



# STARFISH ADVISING WORKFLOW TRAINING GUIDE

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# Introduction

This guide serves to provide an explanation of the Kudos (encouragements) and Flags (warnings) MSC Southeast uses to help students complete their path reach their academic goals. This guide details the persons responsible for Starfish, the Kudos and Flag types, and the triaged approach MSC Southeast uses to resolve flags.

Sincerely,



Daniel Bernstrom

LRC Coordinator

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# Advisors

*The purpose of a Starfish Advisor is to monitor the Starfish Early Alert Retention System, Connect with faculty and students, and resolve ongoing student issues related to academic progress. The best way to imagine the role of the Starfish Advisor is to think of an OnStar operator. A student is moving down her path toward her destination but when there's troubles on the path the OnStar operator calls to notify of an emergency or to ask if the student needs assistance. The Advisor then connects the student to resources or sends help to get the student back on track.*

<i>Name</i>	<i>Population</i>	<i>Extension/Phone</i>
<i>Melissa Carrington-Irwin</i>	<i>TBD</i>	<i>6309</i>
<i>Daniel Bernstrom</i>	<i>TBD</i>	<i>6329</i>

# Kudos & Flags

Flags serve to warn of potential roadblocks to success. Kudos encourage students forward on their current path.

<i>Type</i>	<i>Raiser</i>	<i>Name</i>	<i>Description</i>
<i>Kudos</i>	<i>Instructor</i>	<i>Green Star: A Grade</i>	<i>Award this Kudos if a student who has struggled to receive an A.</i>
<i>Kudos</i>	<i>Instructor</i>	<i>Class Passed</i>	<i>Award this Kudos to encourage a student who has passed a class.</i>
<i>Kudos</i>	<i>Instructor</i>	<i>Keep Up the Good Work</i>	<i>Award this Kudos for students who are performing well.</i>
<i>Kudos</i>	<i>Instructor</i>	<i>Outstanding Academic Performance</i>	<i>Award this Kudos when a student has outstanding academic performance.</i>
<i>Kudos</i>	<i>Instructor</i>	<i>President's List</i>	<i>Award Kudos if a student has made the President's list.</i>
<i>Kudos</i>	<i>Instructor</i>	<i>Showing Improvement</i>	<i>Award this Kudos when a student has shown improvement in their coursework.</i>
<i>Kudos</i>	<i>Instructor</i>	<i>Star Thrower</i>	<i>Award this Kudos for a student who selflessly helps another student.</i>
<i>Kudos</i>	<i>Instructor</i>	<i>You Met Your Goal</i>	<i>Award this Kudos if the student has met one of their goals.</i>
<i>Kudos</i>	<i>Instructor</i>	<i>Your Dedication Has Been Noticed</i>	<i>Award this Kudos to a student who has shown great effort in their coursework.</i>
<i>Kudos</i>	<i>Instructor</i>	<i>You're Off to a Great Start</i>	<i>Award this Kudos for students that are exhibiting positive academic behaviors early on to reinforce those behaviors.</i>
<i>Flag</i>	<i>Student</i>	<i>I Need Help: Finding Housing or Childcare</i>	<i>Select this flag if you need help finding housing or childcare.</i>
<i>Flag</i>	<i>Student</i>	<i>I Need Help: General Question</i>	<i>Select this option when you know you need help but are not sure where to start. Your advisor will be notified. Please also enter the best way to contact you, including your phone number and email address.</i>
<i>Flag</i>	<i>Student</i>	<i>I Need Help: Getting my Access Code or Registering for Classes</i>	<i>Select this option if you need help finding an access code or need to make an appointment with your adviser.</i>
<i>Flag</i>	<i>Student</i>	<i>I Need Help: I'm Having An Issue With My Instructor-Student Affairs-Private</i>	<i>Select this option if you are having an issue or grievance with your instructor.</i>

