

Faculty Flags in the Success Network (Starfish)

Faculty play a critical role in improving the success of our students. Please consider using one or more of the “flags” available in our advising software, the Success Network (Starfish), to send messages to your students:

- Kudos
 - "Keep up the Good Work" – Encouragement to students performing well or who are improving
- Flags
 - "Attendance Concern" – For students who have had spotty attendance
 - "In Danger of Failing" – For students who are at risk of failing a class
 - "No Show" – For students who have not attended class

The process for raising flags is simple. Please refer to one of the following documents:

- [Raising a flag or giving a Kudo to an individual student within a class](#)
- [Raising a flag or giving Kudos to multiple students within a class](#)

Use the links below to view the sample emails sent to students through the Success Network:

- [Kudos](#)
- [Attendance Concern](#)
- [In Danger of Failing](#)
- [No Show](#)

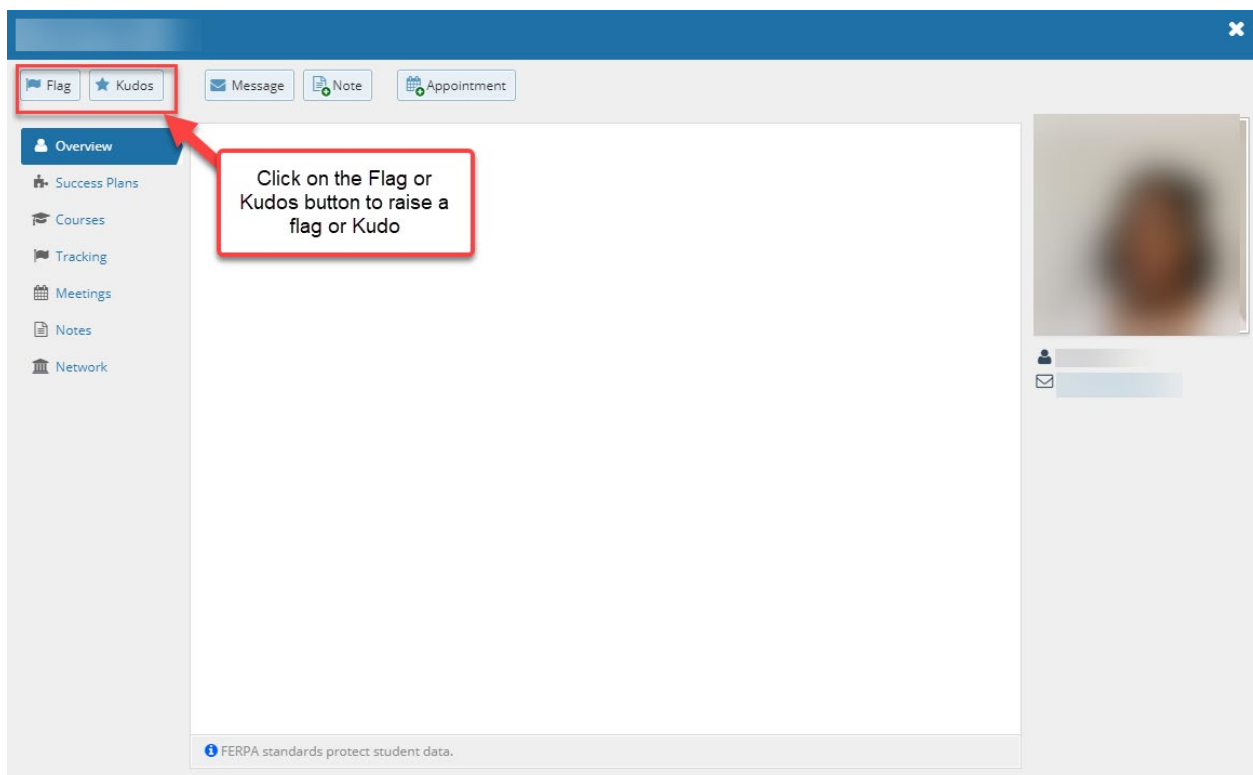
How to raise a flag or give Kudos to an individual student

To raise a flag or Kudo for a single student, do the following:

1. Sign into the Success Network
 - a. The [Success Network home page](#)
 - b. The link in MyFAU
 - c. The link in Canvas under resources
2. Use the search field in the top right corner to search for a student



