

Email and SMS Templates for Flags and Kudos

- When a faculty member raises a flag or kudos in Starfish, it is documented in two ways:
 - An email is sent to the student from the faculty member's pipeline email address;
 - The flag or kudos is posted on the student's Starfish homepage, where it can be viewed not only by the student but also by their primary academic counselor and other student support services faculty and staff.
- The auto-generated language that appears at the top of the email message, which you will not see, is minimal and given in memo format (see below).
- The bulk of the email message will appear in the comment box (when you raise a flag or kudos from your homepage in Starfish) or in the note box (when using the progress survey mode): **the language is entirely editable by you.**

Attendance Concern flag email

Email Subject Line: **Flag: Attendance Concern in <Course Name> for <Student Full Name>**

The highlighted text is auto-generated and will be at the top of the email message. You will not see it when you raise a flag or kudos:

To: <Student Full Name>

From: <Instructor Full Name>

Subject: Attendance Concern in <Course Name>

The rest of the email's language, which will be inserted below the three lines that are auto-generated, will appear in the comment or note box when you raise a flag or kudos and may be edited by you:

I am concerned about your attendance in our class. Missing course content affects your grades and academic performance.

It is still possible to improve your attendance.

I care about your success.

SMS Message: From: SBCC Starfish

<Instructor Full Name> has raised an Attendance Concern flag in <Course Name>. Please see your Pipeline email to review the details of this flag. Automated message do not reply.

Low Scores flag email

Email Subject Line: **Flag: Low Scores in <Course Name> for <Student Full Name>**

Auto-generated email language:

To: <Student Full Name>

From: <Instructor Full Name>

Subject: Low Scores in <Course Name>

Again, the rest of the email's language will appear in the comment or note box and may be edited:

You have one more scores in our class that are below passing.

Your success is important to me.

I am available during office hours, and please consider taking advantage of SBCC Student Support Services (<http://www.sbcc.edu/studentsservices/>) that can help you succeed in your courses.

SMS Message: From: SBCC Starfish

<Instructor Full Name> has raised a Low Scores flag in <Course Name>. Please see your Pipeline email to review the details of this flag. Automated message do not reply.

Missing Assignments flag email

Email Subject Line: **Flag: Missing Assignments in <Course Name> for <Student Full Name>**

Auto-generated email language:

To: <Student Full Name>

From: <Instructor Full Name>

Subject: Missing Assignments in <Course Name>

Again, the rest of the email's language will appear in the comment or note box and may be edited:

I have noticed that one or more assignments in our class have not been submitted.

Every assignment counts, and partial credit is better than no credit.

Completing assignments is essential to your success in this course.

SMS Message: From: SBCC Starfish

<Instructor Full Name> has raised a Missing Assignments flag in <Course Name>. Please see your Pipeline email to review the details of this flag. Automated message do not reply.

Suggestion to Improve Performance flag email

Email Subject Line: **Flag: Suggestion to Improve Performance in <Course Name> for <Student Full Name>**

Auto-generated email language:

To: <Student Full Name>

From: <Instructor Full Name>

Subject: Suggestion to Improve Performance in <Course Name>

Again, the rest of the email's language will appear in the comment or note box and may be edited:

I am writing to share a suggestion about a way you could improve your performance in our class.

Please let me know if you have any questions about this suggestion.

Important: This flag's auto-generated language cannot stand alone! Be sure to add your specific suggestion.

SMS Message: From: SBCC Starfish

<Instructor Full Name> has raised a Suggestion to Improve Performance flag in <Course Name>. Please see your Pipeline email to review the details of this flag. Automated message do not reply.

In Danger of Failing flag email

Email Subject Line: **Flag: In Danger of Failing in <Course Name> for <Student Full Name>**

Auto-generated email language:

To: <Student Full Name>

From: <Instructor Full Name>

Subject: In Danger of Failing in <Course Name>

Again, the rest of the email's language will appear in the comment or note box and may be edited:

Based on your performance in our class thus far, I am concerned that you may not pass.

It is not too late to make the changes necessary for your success in this class.

Please follow up with your academic counselor who is also here to help. (Your counselor has been notified of this flag.)

SMS Message: From: SBCC Starfish

<Instructor Full Name> has raised an In Danger of Failing flag in <Course Name>. Please see your Pipeline email to review the details of this flag. Automated message do not reply.

Keep Up the Good Work kudos email

Email Subject Line: **Kudos: Keep Up the Good Work in <Course Name> for <Student Full Name>**

Auto-generated email language:

To: <Student Full Name>

From: <Instructor Full Name>

Subject: Keep Up the Good Work in <Course Name>

Again, the rest of the email's language will appear in the comment or note box and may be edited:

I appreciate your effort in class.

Kudos to you!

SMS Message: From: SBCC Starfish

<Instructor Full Name> has given you a Keep Up the Good Work kudos in <Course Name>. Please see your Pipeline email to review the details of this kudos. Automated message do not reply.

Outstanding Academic Performance kudos email

Email Subject Line: **Kudos: Outstanding Academic Performance in <Course Name> for <Student Full Name>**

Auto-generated email language:

To: <Student Full Name>

From: <Instructor Full Name>

Subject: Outstanding Academic Performance in <Course Name>

Again, the rest of the email's language will appear in the comment or note box and may be edited:

You've done outstanding work in our class.

Kudos to you!

SMS Message: From: SBCC Starfish

<Instructor Full Name> has given you an Outstanding Academic Performance kudos in <Course Name>. Please see your Pipeline email to review the details of this kudos. Automated message do not reply.

Outstanding Performance kudos email

Subject Line: **Kudos: Outstanding Performance in <Course Name> for <Student Full Name>**

Auto-generated email language:

To: <Student Full Name>

From: <Instructor Full Name>

Subject: Outstanding Performance in <Course Name>

Again, the rest of the email's language will appear in the comment or note box and may be edited:

You've done outstanding work in our class.

Kudos to you!

SMS Message: From: SBCC Starfish

<Instructor Full Name> has given you an Outstanding Performance kudos in <Course Name>. Please see your Pipeline email to review the details of this kudos. Automated email do not reply.

Showing Improvement kudos email

Email Subject Line: **Kudos: Showing Improvement in <Course Name> for <Student Full Name>**

Auto-generated email language:

To: <Student Full Name>

From: <Instructor Full Name>

Subject: Showing Improvement in <Course Name>

Again, the rest of the email's language will appear in the comment or note box and may be edited:

I have noticed a positive change in your coursework, and I appreciate your effort.

Kudos to you!

SMS Message: From: SBCC Starfish

<Instructor Full Name> has given you a Showing Improvement kudos in <Course Name>. Please see your Pipeline email to review the details of this kudos. Automated message do not reply.