



MOHAWK VALLEY COMMUNITY COLLEGE

FACULTY/STAFF GUIDE TO FLAGS & KUDOS



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Inquiries and referrals regarding coaching may also be directed to completion@mvcc.edu

A complete list of Coaches' assigned majors is available at:

<https://www.mvcc.edu/title-iii-pathway-to-graduation/completion-coaches>

Updated Spring 2019

This guide is reviewed and updated as changes are made to Starfish. Questions or concerns can be directed to the coaching team for consideration.

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Starfish Vocabulary

Assign: specifying a Support Network member as manager of a flag

Clearing: removing a previously raised tracking item

Closing the Loop: message sent to the person who raised a tracking item by the person who “cleared” it

Comments: notes specifically attached to a tracking item (**Notes are typically sent to students in Starfish-generated messages**)

Course Context: the course for which a tracking item is raised

Due Dates: assigned by the person raising the flag, indicates date by which flag should be resolved

Email: communications initiated within Starfish that use external email service

Flag: tracking item in Starfish generated by faculty/staff that notes a student concern 

Kudos: tracking item in Starfish generated by faculty/staff that praises student work/effort  **Kudos**

Message: communications housed entirely within Starfish

Notes: generated by faculty/staff/students and housed entirely within Starfish (**DISCLAIMER: most notes are visible to students, but all are accessible through reporting. Notes should be composed with this in mind.**)

Raiser: the person who generates a tracking item, either individually or via a Progress Survey

Success Network: offices and individuals at MVCC who offer support services to the student—specifically those using Starfish

Tracking Item: any item or notification in Starfish—Flags and Kudos are tracking items

FLAGS

Attendance Concern

Raise this when a student isn't attending class regularly.



Settings:

- Comments Required (**Remember: Comments Are Sent to Students**)
- Due Dates Allowed
- Course Context Required

Permissions:

Roles and Users	Raise	View	Manage	Assign	Email
Completion Coach	✓	✓	✓	✓	✓
Flagged Student		✓			✓
Instructor	✓	🎓	🎓		🎓
Retention Coordinator	✓	✓	✓	✓	✓
Technical Support	✓	🎓	🎓		

-  Permission only applies to users with role in the course in which the student is flagged
- ✓ Permission applies to all users with role

Email to the Student:

Student First Name

This email is to notify you about the Flag Name that Raiser Name has raised in Course Name . Is everything okay?

Raiser Name 's comments: Raise Notes

Attendance is an important part of understanding new material and learning beyond the textbook. Attending class also allows you to form a support network with peers and instructors.

Even if you believe this Flag Name is in error, resolving issues that might affect your grade is important.

Contact your instructor as soon as possible. You can email Raiser Name at Raiser Email or by responding to this message. You will also be hearing from your Completion Coach, who will reach out to see how he or she can help.

Sincerely,
The Completion Team
IT129-Learning Commons
315-792-5517

Suggested Notes:

- Specific information regarding number and frequency of absences
- Information on attempts to contact the student
- Referrals or suggestions made to student (be mindful of student's privacy)
- Possible options/strategies to resolve the flag
- Information that may have future impact on the student
- Any agreements the instructor and student have settled upon

Suggested Reasons for Clearing the Flag:

- Instructor changes absences to excused
- Student has exceeded number of allowed absences per syllabus
- Instructor and student come to an agreement
- Support Network member meets with student and reviews options/strategies
- Student has not responded to 4 outreach attempts
- Student is no longer at risk, has withdrawn, has secured an incomplete, or has failed

General Concern

Raise this when there is no specific flag for a concern—primarily for non-academic issues



DO NOT USE if concern needs time sensitive response or is a non-Starfish emergency.

Contact appropriate services as needed.

Settings:

- Comments Required (**Remember: Comments Are Sent to Students**)
- Course Context is Optional

Permissions:

Roles and Users	Raise	View	Manage	Assign	Email
Completion Coach	✓	✓	✓	✓	✓
Flagged Student		✓			✓
Instructor	✓	🎓	🎓		🎓
Retention Coordinator	✓	🎓	🎓	🎓	🎓

- 🎓 Permission only applies to users with role in the course in which the student is flagged
- ✓ Permission applies to all users with role

Email to the Student:

,

is concerned about how you are doing. Is everything okay?

's notes:

There are people here at MVCC who can help. You can email at or by replying to this message.

