LBCC
Starfish

Early Alert
Instructional Faculty Handbook

https://www.lbcc.edu/starfish

Table of Contents

Definitions

Setting Up/Procedures

Message Templates – Instructor-Raised Items

Message Templates – Non-Instructor Items

What is Starfish Early Alert?

Starfish is an online platform that allows faculty to provide students' direct feedback about their course performance in the form of kudos, flags, and referrals. Celebrate the success of your students and connect them to academic resources or support as needed. With Starfish, you can engage with your students to make every term successful.

*"Starfish has been a wonderful addition to **wrap around support** for our students. They have appreciated the updates on their progress, in particular, the Kudos and Good Work messages that have given them **confidence and recognition** for their effort. I appreciate the notifications for students who are in danger of failing and **connecting them to counselors** who may offer more resources and advice."*

~Nicole Glick, Ph.D.
 Professor, English Department

Tracking Items

As instructional faculty, the majority of your work in Starfish will be in raising tracking items. **Tracking items**, such as flags, kudos, and referrals, are opportunities for you to provide students with feedback about their performance in your course. Each tracking item has a unique workflow associated with it.

Instructor Managed Flags are both raised and closed by the instructor in a given course. These tracking items are designed to facilitate conversation between the student and the instructor. These flags should be closed when a concern is resolved or escalated, and include:

> *Attendance Concern*, for students who have missed multiple class sessions
> *Missing Assignments*, for students who have missed two or more assignments
> *Low Exam Score(s)*, for students whose low exam scores may negatively impact their grade

The Progress Concern (Academic) Flag is an escalation flag, intended to be raised after the instructor-managed flags listed above have been utilized in an attempt to resolve the situation with the student. This flag will prompt the student to schedule an appointment with a Counselor to discuss their options. This was formerly known as the In Danger of Failing flag.

Referrals are designed to alert a service area when a student needs additional support. These items are raised by the instructor in a given course, and closed by either the service area or the instructor. Instructors can expect to receive a communication from the service area after service is rendered, letting them know if/how the concern was successfully addressed. Referrals include:

> *ESL Learning Center Referral*, to connect students in ESL courses and English Language Learners in any course to specialized tutoring in a variety of subjects
> *Library Research Assistance Referral*, to connect students to a librarian for assistance with finding and evaluating scholarly resources

- ➢ *Student Technology Help Desk MS Office/365 Referral*, to connect students to the Student Technology Help Desk for assistance with downloading/accessing Microsoft Office and/or Office 365
- ➢ *Healthy Viking Referral*, to provide resources to students who may benefit from or who are interested in learning more about social services, and to connect students who have expressed housing and/or food insecurities to resources on campus and in the community
- ➢ *Transfer Center Referral*, to connect students with the Transfer Center to explore transfer options
- ➢ *Workforce Development/Career Center Referral*, to connect students to the Career Center for jobs, internships, & professional development opportunities

⭐ **Kudos** provide a student with positive reinforcement and encouragement and can be raised by a variety of individuals depending on context, and will stay active on a student's profile for the remainder of the academic year. Kudos that you can raise as an instructor include:

- ➢ *Showing Improvement,* for students who have improved during the course
- ➢ *Meets Expectations,* for students for whom there are no academic concerns
- ➢ *Potential Honors Student*, for students who have performed exceptionally in class and may want to consider joining the Honors program
- ➢ *Outstanding Course Performance*, for students who have performed excellently through the semester. Assigned at the end of the term.
- ➢ *True Viking Spirit,* for students who demonstrate interest in leadership, social connections, volunteering, and/or learning outside of the classroom.

- ➢ *Attend your Achievement Coaching Group Flag*, raised by the Achievement Coaching Coordinator for students who have yet to attend their meetings
- ➢ *ESL Lab Hours 50% & 100% Kudo,* raised by the ESL Learning Center Coordinator to recognize students as they complete lab requirements
- ➢ *Dean's List Kudo,* batched raised by Starfish Administration to recognize students who have been placed on the Dean's List
- ➢ *Resume Approved and Applied To Position Kudos*, raised by the Workforce Development Coordinators to encourage students in applying for positions

Please view the [Raising Tracking Items](#) page for more information on how to raise.

Progress Surveys & Spring 2022 Timeline

In addition to being able to raise tracking items individually at any time, **progress surveys** allow you to provide feedback to all of your students at once with ease. These surveys are launched at key points throughout the semester, and include a selection of flags, referrals, and kudos for you to choose from. Congratulating a student or referring them to student support services can be as simple as checking a box on your class roster!

In Spring 2022 we will be launching three progress surveys during **weeks 3, 9, and 12** of the semester. Each progress survey will be open for **two weeks**. See the Procedures section of this guide for step to step instructions on how to complete your progress surveys.

