



## Staff Guide: Raising Flags and Sending Kudos

### Flags

The “Flag” feature of Starfish is an early alert system that allows faculty and staff to identify students with academic, social, and financial risk. This feature allows faculty and staff the opportunity to engage with students and with one another via the Starfish platform in an effort to connect students with the appropriate resources on campus to address their individual needs.

**\*Please note that all flags raised on students are disclosable under FERPA. This means that students for whom any flag is raised will see information about the flag(s) if/when they request a report of their student records.**

Below is a list of all flags in the Starfish system that faculty and staff can raise and view. Most of these flags are academic in nature. However, there are also social and financial flags, designed to allow faculty and staff the ability to easily alert appropriate staff on campus of social and financial risk factors pertaining to students that have the potential to affect their rates of persistence at PC. While students are able to view some flags that are raised by faculty and staff, others are designed for internal processes only.

### Manual Flags

The following list of flags are those that faculty and staff have the ability to manually raise.

Flag Name	When is this used?	Who can raise?	Who can view?
UG-Academic Probation	The Dean of Academic Programs raises this flag when a student is on academic probation.	<ul style="list-style-type: none"> <li>● Provost's Office</li> </ul>	<ul style="list-style-type: none"> <li>● Student</li> <li>● Provost's Office</li> <li>● Academic Advisor</li> <li>● Office of Financial Aid</li> <li>● Coordinator for Academic Success</li> <li>● Registrar's Office</li> <li>● Retention Committee</li> </ul>
UG-Academic Suspension	The Dean of Academic Programs raises this flag when a student is on academic suspension.	<ul style="list-style-type: none"> <li>● Provost's Office</li> </ul>	<ul style="list-style-type: none"> <li>● Student</li> <li>● Provost's Office</li> <li>● Academic Advisor</li> <li>● Office of Financial Aid</li> <li>● Coordinator for Academic Success</li> <li>● Registrar's Office</li> <li>● Retention Committee</li> </ul>
UG-Assignments	Raise this flag when a student's assignments are missing, late, or of inconsistent quality	<ul style="list-style-type: none"> <li>● Course Instructor</li> <li>● Coordinator for Academic Success</li> </ul>	<ul style="list-style-type: none"> <li>● Student</li> <li>● Course Instructor</li> <li>● Academic Advisor</li> <li>● Coordinator for</li> </ul>

	(provide further info. in notes).		<ul style="list-style-type: none"> <li>Academic Success</li> <li>● Athletics Office (if student is an athlete)</li> <li>● Campus Life Deans</li> </ul>
UG-Class Attendance Warning	<p><b>This will NOT replace the form used when dropping a student from a course due to excessive absences.</b></p> <p>Raise this flag when a student is approaching the maximum number of absences allowed in your course.</p>	<ul style="list-style-type: none"> <li>● Course Instructor</li> <li>● Registrar's Office</li> </ul>	<ul style="list-style-type: none"> <li>● Student</li> <li>● Course Instructor</li> <li>● Academic Advisor</li> <li>● Coordinator for Academic Success</li> <li>● Athletics Office (if student is an athlete)</li> <li>● Campus Life Deans</li> <li>● Registrar's Office</li> <li>● Retention Committee</li> </ul>
UG-Did Not Attend Orientation	Career Development staff raise this flag when a student does not attend new student orientation.	<ul style="list-style-type: none"> <li>● Career Development</li> </ul>	<ul style="list-style-type: none"> <li>● Student</li> <li>● Provost's Office</li> <li>● Academic Advisor</li> <li>● Coordinator for Academic Success</li> <li>● Athletics Office (if student is an athlete)</li> <li>● Campus Life Deans</li> <li>● Career Development</li> <li>● Retention Committee</li> </ul>
UG-Did Not Attend Sophomore Career Check-In	Career Development staff raise this flag when a student does not attend their pre-scheduled sophomore career check-in appointment.	<ul style="list-style-type: none"> <li>● Career Development</li> </ul>	<ul style="list-style-type: none"> <li>● Student</li> <li>● Provost's Office</li> <li>● Academic Advisor</li> <li>● Coordinator for Academic Success</li> <li>● Athletics Office (if student is an athlete)</li> <li>● Career Development</li> <li>● Retention Committee</li> </ul>
UG-Failure Due to Absences	The Registrar's Office raises this flag when a student has failed a course due to excessive absences.	<ul style="list-style-type: none"> <li>● Registrar's Office</li> </ul>	<ul style="list-style-type: none"> <li>● Student</li> <li>● Provost's Office</li> <li>● Course Instructor</li> <li>● Academic Advisor</li> <li>● Coordinator for Academic Success</li> <li>● Registrar's Office</li> <li>● Retention Committee</li> </ul>
UG-Financial Aid Concern	The Office of Financial Aid raises this flag when a student has a significant financial aid concern.	<ul style="list-style-type: none"> <li>● Office of Financial Aid</li> </ul>	<ul style="list-style-type: none"> <li>● Student</li> <li>● Academic Advisor</li> <li>● Office of Financial Aid</li> <li>● Campus Life Deans</li> <li>● Residence Life</li> <li>● Retention Committee</li> </ul>
UG-Financial Aid SAP	The Office of Financial Aid	<ul style="list-style-type: none"> <li>● Office of Financial Aid</li> </ul>	<ul style="list-style-type: none"> <li>● Provost's Office</li> </ul>

