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Respond to a Tracking Item for students in your courses

Starfish provides tracking items that allow you to identify at-risk students, provide encouragement, direct students to resources, and/or to assign tasks to students. The following tracking items are available to use: flags, kudos, referrals and to-dos. To read a sample email before you use any tracking items, visit www.uncw.edu/starfish/faculty-staff.html.

Flags

Academic Mentoring Program

Academic advisors raise this flag when a student needs to work with the Academic Mentoring Program (AMP) in the ULC. This flag should be used for students who are on probation, need to complete the LASSI and enroll in the program.

Who gets what emails?

Raise: the student, Nick Crawford and Eric Martin
Assign: Nick Crawford and Eric Martin
Past Due: the student
Clear: n/a

Who does what in response to the flag being raised?

The ULC is notified and outreaches to the student.

Who clears this flag?

The ULC will clear the flag when the student engages.
All Academic Mentoring Program flags will be cleared at the end of every semester.

Attendance Concern

Instructors raise this flag if absenteeism is hindering a student's progress in their class.

Who gets what emails?

Raise: the student, the student's primary academic advisor, and the student's athletic academic advisor (if it's a student athlete)
Assign: n/a
Past Due: n/a
Clear: the student, the student's primary academic advisor, the student's athletic academic advisor (if it's a student athlete), and the TA/GA (if applicable)

Who does what in response to the flag being raised?

This is advisory for the student. The academic advisor may connect with the student to discuss the concern. The advisor may also make note of the concern and only reach out if they see a trend (i.e. attendance concerns in multiple classes).

Who clears this flag?

If the advisor directly addresses the concern, the advisor will clear the flag.
All attendance concern flags will be cleared at the end of every semester.

Cameron School_Eligible for Admission

This flag is for Cameron School advisors to notify students who are eligible for admission and need to apply.

Who gets what emails?

Raise: the student

Assign: n/a

Past Due: the student

Clear: n/a

Who does what in response to the flag being raised?

The student should respond to the advisor to address missing requirements.

Who clears this flag?

The advisor will clear the flag once the student addresses missing requirements.

These flags will not be cleared at the end of every semester.

Cameron School_Missing GRAD requirement

This flag is for the Cameron School of Business advisors to notify students who applied to graduate but are ineligible due to a missing requirement.

Who gets what emails?

Raise: the student

Assign: n/a

Past Due: the student

Clear: n/a

Who does what in response to the flag being raised?

The student should submit their missing application materials to the CSB.

Who clears this flag?

The advisor will clear the flag once the student submits their missing application materials to the CSB.

These flags will not be cleared at the end of every semester.

Have a question?

Need help but are not sure where to start? Type your question here and we will connect you to the right person or resource. Please also enter the best way to contact you, including your phone number and UNCW email address.

Who gets what emails?

Raise: the Starfish Student Success Manager
Assign: n/a
Past Due: n/a
Clear: n/a

Who does what in response to the flag being raised?

The Starfish Student Success Manager will respond to the user's question.

Who clears this flag?

The Starfish Student Success Manager will clear the flag once they've addressed the concern. These flags will not be cleared at the end of every semester.

HRL Staff Concern

HRL staff should use this flag to raise a concern to be viewed and acted on by another housing staff member. This flag is not visible by the student.

Who gets what emails?

Raise: RC (Housing Residence Coordinator) and ARC (Housing Assistant Resident Coordinator)
Assign: RA (Housing Resident Assistant)
Past Due: the flag raiser and RA
Clear: the flag raiser

Who does what in response to the flag being raised?

The housing staff will respond accordingly. Contact Keith Wickliffe if unsure.

Who clears this flag?

Housing staff will clear the flag once they've addressed the concern. These flags will not be cleared at the end of every semester.

In Danger of Failing

Instructors raise this when a student is in danger of failing a course.

Who gets what emails?

