# Starfish Early Alert – Message Templates

**Message templates** are automated messages that generate to students through Starfish. Message templates cannot be modified by individual instructors, but additional comments can be added where indicated. Items in brackets are fields that will automatically be personalized based on the student, course and tracking item that is being sent. \*the comments prompt “Here are my additional comments:” will only display if comments are made, otherwise it will not display in the message.

## Kudo Message Templates:

### Keep Up the Good Work

**Subject line:** Kudos to you! Keep up the good work in [Course name]

Dear [student name],   
  
Way to go! I appreciate your dedication and hard work in this course and in your studies. Keep up the good work!  
   
\*Here are my additional comments:   
*Has maintained a 98% in the class.*  
   
Sincerely,

[Instructor name]

### Showing Improvement

**Subject line:** Kudos to you on showing improvement in [Course name]

Dear [student name],   
  
Way to go! I appreciate your dedication and hard work in this course and in your studies. Keep up the good work!  
   
\*Here are my additional comments:   
*Has maintained a 98% in the class.*   
  
Sincerely,

[Instructor name]

## Flag Message Templates:

### Attendance Concern

**Subject line:** Early Alert: Attendance Concern in [Course name]

Dear [student name],   
  
I am concerned about your attendance in [Course name]

**Class attendance and participation is an important first step to accomplishing your academic goals.** Missing class content, either online or in person, can affect your grades. Please refer to the attendance policy in our course syllabus or contact me directly.

If you need additional support, please contact me directly or call the Counseling Office at (559) 494-3037.

\*Here are my additional comments:

*Rachel missed 3 classes this month.*

Link to Reedley College online learning resources for students:

[Link to Reedley College online learning resources site](https://www.reedleycollege.edu/covid-19/online/for-students.html)

Sincerely,  
[Instructor name]

### Missing Assignments

**Subject line:** Early Alert: Missing Assignment Concern in [Course name]

Dear [student name],

I am concerned that you have missed assignments in [course name].

Your success in this course is important to your academic progress. Please contact me as soon as possible to discuss this concern.

\*Here are my additional comments:   
*Rachel is missing 2 essays*.  
Sincerely,

[Instructor name]

### Concerned with your Course Progress

**Subject line:** Early Alert: Stay on Track! Concerned With Your Course Progress in [Course name]

Dear [student name],

You are not yet progressing to a passing grade in [Course name], and I'm concerned that time is running out to turn your grade around. Students go through challenges like this and overcome them but you do want to take immediate action. Please contact me immediately to discuss your performance in this course and develop a plan of action. If a course is not successfully passed or is dropped this can impact your Financial Aid or Degree/Certificate progress.

\*Here are my additional comments:   
*Rachel missed 3 classes this month.*

You may also want to speak with a Counselor regarding your academic standing and potential impacts to your Degree or Certificate progress. Please contact a Counselor at Reedley by calling (559) 494-3037 or by scheduling an appointment using [Starfish Connect](http://www.tinyurl.com/rcstarfish).

Sincerely,  
[Instructor name]

### Course Withdraw Recommendation

**Subject line:** Early Alert: Course Withdraw Recommendation in [Course name]. Connect with your Counselor ASAP!

Dear [student name],

So far in Course name] you are not yet earning a passing grade and will likely want to plan to withdraw from the course. Students who connect with the following resources may get back on track to achieving their educational goals despite withdrawing from a course.

Please take immediate action and complete the following:

* Meet with your Counselor about withdrawing from this course. They will provide important information and support. The Counseling Office can be reached at (559) 494-3037 or by scheduling an appointment using [Starfish Connect](http://www.tinyurl.com/rcstarfish).
* Contact the Financial Aid Office to understand how withdrawing from this course may impact you. Their phone number is (559) 638-0312.
* Speak with your instructor if you plan to remain in the course even if you are unlikely to receive a passing grade.

\*Here are my additional comments:   
*Rachel missed 3 classes this month.*

Sincerely,

[Instructor name]

### Undecided Student Career Counseling

**Subject line**: [Student name] - Career and Major exploration resources available

Dear [student name],

We received a notification that you are undecided about your major and may benefit from career exploration.

We have helped students just like you find a major and career path that works for them. Research shows Reedley College students who pick a major early in their college career are much more likely to complete college.

**We would like to personally invite you to meet with a Career Counselor for a one-on-one appointment to discuss your interests and possible career opportunities**. You may schedule an appointment vis Starfish through the [Reedley College Career and Employment Center Starfish Service](https://scccd.starfishsolutions.com/starfish-ops/dl/instructor/serviceCatalog.html?bookmark=service/262674%20). You may also call the Career and Employment Center Office at: (559) 494-3543.

Due to COVID-19 our services will be provided through Zoom or phone until further notice.