Flag	Student	<i>I Need Help: Paying For College-Student Affairs-Private</i>	<i>Select this option when you need assistance with financial aid. Your advisor and the financial aid office will be notified. Let us know how you prefer to be contacted (email or phone) as well as your latest contact information.</i>
Flag	System	<i>Level 1: Academic Probation-Student Affairs-Auto</i>	<i>This flag is raised by the MSC Southeast Information System when a student has been indicated to be on Academic Probation.</i>
Flag	Instructor	<i>Level 1: Attendance Concern-Student Affairs-Public</i>	<i>Raise this when a student isn't attending class regularly. The student will be notified of this flag via email.</i>
Flag	System	<i>Level 1: Course inactivity-D2L-Auto</i>	<i>Flag is raised if a student has not accessed their D2L course.</i>
Flag	System	<i>Level 1: Low Average in a Course-D2L-Auto</i>	<i>Flag raises when a student has a low course average.</i>
Flag	Instructor	<i>Level 1: Low Quiz/Test Scores-Academic-Public</i>	<i>Raise this when a student receives a poor grade on a quiz or test. The student will be automatically notified via email. If issue persists, please flag again and indicate in writing what you believe the Office of Student Affairs should do next.</i>
Flag	Instructor	<i>Level 1: Missing/Late Assignments-Academic-Public</i>	<i>Raise this flag when a student is missing or late with assignments. The student will be notified. Please continue to utilize this flag as a form of record keeping on student behavior. If you desire direct action or immediate action, please comment on how you feel the Office of Student Affairs should respond.</i>
Flag	System	<i>Level 1: Registration Hold-Registrar-Auto</i>	<i>This is a system flag assigned to a student who has an information system hold and cannot register for classes.</i>
Flag	Instructor	<i>Level 1: Study Skills Concern-Student Affairs-Private</i>	<i>This flag is raised if the student of concern needs help bolstering study skills. The Office of Student Affairs will respond personally to this student. Comments hidden.</i>
Flag	Instructor	<i>Level 2: Academic Concern-Student Affairs-Private</i>	<i>Use this flag if you are concerned about a student's academic performance. This email is private and will not be shared with the student. The office of Student Affairs will address the concern. Please specify if an action is being requested and what you wish to be accomplished by a Student Affairs intervention.</i>

<i>Flag</i>	<i>Instructor</i>	<i>Level 2: Behavioral Concern-Student Affairs-Private</i>	<i>Raise this when you have a concern with a student's behavior. This could include behavior that could jeopardize their course completion. Please give an account of what the behavior is and how you wish student services to address the behavior. By selecting this option you will directly notify the Office of Student Affairs for support. Please specify if you desire any specific action the Office of Student Affairs should take.</i>
<i>Flag</i>	<i>Instructor</i>	<i>Level 2: General Concern-Student Affairs-Private</i>	<i>Use this flag to express any concerns you have about a student, and specify if you have a requested action. This email is private. The Office of Student Affairs will contact the student and resolve the issue</i>
<i>Flag</i>	<i>Instructor</i>	<i>Level 2: Health Concern (Injury, Surgery, Disease, Extreme Illness)-Student Affairs-Private</i>	<i>Raise this flag if you are concerned if a student has a general health concern. A health concern includes but is not limited to a car accident, cancer, extreme illness, pregnancy complication, perceived heart condition, or viral disease. Please list any thoughts or recommendations or relevant information that you feel would be helpful for the Office of Student Affairs to respond to this flag.</i>
<i>Flag</i>	<i>Instructor</i>	<i>Level 2: Mental Health (Depression, Anxiety) Concern-Student Affairs-Private</i>	<i>Raise this flag if you are concerned if a student suffers from anxiety, depression, or other mental health concern. Please list any thoughts or recommendations or relevant information that you feel would be helpful for the Office of Student Affairs to respond to this flag.</i>
<i>Flag</i>	<i>Instructor</i>	<i>Level 2: Plagiarism-Office of Student Affairs-Private</i>	<i>This flag is used if a student has plagiarized a paper. The office of Student Affairs will not respond. This is a record-keeping flag to notify other instructors if the student repeatedly plagiarizes in other classes. If this flag is raised 3 times, the Vice President of Academics will be notified of the offense.</i>
<i>Flag</i>	<i>Instructor</i>	<i>Level 3: In Danger of Failing-Student Affairs-Public</i>	<i>Raise this when a student is in danger of failing a course. The student will be notified but comments will be private. Please specify if any kind of intervention you wish the Office of Student Affairs to take with this student.</i>
<i>Flag</i>	<i>Student</i>	<i>Level 3: I've Been A Victim of or Have Witnessed Discrimination on Campus</i>	<i>Select this option if you have witnessed or have been a victim of racial, ethnic, gender, LGBTQ, religious discrimination while attending or in relation to your time at MSC Southeast. The Chief Diversity Officer will be notified of your flag and will respond immediately.</i>

