

Flag Name	Who raises it	When do they raise it?	Who gets an email?	What happens next?
Attendance (manual)	Instructor	Raise this flag if a student has missed several class sessions in a row or has overall attendance issues. There is also a system raised flag that is raised based on attendance entered in Moodle	Student & Advisor	Advisor reaches out to student and lowers flag OR Instructor can lower if student starts attending.
No Show	Instructor	Use this flag to indicate that a student has never attended your class.	Student, Advisor & Enrollment Services	Advisor and/or Enrollment Services reach out to student and lower flag
General Academic Concern to Advisor	Instructor, Student Affairs	Use this flag for a student who may be experiencing a variety of academic challenges which you wish to flag for their advisor.	ONLY Advisor	Advisor reaches out to student and lowers flag
Low Quiz/Test Scores	Instructor	Raise this when a student receives a poor grade on a quiz or test and you want to alert them and their advisor.	Student & Advisor	The advisor will lower the flag when they have spoken with the student.
Missing/Late Assignments	Instructor	Raise this when a student receives a poor grade on a quiz or test and you want to alert them and their advisor.	Student & Advisor	The advisor will lower the flag when they have spoken with the student.
Low Average in Course (manual)	Instructor	Raise this flag when you are concerned about the students' course grade but there's time to turn it around.	ONLY Advisor	Advisor reaches out to the student e.g. to recommend strategies and lowers flag.
In Danger of Failing	Instructor	Raise this flag when a student is in danger of failing a course. Only use when the student's grade is so low that they cannot realistically pass the class and should likely withdraw.	Student & Advisor	The advisor will lower the flag when they have spoken with the student.

Online Engagement Concerns		For instructors to raise if a student is not engaging in classes in the online environment.	ONLY Advisor	Advisor reaches out to student and lowers flag
Behavioral Concern	Instructor	Raise this flag when a student's behavior in class is disruptive. Avoid using for classroom management issues (cell phone use, etc.). For emergency social or behavioral concerns (e.g. mental health crisis) contact Student Affairs: 202-884-9203, gerlachk@trinitydc.edu.	ONLY Advisor & Student Affairs	Student Affairs who will reach out the student.
Follow-Up	Deans, Professional Advisors, Student Affairs offices	Use this flag if you have met with a student and you want to flag a follow-up item to their primary advisor. Use this only if there is an action item. For other communications, use the note function.	ONLY Advisor	Advisor will complete the requested follow-up and lower the flag
Textbook Need		Raise this flag for a student who does not have an available textbook for a course.	Library staff	The library reaches out to the student and lowers flag

Kudos Name	Who raises it?	When do they raise it?
Keep up the Good Work	Instructor	Raise this for students who are performing well to encourage them. For early in the semester consider the "off to a great start" kudos.
Showing Improvement	Instructor	Raise this when a student has shown improvement - this will encourage them to keep trying!
Great job with engaging online!	Instructor, Professional Advisor	Raise this for students who are adapting well to online learning.
Outstanding Academic Performance	Instructor, Professional Advisor	Raise this when a student has outstanding academic performance (e.g. recent test/ assignment).
Thanks for Being Exceptional	Instructor, Primary Advisor, Professional Advisor, Student Affairs, Dean of Students	Raise this when you see a student doing something good (academically or behaviorally) e.g. helping another student, showing leadership, or embodying Trinity spirit. Add comments to let the student know why you raised this flag.
Way to Follow Through	Instructor, Primary Advisor, Professional Advisor, Student Affairs, Dean of Students	Raise this when a student did something they said they were going to do! Add comments to let the student know what it was you appreciated them doing
You are off to a Great Start	Instructor, Primary Advisor, Professional Advisor, Dean, Academic Affairs	Raise this for students who have started strong to encourage them to keep it up for the semester!
Thank you for Attending	Instructor, Primary Advisor, Professional Advisor, Dean, Academic Affairs, and other campus offices	Raise this when you want to thank a student for attending a meeting, workshop or event. Add comments to let the student know why you raised this flag.