We look forward to meeting you soon!

Best Regards,

Your Career and Employment Center Team

Reedley College

## Flags that DO NOT generate an email to the student:

* Behavior Intervention (BIT Team receive the email)
* COVID Compliance (COVID Compliance individuals receive the email)
* General Concern/Counselor Intervention (Program or Pathway Counselor receives the email)
* A2/P2 & CPBP Academic Standing (Counselor use only)
* DQ Readmit Academic Standing (Counselor use only)

## Referral Message Templates:

### DSP&S Referral

**Subject line**: College support resources available

Dear [student name],

One of your instructors is concerned about your progress and wants to make sure you know about the resources available to help support you in being successful. We want to help you connect to these resources.

You can meet with Linda Reither, our Learning Specialist, to talk about possible reasons you are struggling with this class as well as the strategies and resources that can help you.

**Learning Specialist contact:**

Linda is available to meet with you via Zoom. Please email her at [linda.reither@reedleycollege.edu](mailto:linda.reither@reedleycollege.edu) to set up an appointment.

**DSP&S Services:**

There is also a possibility that you may qualify for additional academic help and services through DSP&S.

Please call the DSP&S office (559) 638-0332 to make an appointment to meet with a DSP&S counselor.

We believe you can be a successful student; taking advantage of these resources is one step you can take towards personal student success.

### Technology Assistance Resources

**Subject line**: Reedley Technology Assistance Resources

Dear [student name],

Your instructor or counselor, [flag raiser name], has indicated that you may benefit from being connected to technology resources at Reedley College. In light of COVID-19 and changing to an online format the college has available laptops and accessories to loan to students on a first come, first serve basis.

Information on resources and assistance can be found at the Additional Student Information page on the Reedley College website:

[Link to Reedley College additional resources for students site](https://www.reedleycollege.edu/covid-19/online/additional-student-resources.html)

Please contact the Technology Department to check out a laptop or with your technology questions. The Reedley College Technology Department can be reached at 559-637-2555.

\*Here are additional comments from your instructor or counselor:  
*Needs help with Bio*Thank you

### Online Tutorial Resources

**Subject line**: Reedley Online Tutorial Resources

Dear [student name],

Your instructor or counselor, [flag raiser name], has indicated that you may benefit from being connected to our Online Tutorial Resources. The Tutorial Center, Math Center, and Reading and Writing Center are now providing assistance to Reedley College students online.

**Use these links to access resources and available tutors for each of the centers:**

Self-enroll in the Canvas course for the center you would like to connect to. This will give you access to resources and allow you to connect with all available tutoring options.

**Learning Center - Tutorial**

[Link to Tutorial Center Canvas page](https://scccd.instructure.com/enroll/AJ6NXM)

**Math Center**

[Link to Math Center Canvas page](https://scccd.instructure.com/enroll/TTH4JM)

**Reading / Writing Center**

[Link to Reading and Writing Center Canvas page](https://scccd.instructure.com/enroll/LN9B8C)

**You can also find Reedley College tutors directly on the Tutor Matching Service website.**

[Link to the Reedley Tutor Matching Service page](http://www.tutormatchingservice.com/reedley)

\*Here are additional comments from your instructor or counselor:  
*Needs help with Bio*

Thank you.

### Health Services and COVID 19 Information

**Subject line**: Reedley Health Services and COVID 19 Information

Dear [student name],

Your instructor/counselor, [flag raiser name], has indicated that you may benefit from being connected to information on COVID-19 from reliable and trusted resources. Please find below several links that include information on precautions and safe practices, statistics, symptoms, and support that is available to you.

**Fresno County Department of Public Health:**

Website: [Link to Fresno County Department of Public Health Website](https://www.co.fresno.ca.us/departments/public-health/covid-19)

Phone: 559-600-3200, or 559-600-INFO.

**State Center Community College District:**

[Link to State Center Community College District COVID19 site](https://www.scccd.edu/lp/coronavirus/index.html)

**Reedley College Health Services:**

[Link to Reedley College Health Services site](https://www.reedleycollege.edu/covid-19/health-services-recommendations.html)

Phone: (559) 638-0328

Email: [kelly.murguia@reedleycollege.edu](mailto:kelly.murguia@reedleycollege.edu)

**Psychological Services**:[Link to request form](https://scccd.az1.qualtrics.com/jfe/form/SV_9ESj5b4txY8hxOd)

College Nurse:  Kelly Murguia  
Office Assistant:  Paula Ramos  
Psych Post-Doc:  Brandon Landry  
Psych Intern:  Geni Perryment

If you are feeling sick and having respiratory symptoms, please stay home, and please contact your primary care physician. If you have general questions, or need Psychological Services, please contact the Reedley College Health & Psychological Health Services at (559) 638-0328.

Thank you.