	raises this flag when a student is in danger of losing financial aid due to lack of satisfactory academic progress (SAP).		<ul style="list-style-type: none"> <li>● Academic Advisor</li> <li>● Coordinator for Academic Success</li> <li>● Business Office</li> <li>● Office of Financial Aid</li> <li>● Retention Committee</li> </ul>
UG-Financial Concern	Raise this flag if a student has indicated to you that they are not able to pay for college.	<ul style="list-style-type: none"> <li>● Any member of faculty or staff</li> </ul>	<ul style="list-style-type: none"> <li>● Business Office</li> <li>● Office of Financial Aid</li> <li>● Retention Committee</li> </ul>
UG-General Academic Concern	Raise this flag for any miscellaneous academic concern about a student that is not covered by a more specific flag.	<ul style="list-style-type: none"> <li>● Course Instructor</li> <li>● Academic Advisor</li> <li>● Coordinator for Academic Success</li> <li>● Residence Life</li> <li>● Retention Committee</li> </ul>	<ul style="list-style-type: none"> <li>● Course Instructor</li> <li>● Academic Advisor</li> <li>● Coordinator for Academic Success</li> <li>● Residence Life</li> <li>● Retention Committee</li> </ul>
UG-General Behavioral Concern	Raise this flag to alert appropriate staff of a non-urgent general behavioral concern about a student.	<ul style="list-style-type: none"> <li>● Any member of faculty or staff</li> </ul>	<ul style="list-style-type: none"> <li>● Provost's Office</li> <li>● Course Instructor</li> <li>● Academic Advisor</li> <li>● Coordinator for Academic Success</li> <li>● Campus Life Deans</li> <li>● Retention Committee</li> </ul>
UG-Graduation Application - Urgent	The Registrar's Office raises this flag when a student has yet to complete their graduation application.	<ul style="list-style-type: none"> <li>● Registrar's Office</li> </ul>	<ul style="list-style-type: none"> <li>● Student</li> <li>● Provost's Office</li> <li>● Academic Advisor</li> <li>● Registrar's Office</li> </ul>
UG-In Danger of Failing	Raise this flag to alert a student and appropriate staff that they are in danger of failing your course.	<ul style="list-style-type: none"> <li>● Course Instructor</li> </ul>	<ul style="list-style-type: none"> <li>● Student</li> <li>● Provost's Office</li> <li>● Course Instructor</li> <li>● Academic Advisor</li> <li>● Coordinator for Academic Success</li> <li>● Retention Committee</li> </ul>
UG-Internship Registration Incomplete	Raise this flag if a student has begun, but not completed, the internship registration process.	<ul style="list-style-type: none"> <li>● Academic Advisor</li> <li>● Athletics Office (if student is athlete)</li> <li>● Career Development</li> <li>● Registrar's Office</li> </ul>	<ul style="list-style-type: none"> <li>● Student</li> <li>● Course Instructor</li> <li>● Academic Advisor</li> <li>● Athletics Office (if student is an athlete)</li> <li>● Career Development</li> <li>● Registrar's Office</li> </ul>
UG-Missing Course Materials	Raise this flag when a student is missing required course materials (after add/drop period ends).	<ul style="list-style-type: none"> <li>● Course Instructor</li> <li>● Academic Advisor</li> <li>● Coordinator for Academic Success</li> </ul>	<ul style="list-style-type: none"> <li>● Student</li> <li>● Course Instructor</li> <li>● Academic Advisor</li> <li>● Coordinator for</li> </ul>

