



About Starfish

Sample Email Messages

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Questions? Send email to starfish@bemidjistate.edu

Last Updated: August, 2018

To Students When Faculty Raise a Flag

BSU Attendance Concern Flag Message to Student

From: advising@bemidjistate.edu

Reply To: advising@bemidjistate.edu

BCC

Subject: **BSU Attendance Concern** in Introduction to Microbiology

Dear Rachel Lands,

BSU is committed to helping you stay on track in your classes and we want to support you in achieving your academic goals. We are contacting you because Yasmin Gold has raised the BSU Attendance Concern flag on you in Introduction to Microbiology.

Here are the professor's comments:

Rachel missed 4 classes the past two weeks.

Attending class is the first step toward success in your academic studies. Missing class content can affect your grades and academic performance. It is not too late to change your attendance habits, and it is important that you begin attending class regularly.

Your professor raised this flag out of concern for you and your academic success. Please contact Yasmin Gold immediately for suggestions for improvement in this course.

We believe you can be successful in your academic studies. Our institution has many resources that can aid your effort to improve academic performance and assist with personal concerns.

You can contact our office by replying to this email, or consider contacting your advisor, for resources.

We care about your Success!

The Advising Success Center Staff

Advising Success Center

Decker Hall 202

Phone: (218) 755-4226

advising@bemidjistate.edu

BSU Missing/Late Assignments Flag Message to Student

From: advising@bemidjstate.edu

Reply To: advising@bemidjstate.edu

BCC

Subject: **BSU Missing/Late Assignments** in Introduction to Microbiology

Dear Rachel Lands

BSU is committed to helping you stay on track in your classes and we want to support you in achieving your academic goals. We are contacting you because Yasmin Gold has flagged you for BSU Missing/Late Assignments in Introduction to Microbiology.

Your professor's additional comments are:

Rachel has not participated in 3 out of 4 online discussions and did not submit 1 of 3 worksheets.

Interacting with the course material is one of the best ways to master the course content. Failing to complete assignments and submit them on time may result in a significantly lower grade in this class.

Your professor raised this flag out of concern for 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. Please contact Yasmin Gold immediately for suggestions for improvement in this course.

We believe you can be successful in your academic studies. Our institution has many resources that can aid your effort to improve academic performance and assist with personal concerns.

You can contact our office by replying to this email, or consider contacting your advisor, for resources.

We care about your Success!

The Advising Success Center Staff

Advising Success Center

Decker Hall 202

Phone: (218) 755-4226

advising@bemidjstate.edu

BSU Low Quiz/Test Scores Flag Message to Student

From: advising@bemidjstate.edu

Reply To: advising@bemidjstate.edu

BCC

Subject: **BSU Low Quiz/Test Scores** in Intermediate Algebra

Dear Rachel Lands,

BSU is committed to helping you stay on track in your classes and we want to support you in achieving your academic goals. We are contacting you because Yasmin Gold is concerned about your course grades and has flagged you for BSU Low Quiz/Test Scores in Introduction to Microbiology.

Here are the professor's additional comments:

Rachel has good attendance but really struggles. She has not passed the basic terms test yet. This is why she has such low quiz and test scores. She currently has a 34%.

Your professor raised this flag out of concern for you and your academic success. It is not too late to improve your overall grade in this class! Please contact Yasmin Gold immediately for suggestions for improvement in this course.

We believe you can be successful in your academic studies. Our institution has many resources that can aid your effort to improve academic performance and assist with personal concerns.

You can contact our office by replying to this email, or consider contacting your advisor, for resources.

We care about your Success!

The Advising Success Center Staff

Advising Success Center

Decker Hall 202

Phone: (218) 755-4226

Fax: (218) 755-2228

advising@bemidjstate.edu

BSU Never Attended Class Flag Message to Student

From: advising@bemidjstate.edu

Reply To: advising@bemidjstate.edu

BCC

Subject: **BSU Never Attended Class** in Introduction to Microbiology

Dear Rachel Lands,

BSU is committed to helping you stay on track in your classes and we want to support you in achieving your academic goals. We are contacting you because Yasmin Gold has flagged you for never having attended Introduction to Microbiology.

