

Starfish E-mail Templates

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Course Progress Concern – Instructor (UG)

From: starfish@naz.edu

Reply To: css@naz.edu

Subject: Starfish Confirmation for <Student's Full Name>

Dear <Instructor's First Name>,

Thank you for using Starfish to note your concern about <Student's Full Name> progress in <Course Title>.

<Student's First Name> has received an email outlining the concern and suggestions for how to address it, including learning resources and meeting with their instructor.

The notes you included when the flag was raised were also included in the email to the student:

<Comments included by instructor in Starfish alert>.

To see the full email the student received [click here](#).

Hopefully, this initial email will help the student take action to resolve the issue. If the student has addressed the issue, please clear the flag in Starfish.

Sincerely,

Starfish Team

Course Progress Concern – Student (UG)

From: css@naz.edu

Reply To: css@naz.edu

Subject: Course Progress Concern in <Course Title>

Dear <Student's First Name>,

To promote student success, the college is utilizing the Starfish Early Alert system to reach out to students when a problem (or potential problem) is noted. Your instructor in <Course Title> is concerned about how you are performing in this course to date. We recommend that you discuss this with your instructor to see what you can do to improve your grades. You may also want to discuss the situation with your academic advisor.

Here are the comments from your instructor:

<Comments included by instructor in Starfish alert>.

In addition, Nazareth offers a variety of learning support resources for our students. If you are struggling, now is the time to get the help you need. Some learning support resources include:

- Faculty Office Hours
- Peer Tutoring
- Academic Support Centers
(*Math Center PH202, Logic Lab - GAC463, Writing Center - Library 129, Language Lab GAC421*)
- Success Coaching

Find out more about learning support resources by contacting the Center for Student Success at (585)389-2885 or css@naz.edu. Visit the office in Smyth 22 or online (<http://www.naz.edu/center-for-student-success>)

If you have questions regarding support for students with disabilities, contact Student Accessibility Services at (585)389-2498. Visit the office in Golisano 61 or online (<https://www2.naz.edu/student-accessibility-services/>).

Sincerely,

Amy Fisher
Director, Center for Student Success
(585) 389-2884
afisher3@naz.edu

Excessive Absences – Instructor (UG)

From: css@naz.edu

Reply to: css@naz.edu

Subject: Starfish Confirmation for <Student's Full Name>>

Thank you for using Starfish to note your concern about <Student's Full Name> absences in <Course Title>.

<Student's First Name> has received an email outlining the concern and suggestions for how to address it, including meeting with his/her instructor.

The notes you included when the flag was raised were also included in the email to the student:

<Comments included by instructor in Starfish alert>.

To see the full email the student received [click here](#).

Hopefully, this initial email will help the student take action to resolve the issue. If the student has addressed the issue, please clear the flag in Starfish.

Sincerely,

Starfish Team

Excessive Absences – Student (UG)

From: css@naz.edu
Reply to: css@naz.edu
Subject: <Course Title>

Dear <Student's First Name>,

To promote student success, the college is utilizing the Starfish Early Alert system to reach out to students when a problem (or potential problem) is noted. Your instructor in <Course Title> is concerned about your attendance. Class attendance is a key component to academic success, and depending on your instructor's attendance policy, poor attendance can negatively impact your course grade.

Here are the comments from your instructor:

<Comments included by instructor in Starfish alert>.

We recommend that you discuss the situation with your instructor. After discussing this with your instructor, if you decide to drop the class, you will need to submit a Drop/Add form with instructor's and advisor's signatures to the Registrar's Office [**by the published drop deadline**](#).

If something is affecting your ability to attend classes, you are encouraged to contact the Center for Student Success in Smyth 22, or at (585)389-2885 or css@naz.edu to discuss options and develop a success plan.

In addition, Nazareth offers a variety of learning support options to our students. If you are struggling, now is the time to get the help you need.

Some learning support options include:

- Faculty Office Hours
- Tutoring @ Naz
- Academic Support Centers (Math Center - PH202, Logic Lab - GAC463, Writing Center - Library 129, Language Lab - GAC421)

For information about these and other learning support options, visit the [Center for Student Success](#) website. If you have questions regarding support for students with disabilities, visit the [Student Accessibility Services](#) website.

