About Starfish

Sample Email Messages

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Questions? Send email to starfish@ntcmn.edu Last Updated: February 2019
To Students When Faculty Raise a Flag

NTC Attendance Concern Flag Message to Student

From: records@ntcmn.edu
Reply To: tyler.peterson@ntcmn.edu

Subject: NTC Attendance Concern in Introduction to Microbiology

Dear Rachel Lands,

Here at Northwest Technical College, we are committed to helping you stay on track in your classes and achieving your academic goals. We are contacting you because Yasmin Gol has sent an NTC Attendance Concern alert for you in Introduction to Microbiology

Here are the instructor’s comments:
Rachel missed 3 classes this month.

Attending class is the first step toward success in your academic studies. Missing class content can be detrimental to your grades and academic performance. We understand issues and obstacles may arise, but it is important that you begin attending class regularly.

Your instructor raised this flag out of concern for you and your academic success. Please contact Yasmin Gold as soon as possible to create a success plan moving forward.

You will also likely hear from our Student Success Center about this flag. NTC has many resources and support services that can assist our students in improving their academic performance. You can contact the Student Success Center for assistance and access to resources using the information listed below.

We are here to help!

NTC Student Success Center
Room 207
Phone: (218) 333-6655
tyler.peterson@ntcmn.edu
NTC Missing/Late Assignments Flag Message to Student

From: records@ntcmn.edu
Reply To: tyler.peterson@ntcmn.edu

Subject: NTC Missing/Late Assignments in Introduction to Microbiology

Dear Rachel Lands,

Here at Northwest Technical College, we are committed to helping you stay on track in your classes and achieving your academic goals. We are contacting you because Yasmin Gold has sent an NTC Missing/Late Assignments alert for you in Introduction to Microbiology

Here are the instructor's comments:
Rachel has not turned in two major papers and it is too late to turn them in. She has not participated in 3 out of 4 online discussions and did not submit 1 of 3 worksheets.

Failing to complete assignments and submit them on time may be significantly affecting your grade. It is important to have some kind of system you use regularly to remember due dates for assignments, quizzes, and other homework. If you need assistance in creating a schedule or managing your time better, we are here to help and can meet in person, over the phone, or even through Skype. Continual late/missing assignments can be detrimental to your academic goals.

Your instructor raised this flag out of concern for you and your academic success. Please contact Yasmin Gold as soon as possible to create a success plan moving forward.

You will also likely hear from our Student Success Center about this flag. NTC has many resources and support services that can assist our students in improving their academic performance. You can contact the Student Success Center for assistance and access to resources using the information listed below.

We are here to help!

NTC Student Success Center
Room 207
Phone: (218) 333-6655
tyler.peterson@ntcmn.edu
NTC Low Quiz/Test Scores Flag Message to Student

From: records@ntcmn.edu
Reply To: tyler.peterson@ntcmn.edu

Subject: NTC Low Quiz/Test Scores in Introduction to Microbiology

Dear Rachel Lands,

Here at Northwest Technical College, we are committed to helping you stay on track in your classes and achieving your academic goals. We are contacting you because Yasmin Gold has sent an NTC Low Quiz/Test Scores alert for you in Introduction to Microbiology.

Here are the instructor's comments:
Rachel has not passed the basic terms test yet. This is why she has such low quiz and test scores. She currently has a 34% in the class.

It can be very difficult navigating school, family life, work, and many other areas of life at the same time. One of the most important aspects of succeeding in your courses is setting aside time designated to study, review, and prepare for your exams. If you need assistance in creating a schedule or managing your time better, we are here to help and can meet in person, over the phone, or even through Skype. Continual low test scores can be detrimental to your academic goals.

Your instructor raised this flag out of concern for you and your academic success. Please contact Yasmin Gold as soon as possible to create a success plan moving forward.

You will also likely hear from our Student Success Center about this flag. NTC has many resources and support services that can assist our students in improving their academic performance. You can contact the Student Success Center for assistance and access to resources using the information listed below.

We are here to help!

