



Faculty and 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 are lists of UG (undergraduate) Flags that faculty and staff have the ability to raise and view. Most of these Flags are academic in nature. However, a few of the Flags are social in nature, designed to allow faculty and staff the ability to easily alert appropriate offices on campus of social risk factors that may affect students’ 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.

Faculty/Instructor and Staff- Flag Raising Options

Below are the Flags that faculty and staff can manually raise to notify a student and specific campus offices of a particular concern or needed intervention. Some of these selected Flags also appear on Progress Surveys, making it easier for you to report on your students at one time.

Flag Name	When is this used?	Who can raise?	Who can view? (a + means this recipient receives an email notification when this occurs.)
UG-Class Attendance Concern	Raise this Flag to alert a student and the Academic Success and Athletics Office when a student is approaching the maximum number of absences allowed in your course. This does NOT replace the form used when dropping a student from a course due to excessive absences. Comments are required.	Instructor	<ul style="list-style-type: none"> ● Student + ● Instructor ● Primary Advisor ● Academic Success + ● Athletics Office + ● Campus Life Deans ● Registrar’s Office ● Retention Committee
UG-Financial Concern	Raise this Flag if a student has indicated to you they are having issues with paying for college, textbooks, or have an issue with financial aid.	Any faculty or staff	<ul style="list-style-type: none"> ● Business Office + ● Flag Raiser ● Financial Aid + ● Academic Success ● Retention Committee

Flag Name	When is this used?	Who can raise?	Who can view? (a + means this recipient receives an email notification when this occurs.)
UG-General Academic Concern	Raise this Flag for any miscellaneous academic concern about a student that is not covered by a more specific Flag (comments required.)	Instructor Primary Advisor Academic Success Residence Life Retention Committee	<ul style="list-style-type: none"> ● Financial Aid ● Instructor ● Primary Advisor + ● Academic Success + ● Residence Life ● Retention Committee +
UG-Improvement Needed	Raise this Flag to alert a student and the Academic Success and Athletics Offices that improvement needs to be made with respect to grades and preparation for tests, quizzes, projects, papers, lab work, etc. Comments not required, but encouraged.	Instructor	<ul style="list-style-type: none"> ● Student + ● Instructor ● Primary Advisor + ● Academic Success + ● Athletics Office + ● Provost's Office ● Retention Committee
UG-In Danger of Failing	Raise this Flag to alert the student and the Academic Success and Athletics Offices that the student is in danger of failing your course unless immediate improvement is made. Comments not required, but encouraged.	Instructor	<ul style="list-style-type: none"> ● Student + ● Instructor ● Primary Advisor + ● Academic Success + ● Athletics Office + ● Provost's Office ● Retention Committee
UG-Missing Course Materials	Raise this Flag to alert the student and the Academic Success and Athletics Offices that a student is missing required course materials such as books, access codes, or lab materials (after add/drop period ends). Comments are required. Do NOT use this Flag for missing or late assignments.	Instructor Primary Advisor Academic Success	<ul style="list-style-type: none"> ● Student + ● Instructor ● Primary Advisor ● Academic Success + ● Athletics Office + ● Campus Life Deans ● Retention Committee
UG- Missing or Late Assignments	Raise this Flag to alert a student and the Academic Success and Athletics Offices that a student's assignments are missing or late, and the timeliness of their work needs to be improved. Comments are required.	Instructor	<ul style="list-style-type: none"> ● Student + ● Instructor ● Primary Advisor ● Academic Success + ● Athletics Office + ● Campus Life Deans ● Retention Committee
UG-No Show (Roster Verification)	Raise this Flag to verify your course roster with the	Instructor	<ul style="list-style-type: none"> ● Student +

	Registrar's Office (when a student does not show up after the add/drop period ends).		<ul style="list-style-type: none"> ● Instructor ● Primary Advisor ● Academic Success + ● Provost's Office ● Registrar's Office ● Retention Committee
UG-Student Life Concern	Raise this Flag to notify Campus Life staff of an issue related to a student's life on campus.	Any faculty or staff	<ul style="list-style-type: none"> ● Flag Raiser ● Campus Life Deans + ● Residence Life ● Retention Committee ● Student Involvement
UG-Student Discussing Leaving PC	Raise this Flag to alert appropriate staff that a student is considering leaving PC. The Academic Success Office and Campus Life VP will determine how and if outreach is needed.	Any faculty or staff	<ul style="list-style-type: none"> ● Flag Raiser ● Primary Advisor + ● Academic Success + ● Athletics Office ● Campus Life Deans ● Campus Life VP + ● Career Development ● Provost's Office ● Registrar's Office ● Residence Life ● Retention Committee
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.).	Student Any faculty or staff	<ul style="list-style-type: none"> ● Student (if they raised the Flag) ● Academic Success ● Athletics Office ● Campus Life Deans + ● Campus Life VP + ● Counseling Center ● Provost's Office ● Retention Committee
UG-Student Not Engaged on Campus	Raise this Flag to alert appropriate Campus Life staff that a student is not engaged in life on campus.	Instructor Primary Advisor Academic Success Campus Life Deans Career Development Counseling Center Provost's Office Residence Life Retention Committee Student Involvement	<ul style="list-style-type: none"> ● Instructor ● Primary Advisor ● Academic Success ● Campus Life Deans + ● Career Development ● Counseling Center ● Provost's Office ● Residence Life ● Retention Committee ● Student Involvement

Staff Offices-Raised Flags

There are some Flags that are raised by only staff that faculty are able to view. Below is a list of those Flags.

