Messaging Templates for Progress Surveys and Automatic Flags

When you send a flag or kudo in a progress survey, the student will receive an email with this information. Below you will see templates of these emails. Your comments in a progress survey will appear in the [Raise Notes] section.

FLAGS

Dear [Student First Name],

I am concerned about your academic progress in [Course Name]. I have raised this flag, [Flag Name], because I care about you and your academic success.

 [Raise Notes]

[Institution Name] has many resources that can aid your effort to improve academic performance and assist with individual concerns. Please contact me with any questions, or for additional resources or suggestions for improvement. You may also be contacted by a campus representative as a follow up to this flag.

I care about your success!

Sincerely,
[Instructor's Name]

Starfish login: http://sbccd.starfishsolutions.com/starfish-ops

KUDOS

Dear [Student Full Name],

Congratulations! You have been awarded a Kudo titled "[Kudos Name]" in [Course Name].

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

[Raise Notes]

Sincerely,
[Instructor's Name]

Starfish login: http://sbccd.starfishsolutions.com/starfish-ops

After you have set up automatic flags with your Starfish Support person, messages will be sent to students when they do not log into Canvas for your specified amount of days, or when their grade falls below your specified threshold. Below you will see templates of these emails.

AUTOMATIC CANVAS INACTIVITY FLAG

Dear [Student First Name],

This flag, [Flag Name], has been raised due to your inactivity in Canvas (this includes weekends). To lower this flag, please login to Canvas and complete any required requirements in your course, [Course Name].

[Institution Name] has many resources that can aid your effort to improve academic performance and assist with individual concerns. If you need any assistance, you can contact your instructor, visit the campus Counseling Center, or check out our services in your **My Success Network** in Starfish.

We care about your success!

Sincerely,
 [Institution Name]

Starfish login: http://sbccd.starfishsolutions.com/starfish-ops

AUTOMATIC CANVAS LOW GRADE FLAG

Dear [Student First Name],

This flag, [Flag Name], has been raised due to your low grade in [Course Name]. This flag will automatically lower when your grade goes above your instructor's specified threshold.

[Institution Name] has many resources that can aid your effort to improve academic performance and assist with individual concerns. If you need any assistance, you can contact your instructor, visit the campus Counseling Center, or check out our services in your **My Success Network** in Starfish.

We care about your success!

Sincerely,
[Institution Name]

Starfish login: http://sbccd.starfishsolutions.com/starfish-ops