			<ul style="list-style-type: none"> <li>Academic Success</li> <li>● Athletics Office (if student is an athlete)</li> <li>● Campus Life Deans</li> </ul>
UG-Needs Tutoring	Raise this flag to suggest to a student that they would benefit from a tutor in your course content area.	<ul style="list-style-type: none"> <li>● Course Instructor</li> <li>● Academic Advisor</li> <li>● Coordinator for Academic Success</li> </ul>	<ul style="list-style-type: none"> <li>● Student</li> <li>● Provost's Office</li> <li>● Course Instructor</li> <li>● Academic Advisor</li> <li>● Coordinator for Academic Success</li> </ul>
UG-No Show (Roster Verification)	Raise this flag to verify your course roster with the Registrar's Office (when a student does not show up after the add/drop period ends).	<ul style="list-style-type: none"> <li>● Course Instructor</li> </ul>	<ul style="list-style-type: none"> <li>● Student</li> <li>● Course Instructor</li> <li>● Academic Advisor</li> <li>● Coordinator for Academic Success</li> <li>● Registrar's Office</li> <li>● Retention Committee</li> </ul>
UG-Residence Life Concern	Raise this flag to notify Residence Life staff of an issue related to a student's life on campus.	<ul style="list-style-type: none"> <li>● Any member of faculty or staff</li> </ul>	<ul style="list-style-type: none"> <li>● Campus Life Deans</li> <li>● Residence Life</li> <li>● Retention Committee</li> </ul>
UG-Student Discussing Leaving PC	Raise this flag to alert appropriate staff that a student is considering leaving PC.	<ul style="list-style-type: none"> <li>● Any member of faculty or staff</li> </ul>	<ul style="list-style-type: none"> <li>● Provost's Office</li> <li>● Instructors</li> <li>● Academic Advisor</li> <li>● Coordinator for Academic Success</li> <li>● Campus Life Deans</li> <li>● Campus Life VP</li> <li>● Career Development</li> <li>● Registrar's Office</li> <li>● Residence Life</li> <li>● Retention Committee</li> </ul>
UG-Student Family Concern	Raise this flag to alert appropriate staff that a student has a family concern (e.g. illness/death/loss of employment, etc.).	<ul style="list-style-type: none"> <li>● Student</li> <li>● Any member of faculty or staff</li> </ul>	<ul style="list-style-type: none"> <li>● Student (if they raised the flag)</li> <li>● Provost's Office</li> <li>● Coordinator for Academic Success</li> <li>● Athletics Office (if student is an athlete)</li> <li>● Campus Life Deans</li> <li>● Campus Life VP</li> <li>● Counseling Center</li> <li>● Counseling Director</li> <li>● Retention Committee</li> </ul>
UG-Student Not Engaged	Raise this flag to alert	<ul style="list-style-type: none"> <li>● Provost's Office</li> </ul>	<ul style="list-style-type: none"> <li>● Provost's Office</li> </ul>

on Campus	appropriate staff that a student is not engaged in life on campus.	<ul style="list-style-type: none"> <li>● Instructors</li> <li>● Academic Advisor</li> <li>● Coordinator for Academic Success</li> <li>● Campus Life Deans</li> <li>● Career Development</li> <li>● Counseling Center</li> <li>● Residence Life</li> <li>● Retention Committee</li> </ul>	<ul style="list-style-type: none"> <li>● Instructors</li> <li>● Academic Advisor</li> <li>● Coordinator for Academic Success</li> <li>● Campus Life Deans</li> <li>● Career Development</li> <li>● Counseling Center</li> <li>● Residence Life</li> <li>● Retention Committee</li> </ul>
UG-Student Requested Transcript	The Campus Life VP raises this flag when a student requests a transcript to send to another undergraduate institution, indicating a desire to transfer.	<ul style="list-style-type: none"> <li>● Campus Life VP</li> </ul>	<ul style="list-style-type: none"> <li>● Provost's Office</li> <li>● Academic Advisor</li> <li>● Coordinator for Academic Success</li> <li>● Office of Financial Aid</li> <li>● Campus Life VP</li> <li>● Retention Committee</li> </ul>
UG-Student Struggling with Choosing a Major	Raise this flag to indicate that a student is struggling with choosing a major.	<ul style="list-style-type: none"> <li>● Academic Advisor</li> <li>● Coordinator for Academic Success</li> <li>● Athletics Office (if student is athlete)</li> <li>● Career Development</li> <li>● Retention Committee</li> </ul>	<ul style="list-style-type: none"> <li>● Academic Advisor</li> <li>● Coordinator for Academic Success</li> <li>● Athletics Office (if student is an athlete)</li> <li>● Career Development</li> <li>● Retention Committee</li> </ul>
UG-Tardiness	Raise this flag when a student is consistently late to your class.	<ul style="list-style-type: none"> <li>● Course Instructor</li> </ul>	<ul style="list-style-type: none"> <li>● Student</li> <li>● Course Instructor</li> <li>● Academic Advisor</li> <li>● Coordinator for Academic Success</li> </ul>
UG-Withdrawal Process Completed	The Registrar's Office raises this flag when a student has completed all official paperwork to withdraw from PC.	<ul style="list-style-type: none"> <li>● Registrar's Office</li> </ul>	<ul style="list-style-type: none"> <li>● Provost's Office</li> <li>● Academic Advisor</li> <li>● Instructors</li> <li>● Coordinator for Academic Success</li> <li>● Business Office</li> <li>● Office of Financial Aid</li> <li>● Athletics Office (if student is an athlete)</li> <li>● Campus Life Deans</li> <li>● Campus Life VP</li> <li>● Enrollment Management Dean</li> <li>● Registrar's Office</li> <li>● Residence Life</li> <li>● Retention Committee</li> </ul>