You should also make arrangements to meet with your Completion Coach, who will be contacting you regarding this message. He or she can help you with establishing goals and meeting challenges while you are here at MVCC.

Sincerely,
The Completion Team
IT129-Learning Commons
315-792-5517

Nota bene:

**** Be mindful of the student's privacy. This Flag and its notes are visible to the student and select other members of his or her Support Network. ****

Suggested Notes:

- Specific nature of the concern
- Whether the student is comfortable with the concern being shared beyond instructor/coach
- Information on attempts to contact the student
- What has been discussed with the student, and possible options/strategies to resolve the flag
- Referrals or suggestions made to student (be mindful of student's privacy)
- Information that may have future impact on the student
- Any agreements the instructor and student have settled upon

Suggested Reasons for Clearing the Flag:

- Instructor has seen improvement
- The concern has been resolved or passed
- Instructor and student come to an agreement
- Support Network member meets with student and reviews options/strategies
- Student has not responded to 4 outreach attempts
- Student is no longer at risk, has withdrawn, has secured an incomplete, or has failed

In Danger of Failing

Raise this when a student is in danger of failing a course



Settings:

- Comments Required (**Remember: Comments Are Sent to Students**)
- Due Dates Allowed
- Course Context Required

Permissions:

Completion Coach	✓	✓	✓	✓	✓
Flagged Student		✓			✓
Flag Raiser	✓	✓			✓
Instructor	✓	🎓	🎓		🎓
Retention Coordinator	✓	✓	✓	✓	✓

🎓 Permission only applies to users with role in the course in which the student is flagged

✓ Permission applies to all users with role

Email to the Student:

has indicated that you are in danger of failing .

's notes:

There may be a chance to bring your grade up, but you need to act immediately. Even if you believe this note is in error, it is important to resolve issues regarding your grades as soon as possible.

You should start by contacting at or by replying to this message. You will also be contacted by your Completion Coach who can help with strategies to avoid having future issues like this one. He or she will be contacting you by phone and email.

Sincerely,
The Completion Team
IT129-Learning Commons
315-792-5517

Suggested Notes:

- Whether the student can mathematically pull the grade into passing range or not
- What the student can do to catch up (if possible)
- Information on attempts to contact the student
- Documentation of a situation that may have future impact on the student
- Referrals made to student (be mindful of student's privacy)
- What has been discussed with the student, and possible options/strategies to resolve the flag
- Any agreement the instructor and student have settled upon

Suggested Reasons for Clearing the Flag:

- Instructor has seen improvement
- Student has improved on quizzes/tests
- The concern has been resolved or passed
- Instructor and student come to an agreement
- Support Network member meets with student and reviews options/strategies

- Student has not responded to 4 outreach attempts
- Student is no longer at risk, has withdrawn, has secured an incomplete, or has failed

In Need of Tutoring

Raise this to recommend additional academic support



Settings:

- Comments Optional (**Remember: Comments Are Sent to Students**)
- Due Dates Allowed
- Course Context Required

Permissions:

Completion Coach	✓	✓	✓	✓	✓
Flagged Student		✓			✓
Instructor	✓	🎓	🎓	🎓	🎓
Retention Coordinator	✓	✓	✓	✓	✓

- 🎓 Permission only applies to users with role in the course in which the student is flagged
- ✓ Permission applies to all users with role

Email to the Student:

Student First Name,

This email was sent because Instructor Name has indicated you are in need of additional academic support. Your Completion Coach will soon contact you by phone and email to help you arrange tutoring services.

Here at MVCC, our Learning Commons provides free tutoring services in almost all subjects taught on campus. Appointments can be made for one-on-one tutoring appointments, either by visiting the Commons in person (in IT129) or [via our online appointment scheduling system](#) (you will need your M number).

If you have additional questions about tutoring at Mohawk Valley Community college, many can be answered on the Learning Commons website <<https://www.mvcc.edu/academics/online/tutoring>>. Other inquiries can be directed to the Learning Commons at 315-792-5517.

You should also feel free to contact your instructor regarding this referral and to discuss other ways you can be successful in your course.