Attending class is the first step toward success in your academic studies. Missing class content can affect your grades and academic performance. If you still intend to take this class, it is important that you begin attending class immediately. You should also contact Yasmin Gold immediately for suggestions about how you can get caught up on class material you have missed so far.

If you do not plan to ever attend this class, you should drop/withdraw from the course. There are deadlines for dropping and withdrawing from class. If you do not withdraw from the course or never attend the course, you will fail the course and still be financially responsible for the course. Receiving an F grade for this course will negatively impact your academic progress. It may also affect your eligibility for financial aid in the future.

Please contact the Advising Success Center, your advisor, or the records office (located in Deputy 101 or at 218-755-2020) if you need help withdrawing from this class.

We believe you can be successful in your academic studies. Our institution has many resources that can aid your effort to improve academic performance and assist with personal concerns.

You can contact the Advising Success Center by replying to this email, or consider contacting your advisor, for resources.

We care about your Success!

The Advising Success Center Staff

Advising Success Center

Decker Hall 202

Phone: (218) 755-4226

Fax: (218) 755-2228

advising@bemidjstate.edu

BSU Academic Performance Concern Flag Message to Student

From: advising@bemidjstate.edu

Reply To: advising@bemidjstate.edu

BCC

Subject: Your academic progress in Introduction to Microbiology

Dear Rachel Lands,

BSU is committed to helping you stay on track in your classes and we want to support you in achieving your academic goals. Each term, we ask our faculty to provide us with information regarding how well students in their classes are performing academically. Your professor, Yasmin Gold, alerted us that there is a concern about your academic progress in Introduction to Microbiology.

Here are the professor's additional comments:

Rachel has scored low on tests and has done only 10% of homework. I suggest she use the class TAs to help understand course material, attend the test review sessions, and turn in assignments 2, 3 and 4 by (a specified date).

Your professor raised this flag out of concern for you and your academic success. Based on your progress in this course thus far and without a substantial change in your work, you may become in danger of failing this course. It is not too late for you to improve your course performance. Please contact Yasmin Gold immediately to discuss suggestions for improvement in this course.

We believe you can be successful in your academic studies. Our institution has many resources that can aid your effort to improve academic performance and assist with personal concerns. You can contact our office by replying to this email, or consider contacting your advisor, for resources.

We care about your Success!

The Advising Success Center Staff

Advising Success Center

Decker Hall 202

Phone: (218) 755-4226

Fax: (218) 755-2228

advising@bemidjstate.edu

BSU In Danger of Failing Flag Message to Student

From: advising@bemidjstate.edu

Reply To: advising@bemidjstate.edu

BCC

Subject: Your academic progress in Introduction to Microbiology

Dear Rachel Lands,

BSU is committed to helping you stay on track in your classes and we want to support you in achieving your academic goals. Each term, we ask our faculty to provide us with information regarding how well students in their classes are performing academically. Your professor, Yasmin Gold, alerted us that there is a concern about your academic progress in Introduction to Microbiology.

Here are the professor's additional comments:

Rachel rarely attends class, has scored 50% or lower on all tests, and has submitted only 10% of homework. At this point in the semester she cannot pass this course and should consider withdrawing from it.

Your professor raised this flag out of concern for you and your academic success. Based on your progress in this course thus far, you are **in danger of failing** this course. Please contact your advisor or our office to discuss the situation and possibly withdrawing from this class.

Our institution has many resources that can aid your effort to improve academic performance and assist with personal concerns. You can contact our office by replying to this email, or consider contacting your advisor, for resources.

We care about your Success!