<i>Flag</i>	<i>Instructor or System</i>	<i>Level 3: Midterm Grade Below a C-Academic-Public</i>	<i>Raise this flag if a student's midterm grade is below a C. The student will be notified of this flag via email. Please input comments to the student about their next steps toward raising their grade. These comments can be seen by the student. Students can see comments!</i>
<i>Flag</i>	<i>Instructor</i>	<i>Level 3: No Show-Student Affairs-Public</i>	<i>Use this flag to indicate that a student has never attended your class. The student will be notified.</i>
<i>Flag</i>	<i>Instructor or Staff</i>	<i>Level 4: Extreme Behavioral Concern-Student Affairs-Private</i>	<i>This type of flag should be created to flag personal issues, such as showing signs of depression (manic depression, bipolar), substance abuse (drug, alcohol, medical), or violent or aggressive combative behavior in class. This flag will notify academic and student services leadership and we will respond promptly to address the concern that may affect your student's academic performance or personal outlook.</i>



## Level 1 Flags

*Students are expected to follow up and resolve issue independently. An email message has been sent to the student through Starfish from the faculty raiser or Starfish System notifying them of the flag with comments from faculty and available resources.*

Flag Names	Supportive Intervention
Level 1: Attendance Concern-Student Affairs-Public  Level 1: Low Quiz/Test Scores-Academic-Public  Level 1: Missing/Late Assignments-Academic-Public	<ol style="list-style-type: none"> <li>1. Review Flag to determine if faculty have specified action. If Faculty request Advisor intervention, follow the steps below</li> <li>2. Review student's file in Starfish including comments associated with this flag and any prior tracking items.</li> <li>3. Call and/or email student to discuss the issue(s) and reinforce next steps for corrective action.</li> <li>4. Make appropriate referrals, if necessary.</li> <li>5. "Close the loop" immediately with comments to faculty raiser.</li> </ol>
System Flags	Supportive Intervention
Level 1: Academic Probation-Student Affairs-Auto  Level 1: Course inactivity-D2L-Auto  Level 1: Low Average in a Course-D2L-Auto  Level 1: Registration Hold-Registrar-Auto	<ol style="list-style-type: none"> <li>1. System flags are not reviewed and cleared immediately. System Flags serve as electronic notifications to guide students toward success. Students are responsible for taking action.</li> </ol>

## Level 2 Flags

*Outreach to student for supportive intervention by an Advisor Coach. No email message has been sent to student. The Advisor follows up on the concern and closes the loop.*

Flag Names	Supportive Intervention
Level 2: Academic Concern-Student Affairs-Private Level 2: Behavioral Concern-Student Affairs-Private Level 2: General Concern-Student Affairs-Private Level 2: Health Concern (Injury, Surgery, Disease, Extreme Illness)-Student Affairs-Private Level 2: Mental Health (Depression, Anxiety) Concern-Student Affairs-Private Level 2: Plagiarism-Office of Student Affairs-Private Level 2: Study Skills Concern-Student Affairs-Private	<ol style="list-style-type: none"> <li>1. Review student's file in Starfish including comments associated with this flag and any prior tracking items.</li> <li>2. Call and/or email student to discuss the issue(s) and reinforce next steps for corrective action.</li> <li>3. Make appropriate referrals, if necessary.</li> <li>4. Add comments for Instructor and "close the loop" immediately.</li> </ol>
System Flags	Supportive Intervention
none	<ol style="list-style-type: none"> <li>1. System flags are not reviewed and cleared immediately. System Flags serve as electronic notifications to guide students toward success. Students are responsible for taking action.</li> </ol>

## Level 3 Flags

*Outreach to student for supportive intervention by an Advisor. Email message has been sent to student through Starfish from the faculty raiser notifying them of the flag and including comments from faculty and available resources.*