- a. You can search using
 - i. Z-Number
 - ii. Last name, First Name
 - iii. First Name Last Name
 - iv. Student email address
 - b. You can also use the "@" symbol as a wild card
 - c. The system will return up to 25 results that match the information provided
 - d. Click on the student in the results to open their folder
3. In the student's folder, just below their name, you can raise a flag for the student or send them Kudos by clicking on the Flag or Kudos button



4. If you click the Flag button that will open the Raise Flag window if you click on Kudos, it will open the Create Kudos window. Click the button for the action that you would like to take and:
 - a. Select which flag you would like to raise or Kudo that you would like to give from your available options
 - b. Choose a course context if this is associated with a specific class
 - c. Enter your comments
 - d. Click Save

The screenshot shows the 'Raise Flag for Ali, Karissa' window. The 'Flag' dropdown menu is open, displaying three options: 'Attendance Concern', 'In Danger of Failing', and 'No Show'. Each option includes a brief description and a note that it is 'Disclosable under FERPA'. A red box highlights the dropdown menu, and a red arrow points to it with the text: 'Select the type of flag that you would like to raise for the selected students'.

Never Mind Save

* Flag

Course Context

Comment

Attendance Concern
Raise this when a student isn't attending class regularly.
* Disclosable under FERPA

In Danger of Failing
Raise this when a student is in danger of failing a course.
* Disclosable under FERPA

No Show
Use this flag to indicate that a student has never attended your class.
* Disclosable under FERPA

Permissions: A tracking item must be selected to determine the sharing permissions

* Required fields

Never Mind Save

The screenshot shows the 'Raise Flag for Ali, Karissa' window. The 'Flag' dropdown menu is set to 'Attendance Concern'. The 'Course Context' dropdown menu is set to 'No Course'. The 'Comment' field is empty. A red box highlights the 'Course Context' dropdown menu, and a red arrow points to it with the text: 'Select the course to which this flag is connected'. Another red box highlights the 'Comment' field, and a red arrow points to it with the text: 'Enter your comments'.

Never Mind Save

* Flag

Attendance Concern

Course Context

No Course

Comment

Add comments indicating why the Flag item is being created.

Student View: The student can view this item and the notes entered above.

Permissions: People with the following roles may be able to see this tracking item if they have a relationship with the student(s):

- ACCESS Early Start Primary Advisor
- ACCESS Early Start Program Advisor
- ACCESS General Coach/Advisor
- ACCESS Program Coach/Advisor
- Academic Leadership

More...

* Required fields

Never Mind Save

5. The student will be sent a message from you, through the Success Network.

How to raise a flag or give Kudos to multiple students

A few things to be aware of when raising flags or creating kudos for multiple students:

- Comments written will be the same across all students
- Focus on the students in one class or class section at a time
- Email replies from students receiving these messages will be sent to the email address of the individual who raises the flag or creates the kudo

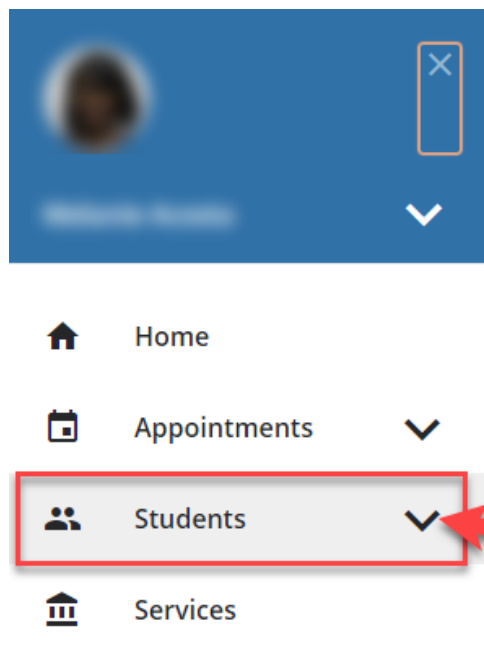
To raise a flag or Kudo for multiple students, do the following:

1. Sign into the Success Network
 - a. The [Success Network home page](#)
 - b. The link in MyFAU
 - c. The link in Canvas under resources
2. Click on the Menu in the top left