Spring 2022 Progress Survey Timeline

Weeks 3-4 (2/21– 3/6/22)	Weeks 9-10 (4/11 – 4/24/22) *excludes 2nd session 8-week courses*	Weeks 12-13 (5/2 – 5/15/22)
⭐ Good Work ⭐ Meets Expectations 🚩 Missing Assignments 🚩 Online Engagement Concern ↪ Tutoring ↪ ESL Learning Center	⭐ Showing Improvement ⭐ Good Work ⭐ Meets Expectations 🚩 Missing Assignments 🚩 Attendance Concern 🚩 Progress Concern (Academic) ↪ Library Research Assistance ↪ Tutoring ↪ ESL Learning Center	⭐ Outstanding Performance ⭐ Potential Honors Student ⭐ True Viking Spirit

Accessing & Sharing Starfish

Starfish uses the same login credentials as PeopleSoft and campus email accounts. You may log in using the link on the right-hand side of the Starfish homepage at www.lbcc.edu/starfish, or log in directly at www.lbcc.edu/starfishlogin.

If navigating from the LBCC homepage, hover over **Admissions & Aid** and select **Matriculation office** from the drop-down menu. Select the menu item on the left-hand side for **Starfish Early Alert**, or click the tile for Starfish in the middle of the screen.

More information, along with sample syllabus language is posted in the Using Starfish section of the **Starfish for Faculty** page at https://www.lbcc.edu/post/starfish-faculty

Setting up Your Profile

The first time you log-in to Starfish, you will be prompted to set-up your profile. Some of your profile, such as your contact information, will already be imported from PeopleSoft.
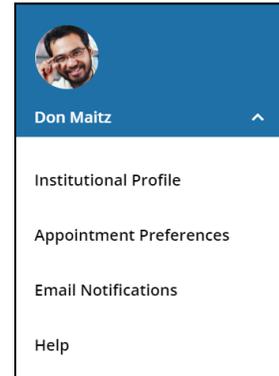
1. Click on your name in the Top Navigation bar and select the **Institutional Profile** tab.
2. Help students put a face to your name by using the **Upload Photo** link beneath your existing photo or placeholder to upload a photo. Browse to a photo file (.jpg, .png, or .gif), and then click the **Upload Now** button to update your photo.
3. Your **Phone** and **Institutional Email** fields will be auto-populated with information from PeopleSoft. All changes to these fields should be made through the Viking Student System. *Any changes to these fields in Starfish will be overwritten the next day.* You may include a **cell phone** and **Alternative Email** if you choose.
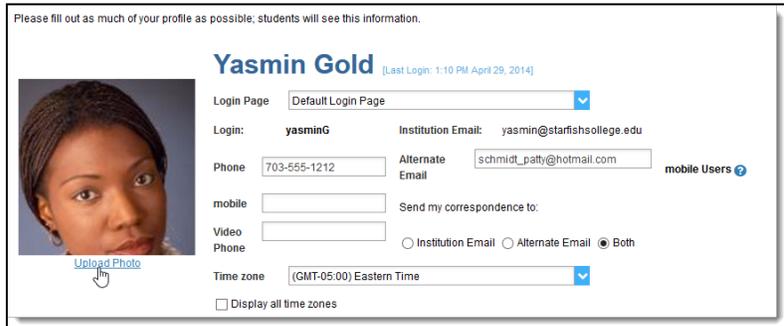
4. Double check that the **Time zone** selected matches your time zone (**PST**).
5. Add information to the **General Overview** and **My Biography** sections to let students know a bit more about you. This information will appear to students when they open your profile.
6. Click the **Submit** button to save your changes.
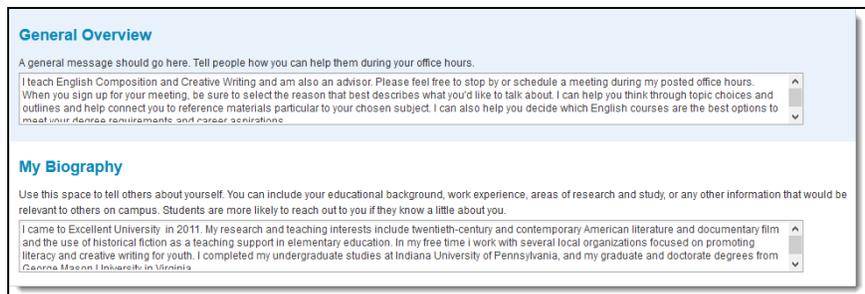
Notes:

You may also find the following Starfish Two Minute Tips helpful:

- Update your Starfish Profile
- Update how you are emailed about Flags and Referrals

Setting up Your Office Hours

The first time you log in to Starfish, Starfish will provide a 'wizard' to walk you through setting up your office hours. ***Please note that we have <u>not enabled Appointments</u> within Starfish; your office hours are posted for informational purposes only.***

If your office hours are different week to week, follow the "**If your office hours don't repeat weekly, click here**" link.