Flag Names	Supportive Intervention
Level 3: In Danger of Failing-Student Affairs-Public  Level 3: I've Been A Victim of or Have Witnessed Discrimination on Campus  Level 3: Midterm Grade Below a C-Academic-Public  Level 3: No Show-Student Affairs-Public	<ol style="list-style-type: none"> <li>1. Review student's file in Starfish including comments associated with this flag and any prior tracking items.</li> <li>2. Call and/or email student to discuss the issue(s) and reinforce next steps for corrective action.</li> <li>3. Make appropriate referrals, if necessary.</li> <li>4. Add comments for Instructor and "close the loop" immediately.</li> </ol>
System Flags	Supportive Intervention
None	<ol style="list-style-type: none"> <li>1. System flags are not reviewed and cleared immediately. System Flags serve as electronic notifications to guide students toward success. Students are responsible for taking action.</li> </ol>

## Level 4 Flags

*Outreach to student for supportive intervention by the Associate Dean of Student Services or Director. An Email message has been sent to the Associate Dean of Student Services and the Student Services Directors. They are to meet and determine final action for the student.*

Flag Names	Supportive Intervention
Level 4: Extreme Behavioral Concern- Student Affairs- Private	<ol style="list-style-type: none"> <li>1. The Associate Dean of Student Services is notified</li> <li>2. The Student Services Directors are notified</li> <li>3. The Advisor reaches out to Associate Dean and Directors for guidance</li> <li>4. The Associate Deans and Directors determine final action</li> <li>5. The Associate Dean or Director adds comments on the Flag and “closes the loop.”</li> </ol>
System Flags	Supportive Intervention
None	<ol style="list-style-type: none"> <li>1. System flags are not reviewed and cleared immediately. System Flags serve as electronic notifications to guide students toward success. Students are responsible for taking action.</li> </ol>

## “I Need Help” Flags

*Outreach to student for supportive intervention by an Advisor. Advisor is to respond 48 hours of student request.*

Flag Names	Supportive Intervention
I Need Help: Finding Housing or Childcare I Need Help: General Question I Need Help: Getting my Access Code or Registering for Classes I Need Help: I'm Having An Issue With My Instructor-Student Affairs-Private I Need Help: Paying For College-Student Affairs-Private	<ol style="list-style-type: none"> <li>1. Review student’s file in Starfish including comments associated with this flag and any prior tracking items.</li> <li>2. Call and/or email student immediately to discuss the issue(s) and reinforce next steps for corrective action.</li> <li>3. Make appropriate referrals, if necessary.</li> <li>4. Add comments and “close the loop.”</li> </ol>
System Flags	Supportive Intervention
None	<ol style="list-style-type: none"> <li>1. System flags are not reviewed and cleared immediately. System Flags serve as electronic notifications to guide students toward success. Students are responsible for taking action.</li> </ol>

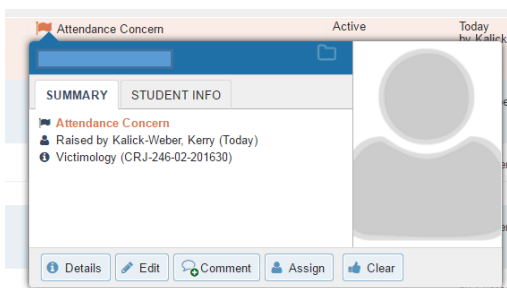
# Managing Your Workflow

## Prioritize Your Flags

- Go to the “Students” tab and select the “Tracking” Sub-tab
- Click on the “Created” column to sort your list by most recent
- After reaching out to the student, you can either clear the flag immediately or assign the flag to yourself to help you identify flags you’ve already acted on to prioritize your work

## Assign Flags

- Hover over the flag icon on your student list
- Click the “Assign” button on the bottom
- Under Assignee, select “Me”, then click “Assign” at the bottom of the box



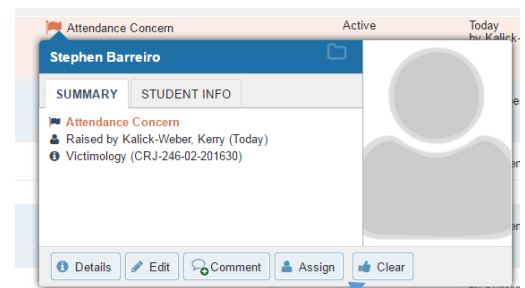
 A screenshot of a dialog box titled "Assign Item". The dialog has a header with a star icon and a close button. Below the header, there is a section for "Assignee" with three radio button options: "Unassigned" (selected), "Me", and "Other Provider". Below these options is a dropdown menu. There is also a "Comment" section with a text input field. At the bottom of the dialog, there is a note: "If this item has been recently created, permissions may still be in the process of being updated throughout the system. Typically this process will complete within 10 minutes of creating the item. The ability to assign this item to others may be limited until this process is complete." At the very bottom of the dialog are two buttons: "Never Mind" and "Assign".