Sincerely,

Amy Fisher
Director, Center for Student Success
(585) 389-2884
afisher3@naz.edu

Excessive Absences – Student (GR)

From: css@naz.edu

Reply To: css@naz.edu

Subject: Excessive Absences in <Course Title>

<Student's First Name>,

To promote student success the college is utilizing the Starfish Early Alert system to reach out to students when a problem (or potential problem) is noted. Your instructor in <Course Title> has raised a concern about your attendance, which can negatively impact learning and your course grade. We recommend that you discuss this with your instructor at your earliest opportunity.

Here are the comments your instructor provided:

<Comments included by instructor in Starfish alert.>

If, in consultation with your instructor, you determine that you should drop the class, please contact the Registrar's Office at 585-389-2819. The Academic Calendar, which includes course drop deadlines, can be found at <http://www.naz.edu/registrar/academic-calendar>.

We recognize that graduate students often have multiple responsibilities, which may make juggling coursework challenging. You may want to talk with your academic advisor or graduate program director, as they may be able to help you determine a short term plan and a long term plan to facilitate your academic success.

Sincerely,

Amy Fisher
Director, Center for Student Success
(585) 389-2884

Academic Probation – Student (UG)

From: lsearin9@naz.edu

Reply To: advisement@naz.edu

Subject: [Starfish] Academic Support Resources

Dear <Student's First Name>,

At the start of another semester, we want to be sure you are aware of the campus resources available to you. You may find the following resources helpful in developing your plan for academic success:

Your Academic Advisor, see My Profile on NazNet for contact information

Discuss your academic situation with your advisor to review progress towards your degree and course selection. S/he may also have advice for you on how to improve your grades.

[Center for Student Success \(CSS\)](#), Smyth 22, 585-389-2885

CSS can help you with:

- Peer Tutoring
- Success Coaching - academic guidance and support to reach your goals.
- General Support - advocacy or problem-solving for any issues affecting your success.

[Academic Advisement Center \(AAC\)](#), Smyth 2, 585-389-2871

AAC can answer your questions about academic requirements and/or academic policies and procedures. AAC can also assist you with issues such as selection of major, poor grades, and transfer credit.

[Student Accessibility Services](#), GAC 61F, 585-389-2498

If you have a documented disability and would like to request accommodations, you should contact this office to schedule an appointment.

[Academic Support Centers](#):

These centers provide walk-in tutoring support to students. Hours are posted outside of each center.

- Math Center, Peckham Hall 202
- Writing Center, Library 129 (appointments encouraged)
- Logic Lab, GAC 463

Other:

- [Health and Counseling Services](#) (585-389-2500)
- [Office of Veterans Affairs](#), Smyth 22, 585-389-5017
- [Center for Life's Work](#), Golisano 111, 585-389-2878
- [Financial Aid Office](#), Smyth 43, 585-389-2310
- [Student Accounts](#), Smyth 44, 585-389-2034
- [Residential Life](#), Kearney, 585-389-2480

Sincerely,

Linda Searing
Director, Academic Advisement Center

Academic Concern – Student (GR)

From: css@naz.edu

Reply To: css@naz.edu

Subject: Academic Concern in <Course Title>

<Student's First Name>,

To promote student success the college is utilizing the Starfish Early Alert system to reach out to students when a problem (or potential problem) is noted. Your instructor is concerned about your work in <Course Name>. We recommend that you discuss this with your instructor at your earliest opportunity.

Your instructor included the following comments:

<Comments included by instructor in Starfish alert.>

We recognize that graduate students often have multiple responsibilities, which may make juggling coursework challenging. You may want to talk with your academic advisor or graduate program director, as they may be able to help you determine a short term plan and a long term plan to facilitate your academic success.

Below are several learning support services:

[Writing Center](#)

There are specific hours dedicated to graduate students, as well as for students who are not native speakers of English. In addition, students can schedule individual appointments.

Additional Academic Support

In certain circumstances, it may be possible for graduate students to receive additional academic support. Please contact your graduate program director to begin the conversation.

Student Accessibility Services

If you have questions regarding support for students with disabilities, visit the office of [Student Accessibility Services](#).

Sincerely,

Amy Fisher
Director, Center for Student Success
(585) 389-2884

Writing Support Needed – Student (GR)

From: stolson9@naz.edu

Reply To: stolson9@naz.edu

Subject: Writing Support in <Course Title>

<Student's First Name>,

To promote student success the college is utilizing the Starfish Early Alert system to reach out to students when a problem (or potential problem) is noted. Your instructor in <Course Title> has indicated you may benefit from additional writing support. We recommend that you discuss this with your instructor at your earliest opportunity.