## System-Raised Flags

There are some flags that are automatically raised by the Starfish system, based upon information uploaded directly from Banner. While no one is able to manually raise these types of flags, it is important for faculty and staff to be aware of the automated flags they are able to view that may show up on a student's profile.

Flag Name	When is this used?	Who can raise?	Who can view?
UG-Course Withdrawal	This flag is raised by the system when a student withdraws from a course (after the add/drop period ends).	System	<ul style="list-style-type: none"> <li>● Provost's Office</li> <li>● Course Instructor</li> <li>● Academic Advisor</li> <li>● Coordinator for Academic Success</li> <li>● Registrar's Office</li> <li>● Office of Financial Aid</li> <li>● Retention Committee</li> </ul>
UG-Deficient at Midterm	This flag is raised by the system when a student has two or more midterm grades of C- or below.	System	<ul style="list-style-type: none"> <li>● Student</li> <li>● Provost's Office</li> <li>● Academic Advisor</li> <li>● Coordinator for Academic Success</li> <li>● Retention Committee</li> </ul>
UG-Dropped Off Team	This flag is raised by the system when a student quits or is cut from a sports team.	System	<ul style="list-style-type: none"> <li>● Provost's Office</li> <li>● Coordinator for Academic Success</li> <li>● Athletics Office</li> <li>● Campus Life VP</li> <li>● Retention Committee</li> </ul>
UG-Good Academic Standing but Last Semester GPA <2.0	This flag is raised by the system when a student is in good academic standing, but their last semester GPA was below 2.0.	System	<ul style="list-style-type: none"> <li>● Student</li> <li>● Provost's Office</li> <li>● Coordinator for Academic Success</li> <li>● Retention Committee</li> </ul>
UG-High Risk for Midterm Deficiency	This flag is raised by the system when a student has a high probability of at least one deficient grade (C- or below) at midterm.	System	<ul style="list-style-type: none"> <li>● Provost's Office</li> <li>● Academic Advisor</li> <li>● Coordinator for Academic Success</li> <li>● Campus Life VP</li> <li>● Retention Committee</li> </ul>
UG-LIFE Scholarship Warning	This flag is raised by the system when a student's LIFE Scholarship eligibility is at risk (life GPA below 3.0).	System	<ul style="list-style-type: none"> <li>● Student</li> <li>● Academic Advisor</li> <li>● Coordinator for Academic Success</li> <li>● Business Office</li> <li>● Office of Financial Aid</li> <li>● Retention Committee</li> </ul>
UG-Need to Declare a Major	This flag is raised by the system when a student has yet to declare their major by the time they have completed 50 hours of coursework.	System	<ul style="list-style-type: none"> <li>● Student</li> <li>● Provost's Office</li> <li>● Academic Advisor</li> <li>● Coordinator for Academic Success</li> <li>● Athletics Office (if</li> </ul>