Raise: the student, the student's primary academic advisor, the student's athletic advisor (if it's a student athlete), and the Assistant Director of Academic Services in the CAS Dean's office (M. Bannon)

Assign: n/a

Past Due: Primary Academic Advisor

Clear: the student's primary academic advisor, the student's athletic advisor (if it's a student athlete), the Assistant Director of Academic Services in the CAS Dean's office (M. Bannon), the instructor, and the TA/GA (if applicable)

Who does what in response to the flag being raised?

This is advisory for the student. The advisor may connect with the student to discuss the concern. The advisor may also make note of the concern and only reach out if they see a trend (i.e. if the student is in danger of failing multiple classes).

Who clears this flag?

If the advisor directly addresses the concern, the advisor will clear the flag.
All in danger of failing flags will be cleared at the end of every semester.

Low Quiz/Test Scores

Instructors raise this when a student receives a poor grade on a quiz or test.

Who gets what emails?

Raise: the student, the student's primary academic advisor, and the student's athletic advisor (if it's a student athlete)

Assign: n/a

Past Due: the student's primary academic advisor

Clear: the student's primary academic advisor, the student's athletic advisor (if it's a student athlete), the instructor, and the TA/GA (if applicable)

Who does what in response to the flag being raised?

This is advisory for the student. The advisor may connect with the student to discuss the concern. The advisor may also make note of the concern and only reach out if they see a trend (i.e. if the student has low quiz/test scores in multiple classes).

Who clears this flag?

If the advisor directly addresses the concern, the advisor will clear the flag.
All low quiz/test scores flags will be cleared at the end of every semester.

Missing/Late Assignments

Instructors raise this flag when a student is missing or late with assignments.

Who gets what emails?

Raise: the student and the student's primary academic advisor

Assign: n/a

Past Due: n/a

Clear: the student's primary academic advisor

Who does what in response to the flag being raise?

The academic advisor is notified and outreaches to the student.

Who clears this flag?

The instructor clears the flag when the issue has been resolved.

All Missing/Late Assignments flags will be cleared at the end of every semester.

Never Participated in a Web or Hybrid Course

Instructors raise this flag if they teach a class with an online component and want to indicate a student has NEVER participated in the course.

Who gets what emails?

Raise: the student, the student's primary academic advisor, and the student's athletic advisor (if it's a student athlete)

Assign: n/a

Past Due: the student's primary academic advisor

Clear: the student's primary academic advisor, the student's athletic advisor (if it's a student athlete), the instructor, and the TA/GA (if applicable)

Who does what in response to the flag being raised?

This is advisory for the student. The advisor may connect with the student to discuss the concern. The advisor may also make note of the concern and only reach out if they see a trend (i.e. if the student has never participated in multiple web or hybrid classes).

Who clears this flag?

If the advisor directly addresses the concern, the advisor will clear the flag.

All of these flags will be cleared at the end of every semester.

On-Campus Housing Concern

Raise this flag when a student has an on-campus housing concern and/or when a Housing & Residence Life staff member should follow up with a student (please provide context in the comment box). This flag and the information you share will go to HRL staff, who will then follow-up with the student. This flag is not visible to the student.

Who gets what emails?

Raise: the RC (Housing Residence Coordinator) and ARC (Housing Assistant Residence Coordinator)

Assign: the RA (Housing Resident Assistant)

Past Due: n/a

Clear: the flag raiser and the RC

Who does what in response to the flag being raised?

HRL staff will follow-up with the student.

Who clears this flag?

HRL staff will clear the flag.

These flags will not be cleared at the end of every semester.

Orientation/UGotThis!

Amber Resetar, Director of Title IX & Clery Compliance, will raise this flag when a student needs to complete the 'UGotThis!' modules to avoid having a registration hold placed on their account.

Who gets what emails?

Raise: the flagged student

Assign: n/a

Past Due: the flagged student

Clear: n/a

Who does what in response to the flag being raised?

The student should complete the UGotThis! modules online. The student's advisor should mention this requirement to the student when meeting, if the advisor is aware.

Who clears this flag?

Amber Resetar will clear the flag.

These flags will not be cleared at the end of every semester.