The Advising Success Center Staff

Advising Success Center

Decker Hall 202

Phone: (218) 755-4226

Fax: (218) 755-2228

advising@bemidjstate.edu

To the Student When the Student Raises a Flag

Message to Student in Response to BSU Student Needs Help in a Course

From: advising@bemidjstate.edu
Reply To: advising@bemidjstate.edu
BCC
Subject: Thank you for raising your hand!

Dear Rachel,

We have received the following request:

Category: I Need Help in a Course

Course: Introduction to Microbiology

Raised On: 4/27/2014 11:00 PM CDT

Your Comments: I am getting Ds on my tests in this class no matter how much I study for it.

Thank you for raising your hand and being proactive in finding assistance.

If you have not already done so, please contact the professor for Introduction to Microbiology immediately to find out if there are teaching assistants or tutors for this course who can help you understand the course material. You should also ask your professor for suggestions for improvement in this course.

We believe you can be successful in your academic studies. Our institution has many resources that can aid your effort to improve academic performance and assist with personal concerns.

A member of the Advising Success Center will contact you to discuss your concerns about this class.

We care about your Success!

The Advising Success Center Staff

Advising Success Center

Decker Hall 202

Phone: (218) 755-4226

advising@bemidjstate.edu

Message to Student in Response to
BSU Student Needs Help Finding Ways to Pay for College

From: advising@bemidjstate.edu
Reply To: advising@bemidjstate.edu
BCC
Subject: Thank you for raising your hand!

Dear Rachel,
We have received the following request:

Category: I Need Help Finding Ways to Pay For College

Raised On: 8/18/2016 3:23 PM CDT

Your Comments: My loan was declined and I need more money to pay for fall semester.

Thank you for raising your hand and being proactive in finding assistance. A member of the Advising Success Center or the Financial Aid Office will contact you to discuss your concerns.

Sincerely,

The Advising Success Center Staff

Advising Success Center

Decker Hall 202

Phone: (218) 755-4226

Fax: (218) 755-2228

advising@bemidjstate.edu

To Students When the Faculty Issue Kudos

Keep Up the Good Work Kudo Message to Student

From: advising@bemidjstate.edu
Reply To: advising@bemidjstate.edu
BCC
Subject: Kudos! **Keep up the good work** in Introduction to Microbiology

Dear Rachel,

Congratulations!

Yasmin Gold submitted the following compliment about your performance in Introduction to Microbiology on 4/28/2014 1:00 PM CDT.

Has maintained a 91% in the class.

Your dedication and hard work in the classroom will steer you toward your academic goals. Keep up the good work!

The Advising Success Center Staff
Advising Success Center
Decker Hall 202
Phone: (218) 755-4226
advising@bemidjstate.edu

Showing Improvement Kudo Message to Student

From: advising@bemidjstate.edu
Reply To: advising@bemidjstate.edu
BCC
Subject: Kudos! **Showing Improvement** in Introduction to Microbiology

Dear Rachel,

Congratulations!

Yasmin Gold submitted the following compliment about your performance in Introduction to Microbiology on 4/28/2014 1:00 PM CDT.

Quiz scored have significantly improved.

Your dedication and hard work in the classroom will steer you toward your academic goals. Keep up the good work!

The Advising Success Center Staff
Advising Success Center
Decker Hall 202
Phone: (218) 755-4226
advising@bemidjstate.edu

Outstanding Academic Performance Kudo Message to Student

From: advising@bemidjstate.edu

Reply To: advising@bemidjstate.edu

BCC

Subject: Kudos! **Outstanding Academic Performance** in Introduction to Microbiology

Dear Rachel,

Congratulations!

Yasmin Gold submitted the following compliment about your performance in Introduction to Microbiology on 4/28/2014 1:00 PM CDT.

Your presentation was thorough and easy to understand.

Your dedication and hard work in the classroom will steer you toward your academic goals. Keep up the good work!