Sincerely,
The Completion Team
IT129-Learning Commons
315-792-5517

Suggested Notes:

- Whether there is specific material the student needs help with
- Skills the student could use help developing
- Conditions that might end the need for tutoring
- Office hour visits made or not made by the student
- Referrals made to student (be mindful of student's privacy)
- What has been discussed with the student, and possible options/strategies to resolve the flag
- Any agreement the instructor and student have settled upon

Suggested Reasons for Clearing the Flag:

- Instructor has seen improvement

- Instructor and student come to an agreement
- Support Network member meets with student and reviews options/strategies
- Student has not responded to 4 outreach attempts
- Student is no longer at risk, has withdrawn, has secured an incomplete, or has failed

Not Meeting Requirements/Completing Assignments

Raise this when a student is not meeting/completing the requirements in a course's syllabus



Settings:

- Comments Required (**Remember: Comments Are Sent to Students**)
- Due Dates Allowed
- Course Context Required

Permissions:

Roles and Users	Raise	View	Manage	Assign	Email
Completion Coach	✓	✓	✓	✓	✓
Flagged Student		✓			✓
Instructor	✓	🎓	🎓		🎓
Retention	<input type="checkbox"/> Permission only applies to users with role in the course in which the student is flagged <input checked="" type="checkbox"/> Permission applies to all users with role				✓

Email to the Student:

This email is to notify you that has flagged you for in .

's notes: .

The requirements outlined in your course's syllabus provide a clear idea of what you'll need to be successful. If you are not meeting requirements on assignments or in lecture and lab, or if for some reason you are unable to meet the requirements, your academic success may be in jeopardy.

There may still be a chance to succeed in this class, and there are lots of resources at MVCC to help you with your academic performance and any non-academic issues that may be affecting you.

To begin making arrangements, please contact at or by replying to this message. You will also hear from your Completion Coach, who is connected with every support office on campus.

Sincerely,
 The Completion Team
 IT129-Learning Commons
 315-792-5517

Suggested Notes:

- Specific assignments/requirements not met
- How failing to meet requirements affects grades per syllabus
- What the student can do to catch up (if possible)
- Information on attempts to contact the student
- Documentation of a situation that may have future impact on the student
- Referrals made to student (be mindful of student's privacy)
- What has been discussed with the student, and possible options/strategies to resolve the flag

-Any agreement the instructor and student have settled upon

Suggested Reasons for Clearing the Flag:

- Instructor sees improvement
- Instructor and student come to an agreement
- Support Network member meets with student and reviews options/strategies
- Student has not responded to 4 outreach attempts
- Student is no longer at risk, has withdrawn, has secured an incomplete, or has failed

No Show
Raise this when a student has never attended class but is still on the roster



Settings:

- Comments Optional (**Remember: Comments Are Sent to Students**)
- Due Dates Allowed
- Course Context Required

Permissions:

Roles and Users	Raise	View	Manage	Assign	Email
Completion Coach	✓	✓	✓	✓	✓
Flagged Student		✓			✓
Instructor	✓	🎓	🎓		🎓
Retention Coordinator	✓	✓	✓	✓	✓
Technical Support	✓	🎓	🎓		🎓

- 🎓 Permission only applies to users with role in the course in which the student is flagged
- ✓ Permission applies to all users with role

Email to the Student:

Student First Name ,

This email is notice that you have never attended Course Name , but that you are still listed on the roster.

If you do not want to complete the class, you must drop the class in the Registrar's office. Click [here](#) for more information. Failure to do so may cause future issues with your transcript and any financial aid you receive.

Otherwise, you may still have a chance at being successful in the course, but you need to act immediately. Contact your instructor, Raiser Name , to discuss your attendance and what you may already need to make up.

You can contact Raiser Name at Raiser Email or by responding to this message. You will also receive a message from your Completion Coach, who is here to help you with academic planning and strategies to help manage your daily schedule.

Sincerely,
The Completion Team
IT129-Learning Commons
315-792-5517

Suggested Notes:

- Dates and method of taking attendance
- Any information on contact with the student
- Prior interactions with the student

Suggested Reasons for Clearing the Flag:

- Instructor changes absences to excused
- Student has exceeded number of allowed absences per syllabus
- Instructor and student come to an agreement
- Support Network member meets with student and reviews options/strategies
- Student has not responded to 4 outreach attempts
- Student is no longer at risk, has withdrawn, has secured an incomplete, or has failed

Preparedness

Raise this for a student who is missing materials/books or is otherwise unprepared to attend and participate in classes.



Settings:

- Comments Required (**Remember: Comments Are Sent to Students**)
- Due Dates Allowed
- Course Context Required

Permissions:

Roles and Users	Raise	View	Manage	Assign	Email
Completion Coach	✓	✓	✓	✓	✓
Flagged Student		✓			✓
Instructor	✓	🎓	🎓		🎓
Retention Coordinator	✓	✓	✓	✓	✓

- 🎓 Permission only applies to users with role in the course in which the student is flagged
- ✓ Permission applies to all users with role

Email to the Student:

This email is to notify you about the flag that has raised in .