Flag Name	When is this used?	Who can raise?	Who can view? (a + means this recipient receives an email notification when this occurs.)
UG-Academic Probation	The Dean of Academic Programs raises this Flag when a student is on academic probation.	Provost's Office	<ul style="list-style-type: none"> ● Student+ ● Financial Aid ● Primary Advisor ● Academic Success ● Provost's Office ● Registrar's Office ● Retention Committee
UG-Academic Suspension	The Dean of Academic Programs raises this Flag when a student is on academic suspension.	Provost's Office	<ul style="list-style-type: none"> ● Student+ ● Financial Aid ● Primary Advisor ● Academic Success ● Provost's Office ● Registrar's Office ● Retention Committee
UG-Did Not Attend Orientation	Student Involvement staff raise this Flag when a student does not attend new student orientation. This is for information purposes only.	Student Involvement	<ul style="list-style-type: none"> ● Primary Advisor ● Academic Success ● Athletics Office ● Campus Life Deans ● Provost's Office ● Residence Life ● Retention Committee ● Student Involvement
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.	Career Development	<ul style="list-style-type: none"> ● Student ● Primary Advisor ● Academic Success ● Athletics Office ● Campus Life Deans ● Career Development ● Provost's Office ● Retention Committee
UG-Failure Due to Absences	The Registrar's Office raises this Flag when a student has failed a course due to excessive absences.	Registrar's Office	<ul style="list-style-type: none"> ● Student + ● Instructor ● Primary Advisor + ● Academic Success + ● Provost's Office ● Registrar's Office ● Retention Committee
UG-Financial Aid SAP	The Office of Financial Aid raises this Flag when a student is in danger of losing financial aid due to lack of satisfactory academic progress (SAP). This is for informational purposes only.	Financial Aid	<ul style="list-style-type: none"> ● Business Office ● Financial Aid ● Primary Advisor ● Academic Success ● Provost's Office ● Retention Committee +
UG-Graduation Application - Urgent	The Registrar's Office raises this Flag when a student has yet to complete their graduation application.	Registrar's Office	<ul style="list-style-type: none"> ● Student + ● Primary Advisor + ● Provost's Office ● Registrar's Office +

Flag Name	When is this used?	Who can raise?	Who can view? (a + means this recipient receives an email notification when this occurs.)
UG-Missed Assessment Day	This informational flag is raised by the Academic Success Office when students have received a U grade for not completing Assessment Day.	Academic Success	<ul style="list-style-type: none"> ● Academic Success + ● Primary Advisor + ● Athletics Office + ● Campus Life Deans ● Campus Life VP + ● Provost's Office ● Retention Committee
UG-Student Requested Transcript	The Campus Life VP's office raises this Flag when a student requests a transcript to send to another undergraduate institution. This is for informational purposes only.	Campus Life VP	<ul style="list-style-type: none"> ● Financial Aid ● Primary Advisor ● Academic Success ● Campus Life VP + ● Provost's Office ● Retention Committee
UG-Withdrawal Process Completed	The Registrar's Office raises this Flag when a student has completed all official paperwork to withdraw from PC.	Registrar's Office	<ul style="list-style-type: none"> ● Business Office + ● Melanie Cash + ● Financial Aid + ● Primary Advisor + ● Academic Success ● Athletics Office ● Campus Life Deans ● Campus Life VP + ● Provost's Office ● Registrar's Office + ● Residence Life ● Retention Committee +

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 offices 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? (a + means this recipient receives an email notification when this occurs.)
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"> ● Financial Aid + ● Instructor + ● Primary Advisor + ● Academic Success ● Provost's Office ● Registrar's Office ● Retention Committee
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"> ● Student + ● Primary Advisor + ● Academic Success + ● Provost's Office ● Retention Committee
UG-Dropped Off Team	This Flag is raised by the	System	<ul style="list-style-type: none"> ● Student +