NTC Student Success Center
Room 207
Phone: (218) 333-6655
tyler.peterson@ntcmn.edu
From: records@ntcmn.edu
Reply To: records@ntcmn.edu

Subject: NTC Never Attended Class in Introduction to Microbiology

Dear Rachel Lands,

Here at Northwest Technical College, we are committed to helping you stay on track in your classes and achieving your academic goals. We are contacting you because Yasmin Gol has sent an NTC Never Attended Class alert for you in Introduction to Microbiology.

Here are the instructor's comments:
I have not seen Rachel and she has not logged into her D2L course. She will be dropped soon.

Attending class is the first step toward success in your academic studies. Missing class content can affect your grades and academic performance. If you still intend to take this class, it is important that you begin attending class immediately. You should also contact Yasmin Gold immediately for suggestions about how you can get caught up on class material you have missed so far.

If you do not plan to ever attend this class, you should drop/withdraw from the course. There are deadlines for dropping and withdrawing from class. If you do not withdraw from the course or never attend the course, you will fail the course and still be financially responsible for the course. Receiving an F grade for this course will negatively impact your academic progress. It may also affect your eligibility for financial aid in the future.

Please contact NTC One Stop Services if you need help withdrawing from this class. You can contact the NTC One Stop for resources by replying to this email.

We are here to help!

NTC One Stop Services
Room 124
Phone: (218) 333-6600
records@ntcmn.edu
NTC Academic Performance Concern Flag Message to Student

From: records@ntcmn.edu  
Reply To: tyler.peterson@ntcmn.edu

Subject: NTC Academic Performance Concern in Introduction to Microbiology

Dear Rachel Lands,

Here at Northwest Technical College, we are committed to helping you stay on track in your classes and achieving your academic goals. We are contacting you because Yasmin Gold has sent an NTC Academic Performance Concern alert for you in Introduction to Microbiology

Here are the instructor's comments:  
Rachel has spotty attendance, scored low on tests, and has only done 20% of the homework for this course.

It can be very difficult navigating school, family life, work, and many other areas of life at the same time. One of the most important aspects of succeeding in your courses is setting aside time designated to study, review, and complete your assignments. If you need assistance in creating a schedule or managing your time better, we are here to help and can meet in person, over the phone, or even through Skype.

Your instructor raised this flag out of concern for you and your academic success. It is not too late to make changes and improve your academic performance in this course. If your progress continues as is, you may be in danger of failing the course. Please contact Yasmin Gold as soon as possible to create a success plan moving forward.

You will also likely hear from our Student Success Center about this flag. NTC has many resources and support services that can assist our students in improving their academic performance. You can contact the Student Success Center for assistance and access to resources using the information listed below.

We are here to help!

NTC Student Success Center  
Room 207  
Phone: (218) 333-6655  
tyler.peterson@ntcmn.edu
NTC In Danger of Failing Flag Message to Student

From: records@ntcmn.edu
Reply To: tyler.peterson@ntcmn.edu

Subject: NTC In Danger of Failing in Introduction to Microbiology

Dear Rachel Lands,

Here at Northwest Technical College, we are committed to helping you stay on track in your classes and achieving your academic goals. We are contacting you because Yasmin Gold has sent an NTC In Danger of Failing alert for you in Introduction to Microbiology.

Here are the instructor's comments:
Rachel has spotty attendance, scored low on tests, and has only done 20% of the homework for this course.

Your instructor raised this flag out of concern for you and your academic success. Based on your progress thus far, you are in danger of failing this course. If your progress continues as is, you will likely fail the course. Please contact Yasmin Gold as soon as possible to create a success plan moving forward and determine what you need to do to pass the course.

You will also likely hear from our Student Success Center about this flag. NTC has many resources and support services that can assist our students in improving their academic performance. You can contact the Student Success Center for assistance and access to resources using the information listed below.

We are here to help!

NTC Student Success Center
Room 207
Phone: (218) 333-6655
tyler.peterson@ntcmn.edu
To the Student When the Student Raises a Flag

Message to Student in Response to NTC Student Needs Help in a Course

From: records@ntcmn.edu
Reply To: records@ntcmn.edu
Subject: Thank you for raising your hand!

Dear Rachel,

We have received the following request:

Category: NTC Student Needs Help in a Course
Course: Introduction to Microbiology
Raised On: 4/27/2014 11:00 PM CDT
Your Comments: I am getting Ds on my tests in this class no matter how much I study for it.