's notes:

Time in the classroom is most effective when we are prepared and meaningfully participating. Missing work or materials for any class can dramatically decrease what you are able to gain from attending lectures and labs.

Even if you think this is in error, you should contact as soon as possible to discuss this concern. You can reach at or by replying to this email. You will also be contacted by your Completion Coach, who may be able to provide further help with this and any other issues you may experience while at MVCC.

Sincerely,
The Completion Team
IT129-Learning Commons
315-792-5517

Suggested Notes:

- Specific materials or skills student is lacking
- Information on prior contact with the student
- What has been discussed with the student, and possible options/strategies to resolve the flag
- Any prior agreements the instructor and student have settled upon

-Referrals made to student (be mindful of student's privacy)

Suggested Reasons for Clearing the Flag:

- Instructor has seen improvement
- Instructor and student come to an agreement
- Support Network member meets with student and reviews options/strategies
- Student has not responded to 4 outreach attempts
- Student is no longer at risk, has withdrawn, has secured an incomplete, or has failed

KUDOS

Grades Are Starting to Improve

Raise this to encourage students who are improving but still need work



Settings:

- Comments Optional (**Remember: Comments Are Sent to Students**)
- Course Context Required

Permissions:

Roles and Users	Create	View	Manage	Email
Completion Coach	✓	✓	✓	✓
Student		✓		✓
Instructor	✓	🎓	🎓	🎓
Retention Coordinator	✓	✓	✓	✓

- 🎓 Permission only applies to users with role in the course in which the student is flagged
- ✓ Permission applies to all users with role

Email to the Student:

Kudos, !

has recognized your efforts and would like to commend you!

's notes:

Keep up the good work in , ! And good luck for the rest of the term!

Sincerely,
The Completion Team
IT129-Learning Commons
315-792-5517

Suggested Notes:

- Specific student behaviors that have improved
- Specific areas where student needs to continue to improve
- Specific grades/examples of improved assignments
- Comparison to previous work

Suggested Reason for Clearing:

- Kudos is no longer applicable
- Kudos are cleared at the end of each semester by Completion Coaches

Great Participation

Raise this to commend and encourage a student's participation in class



Settings:

- Comments Optional (**Remember: Comments Are Sent to Students**)
- Course Context Required

Permissions:

Roles and Users	Create	View	Manage	Email
Completion Coach	✓	✓	✓	✓
Student		✓		✓
Instructor	✓	🎓	🎓	🎓
Retention Coordinator	✓	✓	✓	✓

- 🎓 Permission only applies to users with role in the course in which the student is flagged
- ✓ Permission applies to all users with role

Email to the Student:

Kudos, !

has recognized your efforts and would like to commend you!

's notes:

Keep up the good work in , ! And good luck for the rest of the term!

Sincerely,
The Completion Team
IT129-Learning Commons
315-792-5517

Suggested Notes:

- Specific instances of participation
- Explanation of how student contribution helps the class
- Advice for improving/increasing participation

Suggested Reason for Clearing:

- Kudos is no longer applicable
- Kudos are cleared at the end of each semester by Completion Coaches

Your Extra Efforts Show

Raise this to encourage a student who is hard working and dedicated but can still improve.



Settings:

- Comments Optional (**Remember: Comments Are Sent to Students**)
- Course Context Required

Permissions:

Roles and Users	Create	View	Manage	Email
Completion Coach	✓	✓	✓	✓
Student		✓		✓
Instructor	✓	🎓	🎓	🎓
Retention Coordinator	✓	✓	✓	✓

- 🎓 Permission only applies to users with role in the course in which the student is flagged
- ✓ Permission applies to all users with role

Email to the Student:

Kudos, !

has recognized your efforts and would like to commend you!

's notes:

Keep up the good work in , ! And good luck for the rest of the term!

Sincerely,
The Completion Team
IT129-Learning Commons
315-792-5517

Suggested Notes:

- Specific examples of hard work
- Example of hard work positively affecting grades
- Suggestions to keep momentum going
- Advise to the student to take advantage of other resources (office hours, the Learning Commons)

Suggested Reason for Clearing:

- Kudos is no longer applicable
- Kudos are cleared at the end of each semester by Completion Coaches