WCE_Eligible for Admission

This flag is for WCE advisors to notify students who are eligible for admission and need to apply.

Who gets what emails?

Raise: the flagged student

Assign: n/a

Past Due: the flagged student

Clear: n/a

Who does what in response to the flag being raised?

The student should apply to the WCE.

Who clears this flag?

The flag raiser will clear the flag after the student applies.

These flags will be cleared at the end of every semester.

Kudos

The student will get an email whenever a kudo is issued. No action is needed for kudos and they are never cleared at the end of the semester.

I Noticed Your Exceptional Work

Raise this kudo when you notice a student doing something positive, whether academically or behaviorally focused.

Keep Up the Good Work

Raise this kudo for students who are performing well.

Outstanding Academic Performance

Raise this kudo when a student has outstanding academic performance.

Showing Improvement

Raise this kudo when a student has shown improvement.

Referrals

Advising Referral

Select this option to refer a student to the assigned Primary Academic Advisor. The person who makes the referral is not expected to follow-up with the student.

Who gets an email when this referral is raised?

The student, primary academic advisor, and secondary academic advisor.

Who does what in response to the referral being raised?

This is advisory for the student. The student should contact their advisor and schedule an appointment.

Who clears this referral?

The advisor clears the referral once they've met with the student.
These referrals will be cleared at the end of every semester.

A Tutoring Referral (ULC)

Refers a student to tutoring services in the University Learning Center (ULC). The person who makes the referral is not expected to follow-up with the student.

Who gets an email when this referral is raised?

The student.

Who does what in response to the referral being raised?

This is advisory for the student. The student should follow-up with ULC by replying to the referral email.

Who clears this referral?

The ULC (Academic Support role) clears the referral once they've met with the student.
These referrals will be cleared at the end of every semester.

Career Center Referral

Use this to refer a student to services offered through the Career Center. The person who makes the referral is not expected to follow-up with the student.

Who gets an email when this referral is raised and cleared?

Raise: the student, Stacey Huffman, and Emily Kaminski

Clear: the creator (whoever issued the Career Center referral)

Who does what in response to the referral being raised?

A Career Center staff member will send outreach to the student.

Who clears this referral?

A Career Center staff member will clear it after the outreach occurs.
These referrals will be cleared at the end of every semester.

Financial Aid Referral

Use this to refer a student to the financial aid office. The person who makes the referral is not expected to follow-up with the student.

Who gets what emails?

Raise: the student and Financial Aid Counselor

Assign: Financial Aid Counselor

Clear: Financial Aid Counselor

Who does what in response to the referral being raised?

A Financial Aid Counselor will follow-up with the student, but it is ultimately the student's responsibility to follow-up on this referral.

Who clears this referral?

A Financial Aid Counselor will clear the flag after outreaching to the student.

These referrals will be cleared at the end of every semester.

Getting Involved Referral (CAIC)

Use the Getting Involved (CAIC) Referral to refer a student to who has questions about or need a little extra help getting involved at UNCW. The person who makes the referral is not expected to follow-up with the student.

Who gets what emails?

Raise: the student, Andrea Ingle, Jon Kapell and Dorian Bayles

Clear: the Creator

Who does what in response to the referral being raised?

The Campus Activities and Involvement Center (CAIC) will outreach to the student and invite them to stop by their office to learn more about involvement at UNCW and provide them with support in getting involved.

Who clears this referral?

Jon Kapell or Andrea Ingle will clear the referral.

These referrals will be cleared at the end of every semester.

Library Referral

Refers a student to Randall Library for research assistance and connects them to their liaison librarian. This referral will generate an email to the student with your name as the sender and include instructions on how to access Randall Library resources. It is the student's responsibility to follow up on this referral. To read a sample email before you raise this referral, visit www.uncw.edu/starfish/faculty-staff.html

Who gets an email when this referral is raised?

The student and the “My Librarian” role.

Who does what in response to the referral being raised?

The student should follow the instructions on the raise email explaining how to access Randall Library resources.

Who clears this referral?