Thank you for raising your hand and being proactive in finding assistance.

If you have not already done so, please contact Yasmin Gold as soon as possible for suggestions about how you might improve in Introduction to Microbiology.

We believe you can be successful in your academic studies. NTC has many resources and support services that can aid your effort to improve academic performance and assist with personal concerns.

The Student Success Center will contact you to discuss your concern about this class. You can also contact the Student Success Center for assistance and access to resources using the information listed below.

We are here to help!

NTC Student Success Center
Room 207
Phone: (218) 333-6655
tyler.peterson@ntcmn.edu
Message to Student in Response to
NTC Student Needs Help Finding Ways to Pay for College

From: records@ntcmn.edu
Reply To: records@ntcmn.edu
BCC
Subject: Thank you for raising your hand!

Dear Rachel,

We have received the following request:

**Category:** NTC Student Needs Help Finding Ways to Pay For College  
**Raised On:** 8/18/2016 3:23 PM CDT  
**Your Comments:** My loan was declined and I need more money to pay for spring semester.

Thank you for raising your hand and being proactive in finding assistance. A staff member from NTC One Stop Services, the Student Success Center, or the Financial Aid Office will contact you to discuss your concerns.

**NTC One Stop Services**  
Room 124  
Phone: (218) 333-6600  
records@ntcmn.edu
To Students When the Faculty Issue Kudos

Keep Up the Good Work Kudo Message to Student

From: records@ntcmn.edu
Reply To: records@ntcmn.edu

Subject: Kudos! Keep up the good work in Introduction to Microbiology

Dear Rachel,

Congratulations!

Your instructor Yasmin Gold has submitted the following encouraging feedback about your academic performance in Introduction to Microbiology.

Here are the instructor's comments: Keep working hard! It is showing in your grades!

Your dedication and hard work in this course are not going unrecognized! Your advisor, the NTC One Stop, and the Student Success Center will be able to view this Kudo! Keep up the great work!

You are awesome!

NTC Student Success Center
Room 207
Phone: (218) 333-6655
records@ntcmn.edu

Showing Improvement Kudo Message to Student

From: records@ntcmn.edu
Reply To: records@ntcmn.edu

Subject: Kudos! Showing Improvement in Introduction to Microbiology

Your instructor Yasmin Gold has submitted the following encouraging feedback about your academic performance in Introduction to Microbiology.

Here are the instructor's comments: Quiz scores have significantly improved.

Your dedication and hard work in this course are not going unrecognized! Your advisor, the NTC One Stop, and the Student Success Center will be able to view this Kudo! Keep up the great work!

You are awesome!

NTC Student Success Center
Room 207
Phone: (218) 333-6655
records@ntcmn.edu
Outstanding Academic Performance Kudo Message to Student

From: records@ntcmn.edu
Reply To: records@ntcmn.edu

Subject: Kudos! Outstanding Academic Performance in Introduction to Microbiology

Dear Rachel,

Congratulations!

Your instructor Yasmin Gold has submitted the following encouraging feedback about your academic performance in Introduction to Microbiology.

Here are the instructor's comments: Excellent test scores!

Your presentation was thorough and easy to understand.

Your dedication and hard work in this course are not going unrecognized! Not only will your instructor be able to see this Kudos, others at NTC including your advisor, the NTC One Stop, and the Student Success Center will be able to view this Kudos! Keep up the great work!

You are awesome!

NTC Student Success Center
Room 207
Phone: (218) 333-6655
records@ntcmn.edu
To Advisors, Faculty, & Support Personnel (as Applicable)
When a Flag is Raised

Note: The same format is followed for all flags raised by either a faculty member or a student.

From: records@ntcmn.edu
Reply To: records@ntcmn.edu
BCC
Subject: In Danger of Failing: Rachel Lands

Support Personnel’s Name,

The NTC In Danger of Failing item has been raised by Yasmin Gold for Rachel Lands.

Item Details

Student: Rachel Lands
Item Name: NTC In Danger of Failing
Category: Academic
Raised By: Yasmin Gold
Course Context: Introduction to Microbiology
Raised On: 11/16/2016
Raise Notes: Rachel has spotty attendance, scored low on tests and has done only 25% of homework.
To Support Personnel When a Flag Has Been Assigned

From: records@ntcmn.edu
Reply To: records@ntcmn.edu
BCC

Subject: Requesting Your Help with the Attendance Concern flag for Rachel Lands.

