

## **Starfish Flags, Kudos and Referral email texts**

Texts of emails generated by raising flags, sending kudos or making referrals in Starfish were adjusted as of Spring 2022 to refer to the professor raising the flag/kudo but the message will come from the general KCC Student Success Team. Emails resulting from referrals will come from the area the student is being referred to with pertinent information.

Advisors, and staff within areas referrals are made to, will follow-up on flags and referrals 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, connected with the referred to service, or if no response was received after several contact attempts had been made. Advisors/staff will continue to reach out to students who did not respond even after the flag has been closed. Notes will be input for flags/referrals closed by advisors/staff.

Below, please find the content of the emails triggered by raising a flag, sending a kudo or making a referral.

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

### **FLAGS**

#### **Low Engagement in a Course**

Dear (Student's Name),

Your professor, (Professor's Name), is concerned about your participation in (Course Name) .

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: (Professor's Comments).

The whole Kingsborough community is here to help you succeed!

Sincerely,

Your KCC Student Success Team

### **Low Quiz/Test Scores**

Dear (Student's Name),

Your professor, (Professor's Name) is concerned about your participation in (Course Name).

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: (Professor's Comments).

The whole Kingsborough community is here to help you succeed!

Sincerely,

Your KCC Student Success Team

**In Danger of Failing**

Dear (Student's 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: (Professor's Comments).

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Sincerely,

Your KCC Student Success Team

## **Attendance Concern**

Dear (Student's Name),

Your professor, (Professor's Name) is concerned about your attendance in (Course Name).

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: (Professor's Comments).

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Sincerely,

Your KCC Student Success Team

# **KUDOS**

## **Keep Up The Good Work**

Dear (Student's Name),

Prof (Professor's Name) sends congratulations on doing well in your I (Course Name)!

The professor included the following comments:

Keep up the good work!

Sincerely,

Your KCC Student Success Team

# **REFERRALS**

## **Tutoring KLC**

Dear (Student's Name),

The semester is well underway and we hope you are doing well. We are reaching out because Prof. (Professor's Name) believes you can perform at a higher level with a little assistance and has referred you to the Kingsborough Learning Center (KLC).

At the KLC we provide:

Individual and small group tutoring for almost every course offered at KCC support and guidance to help you become the best life-long learner you can be writing support – from thesis statement development through the final draft access to Tutor.com, an on-line tutoring service you can access 24/7 so that you can get the help you need at the time most convenient for you.

One of our staff members will be reaching out to you shortly with more information, or you can take the initiative and reach out to us at:

Email: [KLC.KCC@Kbcc.cuny.edu](mailto:KLC.KCC@Kbcc.cuny.edu)

Telephone: (718) 368-5405.

We look forward to supporting you in achieving your academic goals!

Sincerely,

The Kingsborough Learning Center

## **CENTER FOR CAREER DEVELOPMENT REFERRAL**

Hey there (Student's Name),

We see that you have been referred by (Advisor's Name) and would like assistance with Career Services. We are here to help, whether your questions are about career counseling, your job search, internships or professional development.

One of our staff members will be reaching out to you shortly so we can answer any questions and help you move forward.

You can also reach out to us via:

Email (careerdevelopment@kbcc.cuny.edu)

Telephone at (718) 368-5115

Zoom on Mondays from 10AM to 12pm and 2PM to 4PM at <https://zoom.us/my/kcccareer>

We look forward to supporting you in achieving your professional goals!

Sincerely,

The Center for Career Development & Experiential Learning

## **ARC REFERRAL**

Hey There (Student's Name),

I received your information from (Advisor's Name) and wanted to reach out to see how the Access Resource Center (ARC) can be of support to you. Please take a look at our website to see the array of student support services ARC provides: <https://www.kbcc.cuny.edu/arc/Homepage.html>

If you believe ARC may be able to support you through your current situation, please complete the intake form and someone from ARC will reach out to you with next steps: <https://www.kbcc.cuny.edu/arc/intake.html>

Please feel free to reach out to us should you have any questions about our services: [arc.kcc@kbcc.cuny.edu](mailto:arc.kcc@kbcc.cuny.edu)

Sincerely,

Student Success Team