# Clearing A Flag/Closing The Loop

## When to Clear a Flag

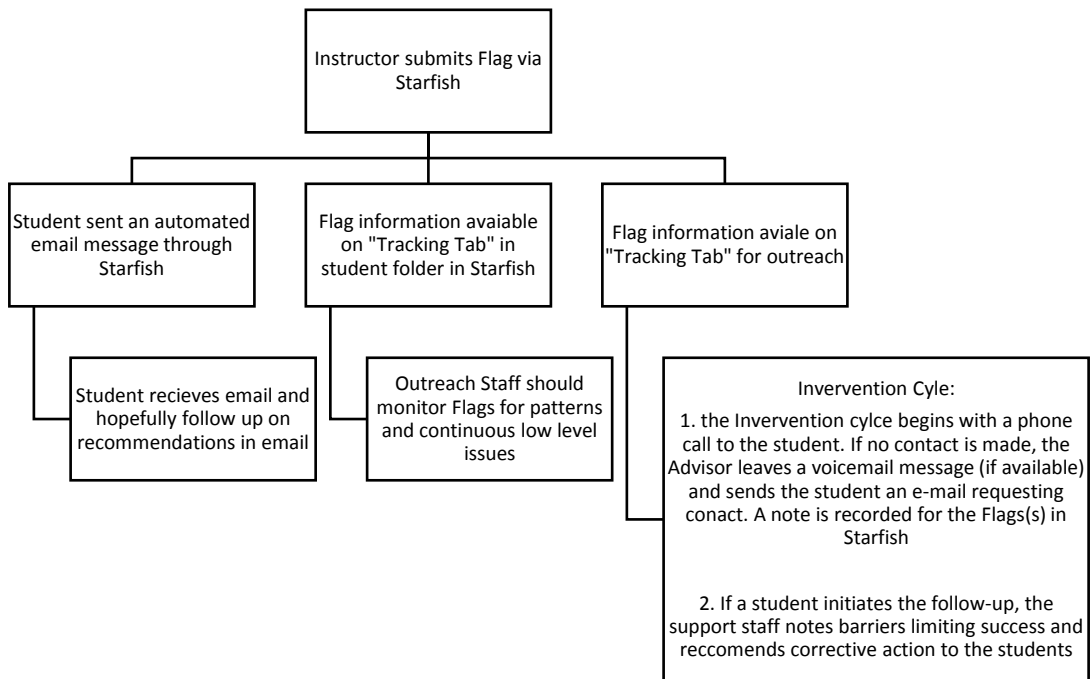
- Resolve all level 1 Flags immediately without full review unless faculty specify specific action
- Resolve Level 2 & 3 Flags after you have discussed the issue with the student (via phone or email), and clarified next steps for corrective action.

## How to Resolve/Clear a Flag



- 1) Select the "Clear" button for several flags or if you are in a single flag, select the "Clear" button.
- 2) Add a more detailed account of your outreach in the "Close the Loop" box to inform the faculty member. This comment is stored in the "Tracking Tab" as a Note.
- 3) Do not put text in "Comment" box, as the instructor will be notified twice.

# Starfish Early Alert Workflow





# Suggested Strategies In Making Student Referrals

1. Provide a description of the goals and services of the referred office (don't assume the student already knows the purpose or function).
2. Personalize the referral by offering the student a ***name*** rather than just an office.
3. Reassure the student of the ***qualifications*** and ***capability*** of the person to whom you are referring.
4. Help the student identify *what questions to ask and how to approach* the resource person.
5. Make explicitly sure the student knows ***where to go and how to get there***.
6. If possible, ***phone*** for an appointment *while the student is in your presence*.
7. ***Walk*** the student to the referred person's office whenever possible.
8. ***Follow-up*** the initial referral by asking the student *if* the contact occurred, *how* it went, and whether there will be *future* contact.
9. Praise the student for making the effort to seek support