Click to access the menu

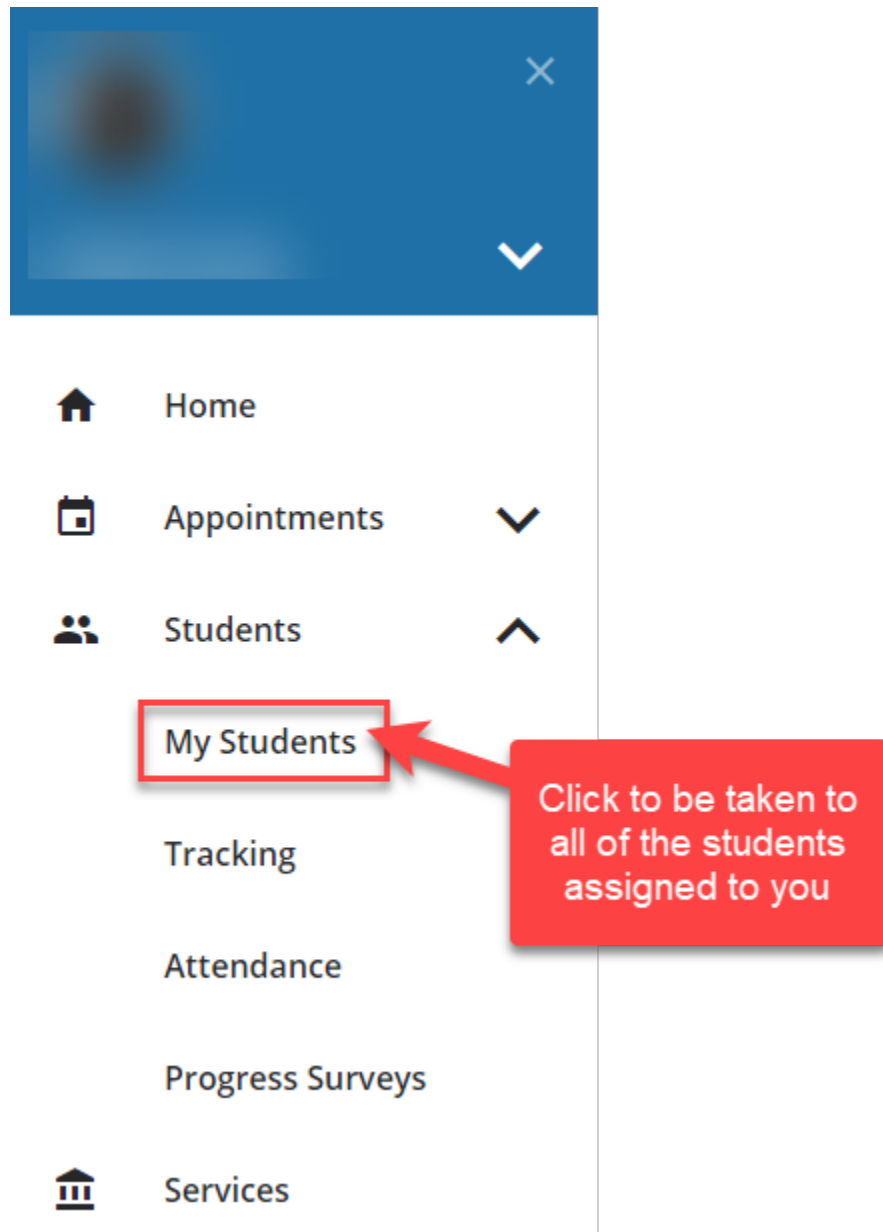


3. Click the arrow to the right of Students to see a list of sub-options



Click the arrow to expand the list

4. Click on My Students from the list or sub-options



5. On the page the follows, confirm that you are on the My Students tab

If you are on the My Students tab it should be redish in color

Starfish

Search for Students

MY STUDENTS TRACKING ATTENDANCE PROGRESS SURVEYS

Flag Kudos Success Plan Message Note

Search Student Name, Username, or ID Go Connection All My Students Term Active Cohort Additional Filters Add Filters

6. If you have any filters from previous use, remove them by clicking the "X" on the far right, if you do not have active filters, the option to clear the filter will not display

Starfish

Search for Students

MY STUDENTS TRACKING ATTENDANCE PROGRESS SURVEYS

Flag Kudos Success Plan Message Note

Search Student Name, Username, or ID Go Connection 202008_1 EDF 2085 001 Term Active Cohort Additional Filters Edit Filters X

No students to display

Click the "X" to clear any active filters.