	system when a student quits or is cut from a sports team. This is for informational purposes only.		<ul style="list-style-type: none"> ● Academic Success + ● Athletics Office ● Campus Life VP ● Provost's Office ● Retention Committee
UG- Good Academic Standing but Last Semester GPA < 2.00	This Flag is raised by the system when a student is in good academic standing, but their last semester GPA was below 2.00. This is for informational purposes only.	System	<ul style="list-style-type: none"> ● Student ● Academic Success + ● Provost's Office ● Retention Committee ● Primary Advisor
UG-High Risk for Midterm Deficiency	This Flag is raised by the system when the calculated probability of one midterm deficiency (grade of C- or below) for a first-semester freshmen or transfer student is 0.70 or higher. *Data provided by Office of Institutional Research and Assessment and uploaded by IT into Starfish. This is for informational purposes only.	System	<ul style="list-style-type: none"> ● Instructor ● Primary Advisor ● Academic Success ● Athletics Office ● Campus Life VP ● Provost's Office ● Retention Committee
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"> ● Student + ● Business Office ● Financial Aid ● Primary Advisor + ● Academic Success + ● Retention Committee +
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"> ● Student + ● Primary Advisor + ● Academic Success ● Athletics Office + ● Campus Life Deans ● Career Development + ● Provost's Office ● Registrar's Office ● Retention Committee
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"> ● Business Office ● Financial Aid ● Primary Advisor ● Academic Success ● Athletics Office + ● Campus Life Deans ● Campus Life VP ● Provost's Office ● Registrar's Office

			<ul style="list-style-type: none"> ● Residence Life ● Retention Committee
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"> ● Student ● Primary Advisor ● Retention Committee ● Academic Success

Student-Raised Flags

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

Flag Name	When is this used?	Who can raise?	Who can view? (a + means this recipient receives an email notification when this occurs.)
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 and would like to talk to someone about it.	Student	<ul style="list-style-type: none"> ● Student ● Primary Advisor + ● Academic Success + ● Athletics Office ● Campus Life Deans ● Campus Life VP + ● Provost's Office ● Residence Life ● Retention Committee
UG-I Need Academic Help	Raise this Flag if you are in need of academic help and would like for someone to contact you. Comments are required.	Student	<ul style="list-style-type: none"> ● Instructor ● Primary Advisor ● Academic Success + ● Athletics Office + ● Provost's Office
UG-I Need Financial Help	Raise this Flag if you are in need of financial help or advice and would like for someone to contact you. Comments are required.	Student	<ul style="list-style-type: none"> ● Business Office + ● Financial Aid + ● Retention Committee ● Academic Success
UG-Student Family Concern	Raise this Flag to alert appropriate staff of a family concern (e.g. illness/death/loss of employment, etc.). Comments are required.	Student Any faculty or staff	<ul style="list-style-type: none"> ● Student (Only if they raised this Flag themselves) ● Academic Success ● Athletics Office ● Campus Life Deans + ● Campus Life VP + ● Counseling Center + ● Provost's Office ● Retention Committee

Kudos

Starfish is not just for identifying students who are at-risk. Faculty are encouraged to use the "Kudos"

feature in Progress Surveys, or at any time, to provide positive feedback to students who are performing well in their courses. Kudos are sent by the Academic Success Office for other reasons listed below:

Kudos Flag Name	When is this used?	Who can raise?	Who can view? (a + means this recipient receives an email notification when this occurs.)
UG-Kudos for Dean's List!	The Academic Success Office will raise this Kudos when a student makes the Dean's List.	Academic Success	<ul style="list-style-type: none"> ● Student + ● Primary Advisor ● Academic Success ● Athletics Office + ● Provost's Office ● Registrar's Office ● Retention Committee ● Campus Life Deans ● Campus Life VP
UG-Kudos for President's List!	The Academic Success Office will raise this Kudos when a student makes the President's List.	Academic Success	<ul style="list-style-type: none"> ● Student + ● Primary Advisor ● Academic Success ● Athletics Office + ● Provost's Office ● Registrar's Office ● Retention Committee ● Campus Life Deans ● Campus Life VP
UG-Kudos for Showing Improvement	Raise this Kudos when you want the student and the Academic Success Office to know that you have recognized good progress and improvement in your course. An email comes from the Academic Success Office when instructors raise this Kudos. Comments not required but encouraged.	Instructor	<ul style="list-style-type: none"> ● Student+ ● Instructor ● Primary Advisor ● Academic Success + ● Athletics Office ● Provost's Office ● Retention Committee
UG-Kudos- Keep Up the Good Work	Raise this Kudos when you want the student and the Academic Success Office to know a student is demonstrating good work performance in your course. An email comes from the Academic Success Office when instructors raise this Kudos. Comments not required but encouraged.	Instructor	<ul style="list-style-type: none"> ● Student+ ● Instructor ● Primary Advisor ● Academic Success + ● Athletics Office ● Campus Life Deans ● Career Development ● Provost's Office ● Retention Committee

Flag Name	When is this used?	Who can raise?	Who can view? (a + means this recipient receives an email notification when this occurs.)
UG- Kudos- You've Completed Your Academic Success Plan	The Academic Success Office will raise this Kudos when a student completes their Academic Success Plan.	Academic Success	<ul style="list-style-type: none"> ● Student+ ● Primary Advisor ● Academic Success ● Athletics Office + ● Provost's Office ● Retention Committee