Here are the comments from your instructor:

<Comments included by instructor in Starfish alert.>

We recognize that graduate students often have multiple responsibilities, which may make juggling coursework challenging. You may want to talk with your academic advisor or graduate program director, as they may be able to help you determine a short term plan and a long term plan to facilitate your academic success.

Please note the following resources:

[Writing Center](#)

- There are specific hours dedicated to graduate students, as well as for students who are not native speakers of English. In addition, students can schedule individual appointments by calling 585-389-2636.
- The Writing Center website also provides comprehensive online guides to assist students with various types of writing issues.

Student Accessibility Services

If you have questions regarding support for students with disabilities, visit the office of [Student Accessibility Services](#).

Sincerely,

Steve Tolson
Director of the Writing Center
585-389-2636

6 Flag Warning – Student (UG & GR)

From: css@naz.edu

Reply To: css@naz.edu

Subject: Naz Starfish Alert – Advisor Meeting Needed

Dear <Student's First Name>,

To promote student success, the college is utilizing the Starfish Early Alert system to reach out to students when a problem (or potential problem) is noted.

At least six flags have been raised for you in Starfish this semester. This indicates that you are likely facing significant issues that are affecting your college success.

We understand that sometimes life gets in the way and can be overwhelming. We believe that you can be successful at Nazareth and want to assist you in reaching your goal of graduation.

Please meet with your academic advisor as soon as possible to discuss your situation and develop a plan of action. If you are unable to reach your advisor, please contact the Center for Student Success at (585) 389-2885 or css@naz.edu.

Sincerely,

Amy Fisher
Director, Center for Student Success
(585) 389-2884

6 Flag Warning – Faculty/Staff

From: css@naz.edu

Reply To: css@naz.edu

Subject: Naz Starfish Alert - Advisee Warning

Dear <Advisor's First Name>,

Your advisee, <Student's Full Name>, has six or more active flags in Starfish. This means that there are likely significant issues affecting his/her success. Our comprehensive student success plan calls for intervention by both the student support offices and faculty advisors. Without immediate intervention, this student may not be successful academically.

Whether your initial outreach to your advisee is in person, by phone or by email, it is important to communicate your concern for the student's success and the need to schedule a time to meet with you to discuss the issues s/he is facing. This type of personal contact is critically important and one of the reasons why students choose to attend Nazareth College.

Before your meeting, take time to review flags and flag comments in [Starfish](#) so you have a complete picture of what has been reported. These are located under the Tracking tab. Click on the + symbol if it is there, as it will provide more details. Please be careful with sensitive information that may have been conveyed by others.

When meeting with the student, you may want to discuss strategies the student can use to develop a plan to help himself/herself or refer him/her to other students support services such as the Center for Student Success, Student Accessibility Services or the Student Wellness Center. Once you have met with your advisee, please add comments regarding the student's action plan, as appropriate.

Please know that you are a vital piece of the College's comprehensive student support program and your efforts are critical to student success at Nazareth.

Sincerely,

Amy Fisher
Director, Center for Student Success
(585) 389-2884

Attending a Different Section of the Same Course – Student (UG & GR)

From: ateeter7@naz.edu

Reply To: registrar@naz.edu

Subject: Attendance Concern in <Course Title>

<Student's First Name>

To promote student success, the college is utilizing the Starfish Early Alert system to reach out to students when a problem (or potential problem) is noted. You have received an Attending a Different Section Flag for <Course Name>.

This means that your instructor reported that you are attending a different course section than the one for which you are registered. We will change your registration to reflect the section reported by your instructor. Please check 'My Class Schedule' on NazNet to ensure the correct schedule is reflected.

If you have any questions or concerns about this, please contact my office.

Sincerely,

Alison Teeter, Registrar

Never Attended – Student (UG & GR)

From: ateeter7@naz.edu

Reply to: registar@naz.edu

Subject: Never Attended <Course Title>

Dear <Student's First Name>,

To promote student success, the college is utilizing the Starfish Early Alert system to reach out to students when a problem (or potential problem) is noted.

Your instructor in <Course Title> reported that you have never attended this class. We recommend that you discuss the situation with your instructor. If your instructor recommends you drop the course, you will need to submit a Drop/Add form with both instructor and advisor signatures to the Registrar's Office **by the published drop deadline**.

Failure to attend or drop the course will result in a failing grade.

If you need assistance with this process, please contact my office. We are happy to help you.

Sincerely,
Alison Teeter, Registrar