during office hours or schedule an appointment for clarification about course content, assignment criteria, or grading policies.
3. Utilize UNCW support resources like the University Learning Center, Tutoring Services, and Supplemental Instruction. You can access these services in your My Success Network in Starfish or visit DePaolo Hall.
4. Team up with other students in class who are performing well and form study groups.
5. Contact your academic advisor for further support and assistance.

Sincerely,

Yasmin Gold
Dear Rachel,

I am concerned about your academic progress in my class, Introduction to Microbiology. Because you have one or more scores that are below passing, I’d like to offer some strategies for improving your academic performance.

1. Prioritize attending class regularly and ensure enough time is devoted to studying and preparing for class in advance of deadlines.
2. Talk with me during office hours or schedule an appointment for clarification about course content, assignment criteria, or grading policies.
3. Utilize UNCW support resources like the University Learning Center, Tutoring Services, and Supplemental Instruction. *You can access these services in your My Success Network in Starfish or visit DePaolo Hall.*
4. Team up with other students in class who are performing well and form study groups.
5. Contact your academic advisor for further support and assistance.

(Any comments you enter in the flag “Comment Box” would also appear here. Otherwise it is blank)

Sincerely,
Yasmin Gold
Never Participated in a Web Course Flag

Who Sees This?
The Student
Your TA (if applicable)
The Assigned Academic Advisor
Athletics Advisor (if student athlete)

From: Professor@uncw.edu
Reply To: Professor@uncw.edu
Subject: Your Academic Progress in Introduction to Microbiology

Dear Rachel,

I noticed you haven't yet actively participated and/or completed submissions for the online component of Introduction to Microbiology (Biol1101-003-FA2014). I would like to see you succeed and thought these strategies might be helpful to you:

1. Reference the class syllabus to review due dates and expectations.
2. Come up with a plan for managing your assignments and outline the time you'll need outside of class to accomplish the workload by the deadlines.
3. Utilize UNCW support resources available through the University Learning Center, especially those designed for online learners. You can access these services in your My Success Network in Starfish or email ulc@uncw.edu.

{Any comments you enter in the flag “Comment Box” would also appear here. Otherwise it is blank}

If there is a reason you cannot participate online for this class as scheduled, please speak with your Academic Advisor for further assistance.

Sincerely,
Yasmin Gold
A **Kudo** is an opportunity to provide a student with positive feedback. The student would receive an email from you and other campus members may see a student’s total kudo tally in Starfish.

Subject: Congrats! You received a Kudo at UNCW!  (Name of Kudo Type)

Dear Rachel,

As a student at UNCW, you have many factors competing for your time and attention. **Your hard work has not gone unnoticed!**

Yasmin Gold awarded you a **Kudos - a congratulatory remark** in Starfish.

{Any comments you enter in the Kudos “Comment Box” would also appear here. Otherwise it is blank}

Please [login](#) to Starfish to access your Dashboard and view your Kudos count at UNCW!

To your continued success!

Who Sees This?
The Student
The Assigned Academic Advisor
Instructors, & other Campus Support Offices
A Referral lets a student know that you’ve recommended a follow-up with a particular office on campus for additional support.

Subject: FREE tutoring at the University Learning Center!

Dear Rachel,

I encourage you to use the University Learning Center (ULC) for assistance in Introduction to Microbiology (BIOL101-003-FA2014). The ULC supports the development of academic success skills and can boost your confidence.

There are four ways to access ULC tutoring resources:

1. Check out the University Learning Center website
2. Stop by DePaolo Hall, room 1056
3. Call 910-962-7857
4. Simply reply to this message

Sincerely,
Yasmin Gold

Who Sees This?
The Student
The Referral Office
Student Affairs Constituents
Assigning a **To-Do** item in Starfish allows you to create an action item for a student, along with a due date. The student will get an auto-reminder if a To-Do is late.

---

**Subject**  Action Needed:  *(Name of To-Do Type)*

Dear Rachel,

To help you be more successful, I have added a new To-Do to your student folder in Starfish. Below you will find the details of this task. If you have additional questions, please reply to this email.

**To-Do:** Meet with your Advisor  
**Course:** Introduction to Microbiology  
**Comments:*** *(Any comments you enter in the "Comment Box" would also appear here. Otherwise it is blank)*  
**Due Date:** 4/30/2014 12:00 PM EDT

Sincerely,

Yasmin Gold

---

**Who Sees This?**

The Student  
The Assigned Academic Advisor
Still Have Questions?
Contact starfish@uncw.edu