The Advising Success Center Staff

Advising Success Center

Decker Hall 202

Phone: (218) 755-4226

advising@bemidjstate.edu

Beaver Praise Kudo Message to Student

From: advising@bemidjstate.edu
Reply To: advising@bemidjstate.edu
BCC
Subject: Hats off to you!

Hi Rachel,

Yasmin Gold has bestowed some Beaver Praise on you. Here is what Yasmin Gold had to say:

Congratulations on your performance in Funtastic Dance Follies. Your group did such a creative and entertaining dance. It's great to see our students getting involved and keeping this BSU tradition going.

You can see this Kudo on your Starfish dashboard. Simply log into MyBSU, then log into Starfish using your StarID and select Dashboard from the menu.

May this Kudo encourage you on your path to success!

The Advising Success Center Staff
Decker Hall 202
218-755-4226
advising@bemidjstate.edu

Beaver Praise Kudo Message to Student

From: advising@bemidjstate.edu
Reply To: advising@bemidjstate.edu
BCC
Subject: Hats off to you!

Hi Rachel,

Yasmin Gold has bestowed some Beaver Praise on you. Here is what Yasmin Gold had to say:

Thank you for your assistance with the BSU math contest. It takes many people to pull off this event. Because of your help throughout the day, the contest ran smoothly.

You can see this Kudo on your Starfish dashboard. Simply log into MyBSU, then log into Starfish using your StarID and select Dashboard from the menu.

May this Kudo encourage you on your path to success!

The Advising Success Center Staff

To Advisors and Faculty When a Flag is Raised

Note: The same format is followed for all flags raised by either a faculty member or a student.

From: advising@bemidjistate.edu

Reply To: advising@bemidjistate.edu

BCC

Subject: **In Danger of Failing flag raised**

[Advisor's/Faculty Member's Name],

The BSU In Danger of Failing flag was raised on Rachel Lands.

Item Details

Student: Rachel Lands

Item Name: BSU In Danger of Failing

Category: Academic

Raised By: Yasmin Gold

Course Context: Introduction to Microbiology

Raised On: 11/16/2016

Raise Notes: Rachel has spotty attendance, scored low on tests and has done only 25% of homework.

This notice is provided for your information. No action is needed on your part.

If you would like additional information about this flag, log into Starfish and select *Tracking* from the *Students* menu.

The Advising Success Center

218-755-4226

Decker Hall 202

To Support Personnel When a Flag is Raised on a Student with whom you have a Starfish Connection

From: advising@bemidjistate.edu
Reply To: advising@bemidjistate.edu
BCC
Subject: **In Danger of Failing flag raised**

[Support Personnel's Name],

The BSU In Danger of Failing flag was raised on Rachel Lands, and we are requesting your assistance to help this student resolve the issue.

Item Details

Student: Rachel Lands
Item Name: BSU In Danger of Failing
Category: Academic
Raised By: Yasmin Gold
Course Context: Introduction to Microbiology
Raised On: 11/16/2016
Raise Notes: Rachel has spotty attendance, scored low on tests and has done only 25% of homework.

Please reach out to Rachel Lands and encourage Rachel to contact either Yasmin Gold or you to discuss the matter. You can quickly find the Rachel's contact information and any additional information about this flag in Starfish. We also ask you to briefly document your outreach efforts in Starfish and communicate those efforts with Yasmin Gold.

Click here for step-by-step directions for [documenting outreach and communicating with the flag raiser](#).

We appreciate your assistance in helping students resolve concerns as they work toward their academic goals.

If you have any questions about how handle this flag, please contact our office.

The Advising Success Center
218-755-4226
Decker 202

When a Flag Has Been Assigned for Outreach

From: advising@bemidjistate.edu

Sent: Friday, December 2, 2016 2:25 PM

To: [Recipient's Name]

Subject: Requesting your help with a raised BSU Attendance Concern flag

[Support Personnel's Name],

The BSU Attendance Concern flag has been raised on Rachel Lands, and we are requesting your assistance to help the student resolve this flag.

