



# Beyond the Alerts

## ***The Story Behind Starfish***

A girl was walking along a beach upon which thousands of starfish had been washed up during a terrible storm. When she came to each starfish, she would pick it up, and throw it back into the ocean.

She had been doing this for some time when a man approached her and said, "Young lady, why are you doing this? Look at this beach! You can't save all these starfish. You can't begin to make a difference!"

The girl bent down, picked up another starfish, and hurled it as far as she could into the ocean. Then she looked up at the man and replied, "***Well, I made a difference to that one!***"

- Adapted from "The Star Thrower" by Loren Eisely (*The Unexpected Universe*, 1969).

# 25,154

## **MEETINGS SET THROUGH STARFISH**

- 25,154 meetings were scheduled with Academic Advisors in Starfish.

# 12,524

## **KUDOS SENT**

- Instructors sent 12,524 Kudos to *individual* students in *individual* courses to recognize effort.

# 11,046

## **INDIVIDUAL GRADES ALERTED**

- Instructors alerted 11,046 *individual* students in *individual* courses.

# 62%

## **COURSE SECTIONS USED STARFISH TO COMMUNICATE WITH STUDENTS**

- 62% of all eligible course sections used Starfish to communicate with students.

# 54.6%

## **STUDENTS ALERTED ENDED THE SEMESTER WITH AN A, B, OR C GRADE**

- 54.6% of students who received an alert through Starfish earned an A, B, or C grade in that course.

# Important Dates

## ACADEMIC PROGRESS REPORT #1

RIT Main Campus , RIT Croatia, & RIT Dubai  
Opens Monday, September 16 at 7 AM EDT  
Closes Sunday, October 6 at 11:00 PM EDT  
RIT Kosovo  
Opens Monday, September 30 at 7 AM CEST  
Closes Sunday, October 13 at 11:00 PM CEST

## ACADEMIC PROGRESS REPORT #2

RIT Main Campus , RIT Croatia, & RIT Dubai  
Opens Monday, October 14 at 7 AM EDT  
Closes Sunday, November 3 at 11:00 PM EST  
RIT Kosovo  
Opens Monday, October 28 at 7 AM CET  
Closes Sunday, November 10 at 11:00 PM CET

## STARFISH OPEN LAB - New for Fall 2019!

No Registration Required. Stop by CIMS 2160 during any of the below time blocks for one-on-one assistance with Starfish.

- Thursday, September 26 between 1 PM - 3 PM
- Monday, September 30 between 10 AM - 12 PM
- Tuesday, October 15 between 4 PM - 6 PM
- Thursday, October 24 between 10 AM - 12 PM
- Monday, October 28, between 1 PM - 3 PM

## STARFISH TRAINING

To learn more about how to use the Starfish system, attend one of the sessions below. Registration is required through the RIT Center for Professional Development website: <https://www.rit.edu/fa/cpd/starfish-academic-alert-instructors-and-advisors>

- Tuesday, September 17 from 10 AM - 11 AM
- Wednesday, October 2 from 2 PM - 3 PM
- Friday, October 18 from 9 AM - 10 AM
- Thursday, October 31 from 1 PM - 2 PM

# Starfish Spotlight

## The Starfish Advisory Group

The Starfish Advisory Group is made up of faculty, department chairs, associate deans, academic advisors, and partners from the Division of Student Affairs and Diversity and Inclusion. The group meets 2-3 times per year, with the purpose of providing feedback for continuous improvement regarding the Starfish system.

### Advisors

**Laurie Alexander**  
CAD

**Pradip Ananda**  
UE

**Daniele Brown**  
RIT 365

**Abby Cantwell**  
SOIS

**Gary Cole**  
CHST

**Mary Ann Donato**  
CET

**Jonathan Ntheketha**  
ODI

**TJ Sanger**  
NTID

**Rosanne Klingler**  
COS

**Hillary McCormick**  
KGCOE

**Kathleen Schreier Rudgers**  
GCCIS

**Kristen Simmons**  
COLA

**Rose Thomas**  
SCB

### Faculty

**Zack Butler**  
GCCIS

**Peter Byrne**  
CAD

**Matt Coppenbarger**  
COS

**Rob Garrick**  
CET

**Dawn Hollenbeck**  
COS

**Matt Marshall**  
KGCOE

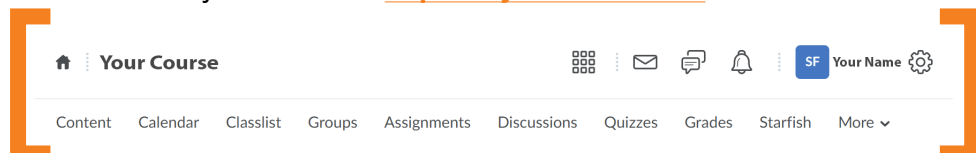
**Sean Sutton**  
COLA

**John Ward**  
SCB

**New!**  
**MyCourses**  
**To Include**  
**Starfish Link**

The MyCourses platform now includes a direct link to Starfish in the navigation bar. This enhancement will help faculty easily switch from one platform to the other, allowing a more seamless workflow.

