



Starfish –Comment Guide

Instructional Faculty

When raising tracking items for students in Starfish Early Alert comments are helpful in providing students, counselors, and their support team with valuable information. Some tracking items require comments while for other items they are optional. Faculty who regularly use Early Alert have shared that they use a comment resource so they can quickly copy and paste comments that can be used to send items efficiently or to customize comments. Here are some of the amazing comments shared by our own RC Faculty!

Flags

Attendance Concern

- Hi! I've noticed that you've missed a lot of during the first third of the course. As you might imagine, not attending can frequently lead to a detriment in your understanding of the content and, consequently, your grade. Having disciplined attendance in class ensures that you are engaging with the content on a regular basis, hear more detailed explanations that you might not get from just reading the lecture slides, and gives you opportunities to interact with your fellow students in a way that helps you with content retention. I understand that life circumstances can make it difficult to attend sometimes, but I just wanted to encourage you in the meantime!
- You have not engaged with this course in some time, and in an online forum, submission of assignments is required for attendance. This lack of participation has impacted your progress. I would be happy to support you, if you would like to remain in this course. Please reach out and let me know how I can help. Thanks.

Missing Assignments

- You missed a major assignment in the course due on Sunday night. It lowered your grade significantly. I wanted to know if you needed help, need to turn it in late or if there is anything I could do to support you in the course.
- You are missing a major assignment in the course. If you would like the opportunity to submit the assignment late, I am more than willing to let the student. Please contact me immediately.
- Thank you for reaching out regarding the personal issues that have been a setback. I am happy you were able to meet with me this week. You have already begun submitting late assignments, as agreed, and I appreciate the progress you have already made. I am happy to meet with you, as needed, to continue additional support.

Specific assignment comments:

- [Student name], you are still missing the [name of specific assignment]. Perhaps you had a technical issue. Please email me at [instructor email] to support your submission of this required assignment so that you may continue to make progress.
- It is not too late to submit the [assignment]. Please let me know how I can support your progress.

Concerned with your Course Progress

- You are almost to the end. I know that this has not been easy for you and has been trying at times. But, look how far you have come...you are almost to the end. Hang in there a little bit more and together we will see this to the finish line. I am proud of you and the work you have done. You should be too.

- I know that this has been hard and trying at times. I want to see you get through the class and you almost have it. I am so proud of you and the work you have done. Please, contact me if you need any help or support.
- This flag is noted for your current grade, and I appreciate your effort and recent improvement. I am still concerned, but am confident that in the coming weeks you will make strong progress.

For students with an F or lower:

- Hello, I just wanted to give you a gentle nudge to let you know that I've noticed that you're struggling with the course. Despite this, as you hopefully know from our recent class meetings, failure is not inevitable! As I discussed in class, there are ways for you to get back on track and learn from your mistakes and improve your grade (even substantially), but it requires effort, strategy and often communication. If you need motivation to give you hope of success, please get into contact with me so we can figure out what changes need to be made, if you have not already. If you need me to refer you to a counselor to discuss your options for the course, I can do that too. Or if you just want to talk frankly about your goals, hopes, etc. I'd be happy to chat with you! Whatever you do, I want to remind you that there is always hope, but I want to encourage you to not think that you have to go it alone. Use the support team of myself, your tutors, your counselors and the other college resources to get you where you're aiming for :)
 - *If a student is doing particularly poorly, missing substantial class, etc. I will write a personalized comment that will hopefully be more helpful for the counselor to work with.*
 - *Also, I tend to provide slight variations of these scripts as the semester goes on (e.g., "as we approach the last third of the course, I wanted you let you know...").*

Course Withdraw Recommendation

Before the Drop Deadline

- You are receiving this flag so that you may get assistance for dropping this course by a counselor, without it affecting your overall GPA. At this time in the semester, you have missed too many of the assignments to get through. My concern is for your success in your educational endeavors. Please, contact me if you have any questions.
- I wanted to let you know that even though it is not likely you will be passing this class that there are options for you. The drop deadline is approaching on [insert deadline] and you can drop the course to receive a W. Please touch base with your counselor if you have questions regarding this as there are many considerations you may want to think about. It is ultimately up to you and is your responsibility to drop the course but please let me know how I can help.

After the Drop Deadline

- Even though it is after the drop deadline I wanted to let you know it is not likely you will be passing the course successfully. Please contact your Counselor to discuss your options and academic standing impact. I encourage you to talk with me about what changes to make to be successful in this course in the future!

Kudos

Keep up the Good Work:

- Completing all assignments on time.
- Attends class sessions regularly.
- Participates in the course actively.
- I appreciate your effort in this course.

For students earning a B or better:

- Hi! You're doing a great job so far in this course! I just wanted to acknowledge your success, and encourage you to keep doing what you're doing. Continue looking for ways to improve, but you're certainly on your way to finishing with a grade that I'm sure you'll be happy with! :)

For students whose grades have jumped since the previous progress checkpoint:

- Hi! I just wanted to take the time and acknowledge that your grade has been improving, bit by bit. Great job! Keep learning from your mistakes, learning new strategies for success, and reach out for help whenever you need it and I'm sure you'll get a grade that you're happy with! :)

Showing Improvement:

- Thank you for your recent hard work in the class! You have made great improvement and I would like to encourage you to keep it up in order to successfully pass the course!
- You are showing improvement, but still could be in danger of failing if improvement does not continue.
- Your current score is less than 70%, but you are working diligently to catch up and submit assignments on time. I am confident that you will continue to make progress.

Referrals

Tutorial Centers:

For students with a C or lower:

- Hello: I'm writing you to encourage you to seek out tutoring if you haven't already, especially from our embedded tutor. Tutors are typically incredibly helpful in making sense of difficult concepts, showing where our weaknesses are, and giving us ideas for how to succeed. I'm personally indebted to tutors that helped me succeed when I was a student at Fresno City College, so I highly recommend it! :)
- I am referring you to our Tutorial Centers on campus as they provide FREE and extremely helpful support. Students who use our centers tend to have positive experiences and I have seen dramatic improvements in student's grades after they begin using their services. Please take action by visiting our centers or by letting me know how I can help.