The “My Librarian” role will clear the referral once outreach occurs.

These referrals will be cleared at the end of every semester.

To-Dos

Complete CSB Course Planning Tool for Advising

This to-do may be raised by the Cameron School of Business to notify students to complete a "pre-appointment" assignment for advising purposes.

Who gets what emails?

Raise: the student

Assign: n/a

Past Due: the student

Clear: n/a

Who does what in response to the to-do being issued?

The student should follow the instructions in the raise email.

Who clears this to-do?

The student's CSB advisor will clear the to-do.

These to-dos will be cleared at the end of every semester.

It's Time to Apply to Graduate!

This to-do is to notify students that it's time to apply to graduate.

Who gets what emails?

Raise: the student

Assign: n/a

Past Due: the student

Clear: n/a

Who does what in response to the to-do being issued?

The student should apply to graduate in mySeaport.

Who clears this to-do?

The student's academic advisor will clear the flag if notified that the student has applied to graduate.

These to-dos will be cleared at the end of every semester.

Meet with Your Advisor

This to-do will send an auto-email message with your name as the sender and the student as recipient.

Who gets what emails?

Raise: the student

Assign: n/a

Past Due: the student

Clear: n/a

Who does what in response to the to-do being issued?

The student should follow the instructions in the raise email and schedule an advising appointment.

Who clears this to-do?

The student's academic advisor will clear the to-do once they meet with the student.

These to-dos will be cleared at the end of every semester.

Schedule a Registration Advising Appointment

Used by advisors to remind their students to schedule an appointment for advising for the upcoming semester. Information includes starfish login, how to prepare for the advising appointment, information about running a degree audit, and a deadline to schedule the appointment. NOTE: advisors will have to choose an appropriate date for a deadline if the advisor wants a deadline selected for this To Do.

Who gets what emails?

Raise: the student

Assign: n/a

Past Due: the student

Clear: n/a

Who does what in response to the to-do being issued?

The student should schedule a registration advising appointment in Starfish.

Who clears this to-do?

The student's advisor will clear the to-do once the student schedules the appointment.

These to-dos will be cleared at the end of every semester.

Send updated transcript to UNCW Registrar

This to-do is for advisors to notify students to resolve outstanding transfer credit by sending an updated transcript to the Registrar. NOTE TO ADVISORS: Please enter details on the school and what coursework is missing.

Who gets what emails?

Raise: the student

Assign: n/a

Past Due: the student

Clear: n/a

Who does what in response to the to-do being issued?

The student should follow the instructions in the raise email and schedule send their updated transcript to UNCW Registrar.

Who clears this to-do?

The student's advisor will clear the to-do.

These to-dos will not be cleared at the end of every semester.

Submit a course syllabus to your Advisor

This to-do is for advisors to notify a student to submit a course syllabus for sub/waiver review.

Who gets what emails?

Raise: the student

Assign: n/a

Past Due: the student

Clear: n/a

Who does what in response to the to-do being issued?

The student should follow the instructions in the raise email and submit a course syllabus to their advisor.

Who clears this to-do?

The student's advisor will clear the to-do.

These to-dos will not be cleared at the end of every semester.

Update your major in mySeaport

This to-do is for the Cameron School of Business advisors to notify Pre-students to update their major or catalogue year in mySeaport.

Who gets what emails?

Raise: the student

Assign: n/a

Past Due: the student

Clear: n/a

Who does what in response to the to-do being issued?

The student should follow the instructions in the raise email and update their major in mySeaport.

Who clears this to-do?

The student's advisor will clear the to-do.

These to-dos will not be cleared at the end of every semester.

You're eligible to declare a major!

This to-do is for University College advisors to let students know about major declaration.

Who gets what emails?

Raise: the student

Assign: n/a

Past Due: the student

Clear: n/a

Who does what in response to the to-do being issued?

The student should follow the instructions in the raise email and declare their major in mySeaport.

Who clears this to-do?

The student's advisor will clear the to-do.

These to-dos will not be cleared at the end of every semester.