			<ul style="list-style-type: none"> <li>student is an athlete)</li> <li>● Campus Life Deans</li> <li>● Career Development</li> <li>● Registrar's Office</li> <li>● Retention Committee</li> </ul>
UG-No Advanced Deposit	This flag is raised by the system when a student has yet to pay their advanced deposit.	System	<ul style="list-style-type: none"> <li>● Business Office</li> <li>● Office of Financial Aid</li> <li>● Retention Committee</li> </ul>
UG-Not Full-time	This flag is raised by the system if a student was full-time last full semester, but not full-time during the current semester. Starts calculating 10 days into current semester.	System	<ul style="list-style-type: none"> <li>● Provost's Office</li> <li>● Academic Advisor</li> <li>● Athletics Office (if student is an athlete)</li> <li>● Business Office</li> <li>● Office of Financial Aid</li> <li>● Campus Life Deans</li> <li>● Campus Life VP</li> <li>● Registrar's Office</li> <li>● Residence Life</li> <li>● Retention Committee</li> </ul>
UG-Registration Hold	This flag is raised by the system when a student has any hold that prevents them from registering for courses.	System	<ul style="list-style-type: none"> <li>● Student</li> <li>● Academic Advisor</li> <li>● Retention Committee</li> </ul>

### Student-Raised Flags

There are some flags that only students are able to raise to request help from appropriate faculty and staff at PC regarding academic, social, and financial issues. Below are the student-raised flags that faculty and staff are able to view.

Flag Name	When is this used?	Who can raise?	Who can view?
UG-I Am Thinking About Leaving PC	A student is able to raise this flag to alert appropriate faculty/staff on campus that they are considering leaving PC.	Student	<ul style="list-style-type: none"> <li>● Student</li> <li>● Provost's Office</li> <li>● Academic Advisor</li> <li>● Academic Success</li> <li>● Athletics Office (if student is an athlete)</li> <li>● Campus Life Deans</li> <li>● Campus Life VP</li> <li>● Residence Life</li> <li>● Retention Committee</li> </ul>
UG-I Need Academic Help	A student is able to raise this flag to alert appropriate faculty/staff on campus that they are in need of academic help.	Student	<ul style="list-style-type: none"> <li>● Student</li> <li>● Provost's Office</li> <li>● Course Instructor (if course context is indicated)</li> <li>● Academic Advisor</li> </ul>

			<ul style="list-style-type: none"> <li>● Coordinator for Academic Success</li> <li>● Athletics Office (if student is an athlete)</li> </ul>
UG-I Need Financial Help	A student is able to raise this flag to alert appropriate staff on campus that they are in need of financial help.	Student	<ul style="list-style-type: none"> <li>● Student</li> <li>● Business Office</li> <li>● Office of Financial Aid</li> <li>● Retention Committee</li> </ul>
UG-Student Family Concern	A student is able to raise this flag to alert appropriate staff on campus that they have a family concern (e.g. illness/death/loss of employment, etc.).	Student	<ul style="list-style-type: none"> <li>● Student</li> <li>● Provost's Office</li> <li>● Coordinator for Academic Success</li> <li>● Athletics Office (if student is an athlete)</li> <li>● Campus Life Deans</li> <li>● Campus Life VP</li> <li>● Counseling Center</li> <li>● Counseling Director</li> </ul>

### *Kudos*

Starfish is not just for identifying students who are at-risk. Faculty and staff are encouraged to use the “Kudos” feature to provide positive feedback to students who are performing well academically.

<b>Kudos Name</b>	<b>When is this used?</b>	<b>Who can send?</b>	<b>Who can view?</b>
UG-Dean’s List	The Registrar’s Office sends kudos when a student makes the Dean's List.	<ul style="list-style-type: none"> <li>● Provost's Office</li> <li>● Registrar’s Office</li> </ul>	<ul style="list-style-type: none"> <li>● Student</li> <li>● Provost's Office</li> <li>● Academic Advisor</li> <li>● Coordinator for Academic Success</li> <li>● Registrar’s Office</li> </ul>
UG-Keep Up the Good Work	Send a student kudos when they demonstrate good performance.	<ul style="list-style-type: none"> <li>● Provost's Office</li> <li>● Academic Advisor</li> <li>● Course Instructor</li> <li>● Coordinator for Academic Success</li> <li>● Career Development</li> </ul>	<ul style="list-style-type: none"> <li>● Student</li> <li>● Provost's Office</li> <li>● Academic Advisor</li> <li>● Course Instructor</li> <li>● Coordinator for Academic Success</li> <li>● Career Development</li> <li>● Campus Life Deans</li> </ul>



UG-President's List	The Registrar's Office sends kudos when a student makes the President's List.	<ul style="list-style-type: none"> <li>● Provost's Office</li> <li>● Registrar's Office</li> </ul>	<ul style="list-style-type: none"> <li>● Student</li> <li>● Provost's Office</li> <li>● Academic Advisor</li> <li>● Coordinator for Academic Success</li> <li>● Registrar's Office</li> </ul>
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