Starfish flag and kudos email text – Spring 2022

Text of emails generated by raising flags and kudos in Starfish have been adjusted effective Spring 2022 to refer to the professor raising the flag/kudo but the message will come from the general KCC Student Success Team.

Advisors will follow-up on all flags within 2 business days and will close the flag once the student has met with the advisor, reported having discussed the issue with the faculty member, or if no response was received from the student after several contact attempts. Advisors will continue to reach out to students who did not respond even after the flag has been closed. Notes will be input for flags closed by advisors.

The subject of each email will read: Important information about your [name of course] class.

**Flag: Attendance Concern**

Dear [student name],

Your professor, [professor’s name] is concerned about your attendance in [name of course]. Missing class can impact your academic performance and course grades. Please contact your professor about your attendance and any work you may have missed.

In addition, meeting with your academic advisor to discuss any difficulties you are experiencing is a great idea as they can help think through options and connect you to the many academic and personal resources available. Make your advisement appointment through Starfish today.

Your professor has also included the following comments: (insert comments)

The whole Kingsborough community is here to help you succeed!

Sincerely,

Your KCC Student Success Team

**Flag: Low Participation**

Dear [student name],

Your professor, [professor’s name] is concerned about your participation in [name of course]. Consistently participating in class is one of the ingredients of academic success!

Participation includes attending class sessions and/or logging-in to the course site; submitting course assignments/tests; contributing to class discussions/discussion boards; responding to emails; and engaging in group projects. If you are having difficulties that are leading to your low participation, please reach out to your professor.
In addition, meeting with your academic advisor to discuss any difficulties you are experiencing is a great idea as they can help think through options and connect you to the many academic and personal resources available. Make your advisement appointment through Starfish today.

Your professor has also included the following comments: (insert comments)

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Sincerely,

Your KCC Student Success Team

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**Flag: Low Quiz/Test Scores**

Dear [student name],

Your professor, [professor’s name], has raised a concern that you received a low grade on an assignment/test recently in [course name]. We want to help you do better. We encourage you to contact the professor to discuss improving your course work.

In addition to meeting with your professor, you have access to free 24/7 online tutoring through Tutor.com with a link available in all Blackboard course shells. You can also schedule tutoring at the Kingsborough Learning Center.

Meeting with your academic advisor to discuss any difficulties you are experiencing is a great idea as they can help think through options and connect you to the many academic and personal resources available. Make your advisement appointment through Starfish today.

Your professor has also included the following comments: (insert comments)

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Sincerely,

Your KCC Student Success Team

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**Flag: In Danger of Failing**

Dear [student name],

Being a successful student is important and KCC Is here to support you! You are receiving this email because without a substantial change in your academic work, you may be in danger of failing [course name]. Please contact your professor, [professor’s name], to discuss how to improve your grade.
In addition to meeting with your professor, you have access to free 24/7 online tutoring through Tutor.com with a link available in all Blackboard course shells. You can also schedule tutoring at the Kingsborough Learning Center.

Meeting with your academic advisor to discuss any difficulties you are experiencing is a great idea as they can help think through options and connect you to the many academic and personal resources available. Make your advisement appointment through Starfish today.

Your professor has also included the following comments: (insert comments)

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Sincerely,

Your KCC Student Success Team

**Kudos Keep up the good work**

Dear [student name],

Prof [professor’s name] sends congratulations on doing well in your [course name] course!

The professor included the following comments:

Keep up the good work!

Sincerely,

Your KCC Student Success Team