7. Set the following filters:
- Change your connection to the specific section of the course that you want
 - Set the Term to Active

Starfish

Search for Students

MY STUDENTS TRACKING ATTENDANCE PROGRESS SURVEYS

Flag Kudos Success Plan Message Note

Search Student Name, Username, or ID Go Connection 202008_1 EDF 2085 001 Term Active Cohort Additional Filters Add Filters

Select a section of a class for which you are the instructor

Verify that the term is set to "Active"

8. Once the Connection and Term filters are applied, you should see the total number of students in the selected section of the course on the bottom right. The Success Network displays 25 students per page.

Starfish

Search for Students

MY STUDENTS

TRACKING

ATTENDANCE

PROGRESS SURVEYS

Flag

Kudos

Success Plan

Message

Note

Search

Student Name, Username, or ID

Go

Connection

202008_1 EDF 2085 001

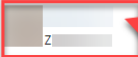

Term

Active

Cohort

Additional Filters

Add Filters

<input type="checkbox"/>	Name	Success Score	Email	Phone	Cell Phone
<input type="checkbox"/>	 Z		 @fau.edu		
<input type="checkbox"/>					
<input type="checkbox"/>					
<input type="checkbox"/>					
<input type="checkbox"/>					
<input type="checkbox"/>					
<input type="checkbox"/>					

Selected: 0

Displaying 1 - 25 of 28 Students

Students with photo, name, and ID listed here. In order based on last name

Student's email address if needed

Students displayed on this page and the total number for this section of the course

9. To select students either

- Using the checkbox on to the left of the student's image
- Use the checkbox above the list to select all students in the class

Note: A total for the selected number of students is visible on the bottom left

The screenshot shows the Starfish interface with the 'MY STUDENTS' tab selected. At the top, there is a search bar and navigation tabs for TRACKING, ATTENDANCE, and PROGRESS SURVEYS. Below these are buttons for Flag, Kudos, Success Plan, Message, and Note. A search bar is also present with filters for Student Name, Connection (202008_1 EDF 2085 001), Term (Active), and Cohort. A table lists students with columns for Name, Success Score, Email, Phone, and Cell Phone. A red box highlights the checkbox at the top left of the table, with a callout: 'Click this box to select all students in the section'. Another red box highlights the checkbox next to a student's image, with a callout: 'Click the box next to a students image to select or deselect individual students'. At the bottom left, a red box highlights the 'Selected: 0' indicator, with a callout: 'Number of selected students'. The bottom right shows 'Displaying 1 - 25 of 28 Students'.

10. Once you have made your selection, click on the Flag or the Kudos button

The screenshot shows the Starfish interface with the 'MY STUDENTS' tab selected. A red box highlights the 'Flag' and 'Kudos' buttons, with a callout: 'After selecting students, click on the flag or Kudos button depending on which you would like to raise/create'. The table below shows the first student selected, with a checkmark in the checkbox column.

11. If you click the Flag button that will open the Raise Flag window if you click on Kudos, it will open the Create Kudos window. Click the button for the action that you would like to take and:
- Select which flag you would like to raise or Kudo that you would like to give from your available options
 - Choose a course context if this is associated with a specific class
 - Enter your comments
 - Click Save

The screenshot shows the 'Raise Flag for Ali, Karissa' window. The 'Flag' dropdown menu is open, displaying three options: 'Attendance Concern', 'In Danger of Failing', and 'No Show'. Each option includes a brief description and a red asterisk indicating it is 'Disclosable under FERPA'. A red arrow points from a text box to the dropdown menu.

Raise Flag for Ali, Karissa [Never Mind] [Save]

* Flag

Course Context

Comment

Attendance Concern
Raise this when a student isn't attending class regularly.
* Disclosable under FERPA

In Danger of Failing
Raise this when a student is in danger of failing a course.
* Disclosable under FERPA

No Show
Use this flag to indicate that a student has never attended your class.
* Disclosable under FERPA

Permissions: A tracking item must be selected to determine the sharing permissions

* Required fields [Never Mind] [Save]

Select the type of flag that you would like to raise for the selected students

The screenshot shows the 'Raise Flag for Ali, Karissa' window with the 'Flag' dropdown set to 'Attendance Concern' and 'Course Context' set to 'No Course'. A red arrow points from a text box to the 'Course Context' dropdown. Another red arrow points from a text box to the 'Comment' text area.

Raise Flag for Ali, Karissa [Never Mind] [Save]

* Flag Attendance Concern

Course Context No Course

Comment Add comments indicating why the Flag item is being created.