For details on myCourses visit: <https://mycourses.rit.edu>



# Instructor Reports

This semester, Progress Surveys will be getting a new look and name. Progress Surveys will now be identified as **Instructor Reports**.

### What’s in a Name?

In Starfish, the navigation menus will now say “Instructor Reports” instead of “Instructor Surveys” (see image below). Additionally, the communications you receive will now reference, Instructor Reports.

Changing the name from Progress Survey to Instructor Reports is a direct response to faculty feedback. We heard you and the name change will now reflect a more accurate description of the task and function.

### User Interface & Instructor Report Updates

Hobsons, the parent company for Starfish, released an update to the user interface specifically for instructor reports. The update includes the following:

- Instructor Reports are now mobile-responsive allowing instructors to complete the Academic Progress Reports on a mobile device.

- Starfish will automatically save your work as you fill out the Instructor Report.
- The comment button is now a blue plus sign and will appear at the **end** of the row (see image below).
- If you do not have any feedback at this time, leave the entire row blank.

### Completing Your Instructor Reports

To assist with the transition to the interface changes, we have updated all the step-by-step guides on our [website](#). There, you will also find videos on how to complete Instructor Reports and a variety of other topics.

The Starfish Team will be hosting training sessions and open lab times throughout the fall semester to show users the updates. To find the schedule and sign up for one of the training sessions visit <https://www.rit.edu/fa/cpd/starfish-academic-alert-instructors-and-advisors>

For more information about the Instructor Reports, visit [www.rit.edu/starfish](http://www.rit.edu/starfish)

## Sample Image of New Academic Progress Report Interface

Starfish

Search for Students

MY STUDENTS

TRACKING

INSTRUCTOR REPORTS (2)

CHOOSE INSTRUCTOR REPORTS

Principles of Microeconomics (ECON.101.01.2188): 2188 Academic Progress Report

Principles of Microeconomics (ECON.101.01.2188): 2188 Academic Progress Report



SAVED July 02, 2019 at 3:54 PM

DUE August 30, 2019 at 11:00 PM

Use this report to alert students about academic concerns or acknowledge their effort in the course. Select ONLY ONE BOX PER STUDENT; each checked box results in a separate email to the student with a standard message. Click the blue “+”, at the far right, to include personalized comments in the email. If you do not have any feedback for a student do not check any boxes, no email is sent to the student. To view the email templates, [www.rit.edu/starfish](#)

Important Academic Progress Report Information

Search ⓘ

Name	Attendance/Participation	Low Assignment/Quiz/Test Scores	Multiple Academic Concerns	Performance Improving	Keep Up the Good Work	
 Doe, Jane 999009999	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
 Doe, John 999009999	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="button" value="+"/>

RESET

Your progress will be automatically saved. Please submit your report (with or without feedback) when complete.

SUBMIT

Find New Report Tab Here

Find New Comment Icon Here

# Instructor Comments for Academic Alerts

An academic alert is designed as a communication tool to encourage the student to work directly with the instructor, provide information about resources the instructor deems appropriate, and/or work with the advisor as necessary.

Students and advisors have reported that the comments an instructor includes in an academic alert are important in helping them understand the instructor's concerns and expectations. Providing brief, clear comments allows academic advisors to provide additional resources and support to the student. The earlier you provide feedback the better, as it provides a student more time to address the concern and improve their performance in the course.

Alert comments are emailed to the student. Please remember to address your comments directly to each student.

## Tips for Writing Comments in Academic Alerts:

To maximize comments, consider incorporating the following into your comments:

### COMMUNICATE YOUR SUPPORT

Relay your care, concern, and support to the student; invite the student to meet with you to discuss your concern in more detail.

### STAY OBJECTIVE

The comment should be factual and non-judgmental.

### PROVIDE CLEAR EXPECTATIONS

Refer to your syllabus regarding expectations.

### ENCOURAGE CONSULTATION

Refrain from recommending the student withdraw from the course in the alert. Instead recommend they talk to you and/or their advisor about their individual situation.

### KEEP IT BRIEF

Keep the comment short and specific.

## EXAMPLES

### EXAMPLE 1

Every instructor has their own style of communication. These examples are all different ways of incorporating the elements above.

I've noticed a change in your grades. I want you to be successful. Please come see me.

### EXAMPLE 2

Jane, you earned a 52/100 on your second test. I will drop the lowest two grades of the four tests (per the syllabus). Come by my office to review your test in order to prepare for the next test. I am here to help you succeed.

### EXAMPLE 3

Susie, you earned 71% on your individual midterm project and, as we've discussed, your group didn't do well on the group midterm project. However, you can still do well in the course overall if you complete the remaining assignments well and on time. Come see me with any questions that you have, and take advantage of the tutors in the open lab too.

### EXAMPLE 4

John, I am concerned that you have repeatedly not handed in assignments. I'd really like to talk to you about progressing forward in this course. Please see me during office hours and set up a meeting with your advisor to discuss next steps.