

# About Starfish Flags and Kudos



## Faculty-Raised Flags:

- Academic Progress flags indicate a student is not performing well in a course based on course content and expectations and are raised at the discretion of the faculty member.
- When raising a flag, include brief, specific information about the concern (e.g. missing essay #2) and steps the student should take to remedy the situation and improve class performance. Please use discretion about any personal information you may have about the student and the student's personal situation in your flag comments.
- When faculty raise a flag, an e-mail message regarding the flag with the instructor's comments is sent to the student's NTC email account from NTC One Stop Services.
- NTC One Stop Services is notified when a flag is raised and will reach out to the student to offer additional support.
- *Please raise only one flag at a time on a student so that you do not inundate the student, NTC One Stop Services, and support personnel with email messages.*
- Use a multiple-concerns flag when there are several concerns about a student.

<b>Single Concern Flags</b>	
Raise only one of these flag on a student at a time. Use a Multiple Concerns Flag if you have more than one concern about a student.	
Flag	When to Raise
NTC Never Attended Class	When a student has <u>never</u> attended class. (No comments required)
NTC Attendance Concern	When a student, who has attended your class at least once, is not attending class regularly or has stopped attending class.
NTC Missing/Late Assignments	When a student is missing or late with assignments.
NTC Low Quiz/Test Scores	When a student receives a poor grade on a quiz or a test

<b>Multiple Concerns Flags</b>	
Flag	When to Raise
NTC Academic Performance Concern (available all semester)	When several problems are causing the student to perform poorly in a class but <u>the student can still pass the class</u> if the student makes improvements.
NTC In Danger of Failing (available 4 <sup>th</sup> week of semester)	When the student's course performance is such that the student cannot possibly pass the course and they should consider withdrawing from it.
NTC General Concern	When you have <u>non-academic, non-emergency</u> concerns about a student. The student does NOT receive an email message when this flag is raised. Only NTC One Stop Services is notified when this flag is raised.

### **Faculty-Issued Kudos**

Kudos are issued at the discretion of the faculty member and are up to interpretation. When faculty issue a Kudo for a student, an e-mail message regarding the Kudo with the instructor's comments is sent to student's NTC email account from NTC One Stop Services. Kudos include:

- **NTC Keep Up the Good Work:** Issue this Kudo for students who are performing well.
- **NTC Outstanding Academic Performance:** Issue this Kudo for students who have outstanding academic performance.
- **NTC Showing Improvement:** Issue this Kudo for students who are showing improvement.

### **Student-Raised Flags**

Students can "Raise Their Hand" to reach out for the following help:

- **NTC Student Needs Help in A Course:** The course instructor, NTC One Stop Services and the support personnel who have a relationship with the student are notified of the flag. The student also receives an email message from NTC One Stop Services.
- **NTC Student Needs Help Finding Ways to Pay for College:** NTC One Stop Services, Financial Aid, and the support personnel who have a relationship with the student are notified of the flag. The student also receives an email message from NTC One Stop Services.

### **Guidelines for Documenting Outreach on a Flag**

- Briefly document all outreach in Starfish using the Comment button on flags
- Use discretion in your comments
- Do not include sensitive personal information
- Send documentation comments to flag raiser if the flag raiser is a different person

### **Guidelines for Clearing Flags**

- When to Clear Flags
  - If you and student have discussed the flag
    - Student may or may not have a plan to get back on track
  - After 3 attempts to reach student over 2 weeks with no response
  - If student withdraws from a class
  - The flag was raised by mistake
- Process
  - Select appropriate reason
  - Include brief comment
  - Always send message to flag raiser if the flag raiser is a different person