Flag Details:

Raised by: Yasmin Gold

Course: Introduction to Microbiology

Raise Notes: Rachel Lands has missed the last 5 class sessions.

Please reach out Rachel Lands and encourage the Rachel to contact either Yasmin Gold or you to discuss the matter.

You can find the student's contact information and any additional information about this flag by logging into Starfish. Select **Tracking** from the **Students** tab drop-down. Click on the Attendance Concern flag icon for this student and select **Details**.

We ask that you track your outreach efforts in Starfish by doing the following:

- Click on the BSU Attendance Concern Flag for Rachel Lands and click on **Comment**.
- Enter a brief note summarizing how you reached out to this student.
- Click **Send copy of comment** to flag raiser so the faculty member who raised the flag knows outreach to the student has occurred.
- Click **Send copy of note to yourself** if you would like an email message about your outreach efforts.
- Click the **Submit** button.

Track any subsequent conversations with either the student or the faculty member who raised the flag in the comments on this flag in Starfish using the above steps.

We appreciate your assistance in helping students resolve concerns as they work toward their academic goals.

If you have any questions about how to handle this assigned flag, please contact our office.

The Advising Success Center

Decker Hall 202

Phone: (218) 755-4226

advising@bemidjistate.edu

When a Student Schedules, Changes or Cancels an Appointment through the Starfish Calendar

Please note: the student does not get these messages if the faculty member changes or declines an appointment through Outlook.

From: calendar-ops-ore1@dostarfish.com
Reply To: calendar-ops-ore1@dostarfish.com
Subject: Yasmin Gold, General Advising Visit, 4/28/2014 11:00 AM CDT

Hi Rachel,

We're confirming that you have scheduled the following appointment:

Scheduled By: Yasmin Gold
Meeting With: Yasmin Gold and Rachel Lands
Date: 4/28/2014 11:00 AM CDT
Location: Whitman Rm 222 (Knock 3 times)
Reason for Meeting: General Advising Visit
Instructions: Please arrive 10 minutes early.
Description: Come talk about your future.
Course: Introduction to Macrobiology

To make changes to your appointment, please go to Starfish.

From: calendar-ops-ore1@dostarfish.com
Reply To: calendar-ops-ore1@dostarfish.com
Subject: Yasmin Gold, Discuss Grades, 4/30/2014 11:00 AM CDT

Hi Rachel,

We're confirming that you have canceled the following appointment:

Canceled By: Yasmin Gold
Meeting With: Yasmin Gold and Rachel Lands
Date: 4/30/2014 11:00 AM CDT
Location: Whitman Rm 222 (Knock 2 times)
Reason for Meeting: Discuss Grades
Description: Meet with me about grades
Course: Introduction to Microbiology
Comment: Grades are fine

To reschedule, please go to Starfish.

To the Student When an Appointment Has Been Scheduled through the Starfish Calendar

Please note: the student does not get these messages if the faculty member changes or declines an appointment through Outlook.

Linda Wolf, General Advising Visit, 11/3/2016 11:45 AM CDT



Starfish Calendar <calendar-ops-ore1@dostarfish.com>

Today, 9:56 AM

Student Name ↕

Required: Starfish Calendar <calendar-ops-ore1@dostarfish.com>; Student Name ↕



When: Thu 11/3/2016 11:45a - 12:00p

Where: Decker 240

✓ Accept

? Tentative

✗ Decline

🕒 Propose new time

Show adjacent items

To help protect your privacy, some content in this message has been blocked. To re-enable the blocked features, [click here](#).

To always show content from this sender, [click here](#).

Hi Student Name

We're confirming that you have scheduled the following appointment:

Scheduled By: Student Name

Meeting With: Linda Wolf and Student Name

Date: 11/3/2016 11:45 AM CDT

Location: Decker 240

Reason for Meeting: General Advising Visit

Description: Another Test

To make changes to your appointment, please go to Starfish.