NOTE: STUDENTS RECEIVE EMAIL NOTIFICATIONS FOR ALL KUDOS – see these at <https://discover.trinitydc.edu/faculty/starfishsupport/>

Referral Name	When do they make it?	Who gets an email?	What happens next?
Academic Support Services	Use this referral to suggest a student seek services from Academic Support e.g. tutoring.	Student and office	Student contacts service OR service contacts student Service clear referral with comment
Career Services	Use this referral when a student should visit Career Services for assistance with career planning, internships, CV and cover letter writing, etc.	Student and office	Student contacts service OR service contacts student Service clear referral with comment
Disability Support Services	Use this to refer student to Disability Services *IF* they have expressed to you that they believe they may need accommodations.	Student and office	Student contacts service OR service contacts student Service clear referral with comment
Library	Use this referral to suggest a student seek services from the Library including research assistance and textbook support.	Student and office	Student contacts service OR service contacts student Service clear referral with comment
Enrollment Services	Use this referral to suggest to a student that they speak with someone from Enrollment Services (including Financial Aid)	Student and office	Student contacts service OR service contacts student Service clear referral with comment
Professional Advising	Use this to refer a student to the professional advising office.	Student and office	Student contacts service OR service contacts student Service clear referral with comment

Student Affairs	Use this to referral to direct students to the Student Affairs office for support with non-academic needs e.g. transportation, foodbank, student housing, campus ministry, and health & wellness.	Student & Student Affairs	Student contacts service OR service contacts student Service clear referral with comment
Counseling Services	Use this to refer student to Counseling Services if you feel the student could benefit from the services they provide including dealing with anxiety, stress or other mental health issues.	Student & Counseling	Student contacts service OR service contacts student Service clear referral with comment
Health & Wellness (medical services)	Use this to refer a student to the Health and Wellness Center if you feel the student could benefit from the services they provide including routine physicals, treatment of acute illnesses, wellness promotion and nutrition counseling.	Student & Health Center	Student contacts service OR service contacts student Service clear referral with comment
Campus Ministry	Use this to refer a student to Campus Ministry if you feel the student could benefit from the services they provide including worship opportunities, interfaith services, service and justice opportunities and spiritual support.	Student & Campus Ministry	Student contacts service OR service contacts student Service clear referral with comment

NOTE: STUDENTS RECEIVE EMAIL NOTIFICATIONS FOR ALL REFERRALS – see these at <https://discover.trinitydc.edu/faculty/starfishsupport/>

ALL TRACKING ITEMS APPEAR IN STUDENTS STARFISH FILE and so are viewable by their primary advisor and others with access (e.g. professional advisors, Deans

Closure reasons

When flags are closed, the person who closes it will be prompted to give a closure reason.

Options are:

- Positive: contact with the student was made/and or appropriate action has been taken
- Negative: At least three attempts have been made to reach the student (via Trinity email/phone) but have not been successful
- Irrelevant: The concern is no longer relevant
- Mistake: The flag was raised by mistake People other than those who get email alerts maybe able to see flags e.g. Deans, Academic Affairs, Student Affairs.

Closure workflow

In order to allow the system privilege of being able to view the activity that results from a tracking item, the role must be given “manage” privilege. “Manage” also allows you to close tracking items. **Please *DO NOT* close tracking items for which you are not responsible!**

Ideas for other tracking items?

Flags/kudos/referrals can all be applied to specific courses and/or cohorts and flags can be automated (e.g. a Conway scholar drops below a C average in BIOL 101). Please submit ideas to starfish@trinitydc.edu or via the Starfish tracker from linked at <https://discover.trinitydc.edu/faculty/starfishsupport/>

Note type	Description	Who can create and view it?
Advising	Used by advisors to document notes and comments related to academic advising.	Primary Advisor Professional Advisors
Dean	Used by Deans and other academic administrators	Academic Affairs Deans
Instructor	Shared between instructors and advisors.	Instructors create and Primary & Professional Advisors can view
Student Affairs	Use this to record non-academic information about students	Student Affairs Dean of Students
Comment for the record	Use to make a note on the student's file that you wish to be viewable by other offices	Academic Affairs Deans Dean of Students Primary Advisor Professional Advisors Student Affairs

Instructor Notes: This is a way for instructors to quickly communicate to advisors in such a way that this information will be visible to the instructor and advisor within Starfish, which helps keep all information in a central place.

Advising/Student Affairs/Deans Notes: Notes function kind of like “sticky notes” and as a form of intra-office communication*. You might use this to make comments on a student’s file to remind yourself about something the next time they come in, or to record quick hallway conversations, or to let other people in your office know information about the student when they login i.e. it is a way for it is a way for your respective office to be on the same page. For instance, you can make a note for a student who prefers to take courses on Saturdays if possible. This information helps a fellow advisor if they assist with registration.

Comment for the Record: Because these other note types are not immediately viewable by everyone, this note type exists to allow members of the student’s support network to record information in a student’s file.

* Please note that while the settings are configured for intra-office communication, all information in Starfish is potentially viewable by Academic Affairs upon request.