Gold, Yasmin,

The Attendance Concern flag has been raised on Rachel Lands, and we are requesting your assistance to help the student resolve this flag.

Flag Details:
Raised By: Yasmin Gold
Course: Introduction to Microbiology
Raise Notes: Rachel missed 3 classes this month.

Please reach out to Rachel Lands and encourage Rachel to contact either Yasmin Gold or you to discuss the matter.

You can find the student's contact information and any additional information about this flag by logging into Starfish. Select Tracking from the Students tab drop-down. Hover over the Attendance Concern flag icon for this student and select Details.

We ask that you track your outreach efforts in Starfish by doing the following

- Hover your mouse over the Attendance Concern flag icon and click on Comment.
- Enter a brief note summarizing how you reached out to this student.
- Click Send copy of comment to the flag raiser so the faculty member who raised the flag will know outreach to the student has occurred.
- Click Send copy of note to yourself if you would like an email message about your outreach efforts.
- Click the Submit button

Track any subsequent conversations with either the student or the faculty member who raised the flag in the comments on this flag in Starfish using the above steps.

We appreciate your assistance in helping students resolve concerns as they work toward their academic goals.

If you have any questions about how to handle this assigned flag, please contact our office.

NTC Student Success Center
Room 207
Phone: (218) 333-6655
tyler.peterson@ntcmn.edu
When an Appointment Has Been Scheduled, Changed or Cancelled through the Starfish Calendar

Please note: the student does not get these messages if the faculty member changes or declines an appointment through Outlook.

From: calendar-ops-ore1@dostarfish.com
Reply To: calendar-ops-ore1@dostarfish.com
Subject: Yasmin Gold, General Advising Visit, 4/28/2014 11:00 AM CDT

Hi Rachel,

We're confirming that you have scheduled the following appointment:

Scheduled By: Yasmin Gold
Meeting With: Yasmin Gold and Rachel Lands
Date: 4/28/2014 11:00 AM CDT
Location: Whitman Rm 222 (Knock 3 times)
Reason for Meeting: General Advising Visit
Instructions: Please arrive 10 minutes early.
Description: Come talk about your future.
Course: Introduction to Microbiology

To make changes to your appointment, please go to Starfish.

From: calendar-ops-ore1@dostarfish.com
Reply To: calendar-ops-ore1@dostarfish.com
Subject: Yasmin Gold, Discuss Grades, 4/30/2014 11:00 AM CDT

Hi Rachel,

We're confirming that you have canceled the following appointment:

Canceled By: Yasmin Gold
Meeting With: Yasmin Gold and Rachel Lands
Date: 4/30/2014 11:00 AM CDT
Location: Whitman Rm 222 (Knock 2 times)
Reason for Meeting: Discuss Grades
Description: Meet with me about grades
Course: Introduction to Microbiology
Comment: Grades are fine

To reschedule, please go to Starfish.
To the Student When an Appointment Has Been Scheduled through the Starfish Calendar

Please note: the student does not get these messages if the faculty member changes or declines an appointment through Outlook.

Linda Wolf, General Advising Visit, 11/3/2016 11:45 AM CDT

Starfish Calendar <calendar-ops-ore1@dostarfish.com>

Today: 9:56 AM

Required: Starfish Calendar <calendar-ops-ore1@dostarfish.com> - Student Name

When: Thu 11/3/2016 11:45a - 12:00p
Where: Decker 240

✓ Accept  ❓ Tentative  ❌ Decline  ⌚ Propose new time

Show adjacent items

To help protect your privacy, some content in this message has been blocked. To re-enable the blocked features, click here.

To always show content from this sender, click here.

Hi Student Name

We're confirming that you have scheduled the following appointment:

Scheduled By: Student Name
Meeting With: Linda Wolf and Student Name
Date: 11/3/2016 11:45 AM CDT
Location: Decker 240
Reason for Meeting: General Advising Visit
Description: Another Test

To make changes to your appointment, please go to Starfish.