*Adapted from: "Effective Advising: Defining It and Delivering It" by Joe Cuseo, September 16, 2015.*

## Referrals Using Message Feature

*Refer students to campus services based on needs and specific situations. Using the “Message” feature in Starfish, send the student a referral to a specific campus resource. The list of resources are listed below.*

Issue	Referral to Send	Contact Info
A student needs help selecting courses, changing their major, reviewing program requirements.	Academic Advising Referral	<p>Melissa Carrington-Irwin Academic Advisor (Red Wing &amp; Winona Campuses) mirwin@southeastmn.edu 651-385-6309</p> <p>Daniel Bernstrom LRC Coordinator (Red Wing Campus) dbernstrom@southeastmn.edu 651-385-6329</p>
A student would benefit from coaching regarding study skills, time management, organization, etc.	Academic Advising or LRC Referral	<p>Melissa Carrington-Irwin LRC Coordinator (Red Wing &amp; Winona Campuses) mirwin@southeastmn.edu 651-385-6309</p> <p>Daniel Bernstrom LRC Coordinator (LRC - Red Wing Campus) dbernstrom@southeastmn.edu 651-385-6329</p>

You suspect a student has a disability and should be evaluated and receive additional supports.	Disability Services Referral	Melissa Carrington-Irwin Academic Advisor (Red Wing & Winona) mirwin@southeastmn.edu 651-385-6309
A student needs direction for finding a career and exploring job opportunities in their chosen major.	Career Services Referral	Cindy Kottke Student Services Assistant (Red Wing & Winona) ckottke@southeastmn.edu 507-453-2736
A student has expressed financial concerns and has trouble paying for college.	Financial Aid Referral	Pam Zimmerman Financial Aid Counselor (Red Wing & Winona Campuses) pzimmerman@southeastmn.edu 507-453-2710  Sandra Ernst Financial Aid Counselor (Red Wing & Winona Campuses) sernst@southeastmn.edu 507-453-2712
A student needs help with basic math skills.	Learning Resource Center Referral	Daniel Bernstrom LRC Coordinator (Red Wing Campus) dbernstrom@southeastmn.edu 651-385-6329  Dr. Jonathan Eichten Associate Dean of Student Services (Winona Campus) jonathan.eichten@southeastmn.edu 507-453-1420
A student needs technical support in an online course or program. Specifically related to D2L-Brightspace or Email.	(Email) Information Technology Referral  (D2L Brightspace) Timothy VanLoon	IT (Red Wing & Winona Campuses) helpdesk@southeastmn.edu 507-453-2408  Hours: Monday-Thursday 7:30AM - 7:00PM Friday 7:30AM - 4:30PM  Timothy VanLoon Education Technology Specialist (Red Wing & Winona Campuses) tvanloon@southeastmn.edu 507-453-2722

You suspect personal issues are affecting a student's performance in the classroom.	Personal Counseling Triage Referral	Melissa Carrington-Irwin Academic Advisor (Red Wing & Winona) mirwin@southeastmn.edu 651-385-6309
A student needs help with research.	Learning Resource Centers' Library Services	Daniel Bernstrom LRC Coordinator (Red Wing Campus) dbernstrom@southeastmn.edu 651-385-6329  Dr. Jonathan Eichten Associate Dean of Student Services (Winona Campus) jonathan.eichten@southeastmn.edu 507-453-1420
A student is planning to attend to another institution and transfer credits.	Transfer Specialist Referral	Holly Daley Transfer Specialist (Red Wing Campus) hdaley@southeastmn.edu 651-385-6328
A student is in need of additional help in a specific course or subject area.	Tutoring/LRC Referral	Daniel Bernstrom LRC Coordinator (Red Wing Campus) dbernstrom@southeastmn.edu 651-385-6329  Dr. Jonathan Eichten Associate Dean of Student Services (Winona Campus) jonathan.eichten@southeastmn.edu 507-453-1420
A student needs help with writing projects, grammar, etc.	Tutoring/LRC Referral	Daniel Bernstrom LRC Coordinator (Red Wing Campus) dbernstrom@southeastmn.edu 651-385-6329  Dr. Jonathan Eichten Associate Dean of Student Services (Winona Campus) jonathan.eichten@southeastmn.edu 507-453-1420