Student View: The student can view this item and the notes entered above.

Permissions: People with the following roles may be able to see this tracking item if they have a relationship with the student(s):

- ACCESS Early Start Primary Advisor
- ACCESS Early Start Program Advisor
- ACCESS General Coach/Advisor
- ACCESS Program Coach/Advisor
- Academic Leadership

[More...](#)

* Required fields [Never Mind] [Save]

Select the course to which this flag is connected

Enter your comments

12. An email will be sent to the student containing your comments

Sample Success Network Emails

Kudos email

Dear <Student's Name>,

Congratulations!

We appreciate your dedication and hard work in the classroom. Keep up the good work!

This email is being sent on behalf of your instructor, teaching assistant (TA), academic advisor, or other another Florida Atlantic University (FAU) staff member. Their additional comments can be seen below:

Here are my additional comments:

<Comments entered when creating Kudo. Example: Has maintained a 98% in the class.>

Sincerely,

<Kudo creator's Name>

<Kudo creator's email address>

<Kudo creator's contact number if available>

Attendance Concern email

Dear <Student's First Name>,

An Attendance Concern has been raised for you in Introduction to Microbiology.

We believe that you can be successful in your academic studies. Attending class is the first step to accomplishing your goals. Missing class content can affect your grades and academic performance. It is not too late to change your attendance habits.

Florida Atlantic University (FAU) has many resources that can aid your effort to improve your academic performance and assist with personal concerns.

Below are a few additional comments provided by your professor or teaching assistant (TA):

<Comments entered when raising the flag. Example: Rachel missed 3 classes this month.>

This email has been sent on behalf of your instructor. We encourage you to discuss any errors or the impact poor attendance can have on your overall class grade with your instructor or TA.

We care about your success!

Sincerely,

The FAU Success Team

NOTE: If you would like information about The Success Network and setting up your profile, please visit www.fau.edu/successnetwork.

If you have questions please email <Name of the person who raised the flag> at <email address of the individual who raised the flag>.

In Danger of Failing email

Dear Rachel,

Each term, we ask our faculty to provide us with information regarding how well students in their classes are performing academically. Your professor alerted us that there is a concern about your academic progress in Introduction to Microbiology. Your instructor raised this flag because we care about you and your academic success. Based on your progress in this course thus far and without a substantial change in your work, you might be in danger of failing this course.

We recommend contacting your instructor or TA immediately to see what can be done to raise your grade in this course. You should also consider contacting your advisor. In addition, tutoring is also available. If your interested please visit www.fau.edu/tutoring. if you cannot find a tutor, contact the Center for Teaching and Learning (CTL) at 561-297-0906 or stay@fau.edu. If you prefer, visit in person, by going to General Classroom South (Bldg. 2), 2nd Floor, room 223.

We believe that you can be successful in your academic studies and are here to help. We care about your success!

Sincerely,

The FAU Success Team

NOTE: If you would like information about The Success Network and setting up your profile, please visit www.fau.edu/successnetwork.

Attention International Students: If you have an F or J Visa, dropping below 12 credit hours may result in loss of your immigration status. Please consult with International Student and Scholar Services (ISSS before withdrawing from any courses (561-297-3049 or iss@fau.edu).

Please do not reply to this message. Replies to this message are routed to an unmonitored mailbox. If you have questions please email: advisingservices@fau.edu. You may also call us at 561-297-3064.

No Show email

Dear Rachel,

You have been flagged for poor attendance in Introduction to Microbiology.

We believe that you can be successful in your academic studies. Attending class is the first step to accomplishing your goals. Missing class content can affect your grades and academic performance. It is not too late to change your attendance habits.

Florida Atlantic University (FAU) has many resources that can aid your effort to improve your academic performance and assist with personal concerns.

Below are a few additional comments provided by your professor or teaching assistant (TA):
Rachel missed 3 classes this month.

This email has been sent on behalf of your instructor. We encourage you to discuss any errors or the impact poor attendance can have on your overall class grade. In addition to meeting with your instructor or TA, we recommend that you talk to your academic advisor about resources and suggestions for improvement.

We care about your success!

NOTE: If you would like information about The Success Network and setting up your profile, please visit www.fau.edu/successnetwork.

Please do not reply to this message. Replies to this message are routed to an unmonitored mailbox. If you have questions please email: advisingservices@fau.edu. You may also call us at 561-297-3064.