If your office hours recur:

1. Complete the fields presented to specify:

   - **What day(s) do you have office hours?** - check the boxes for each day.

   - **What time are your office hours?** - enter a start and end time.

   - **Where are they?** - select the **Type** of setting and enter the **Details** in the field provided (e.g. the building and room number of your office). Additional options can be created from your profile page.

   - It is not necessary to enter **Instructions**, as students will not be making appointments through this system.

2. Click the **Set up Office Hours** button to save your office hours.

Notes:

To setup office hours at a later point or make any changes, use the buttons on your **Home** page to **Add Office Hours**
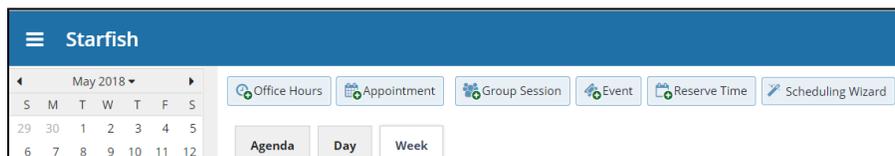
You may also find this Two Minute Tip on How to Create Office Hours helpful.

Completing Progress Surveys

Progress Surveys will launch at specific times during the semester and provide you with the opportunity to raise tracking items for all students in a course at once. You will receive an email reminder when there is a new survey for you to complete. Each individual survey presents a student roster for one course section on whom you can raise flags. Remember, you have **one week** to complete each survey.

1. Select the progress survey link on your Starfish **Home** page to go the **Progress Surveys** tab. (only visible when you have active surveys).

   The selected survey opens, listing your students on the left, and items you may raise across the top.
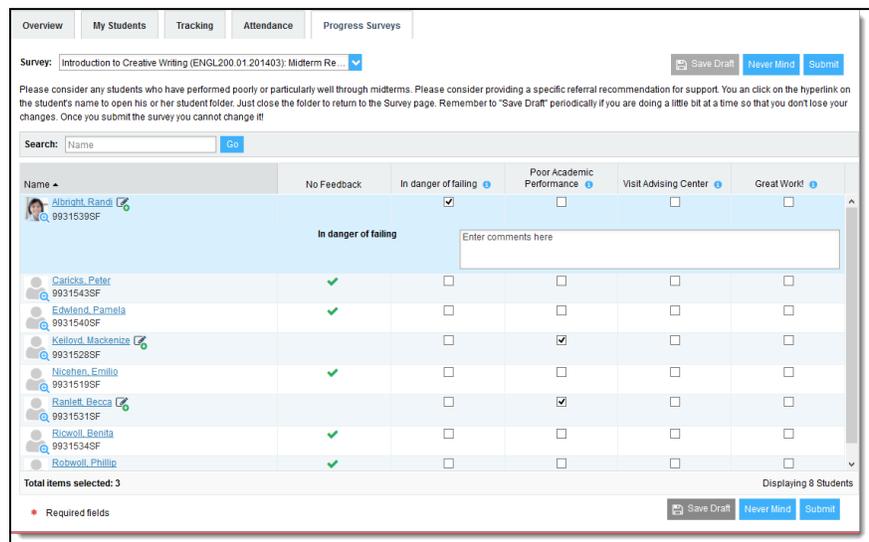
2. Check the box for each desired item/ student combination.

   Click the comments icon ( ) to open a text box for your notes.

   Click the information icon ( ) associated with an item to verify whether or not the student can view the flag and related comments.
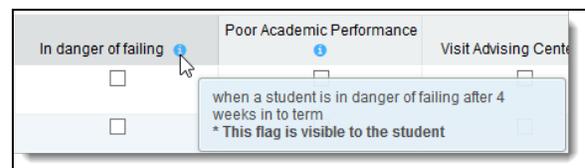
3. *Click the Submit button only when you are finished providing feedback.* The items you selected will be raised on your students when you submit the survey. Once your survey has been submitted, you will not be able to change your selections.

Important
Once you have submitted the survey you will not have an opportunity to add to or undo the items you raised. Use the **Save Draft** option if you aren't ready to submit your survey.

Notes:

Watch the Two Minute Tip on completing a progress survey for a demonstration of this feature.

Raising Tracking Items

Starfish allows you to raise **flags** for students to alert them of potential concerns, **referrals** to connect them with support services, or **kudos** to encourage students and let them know they are on the right track. This can be done at any point throughout the semester.

1. Click on the **Students** link in the menu on the left-hand side of the screen to see a list of all your students.

2. Find the desired student by typing the name into the

    Search box or adding filters on the right-hand side of the screen (link), and click the checkbox on the left-hand hand side of the student's name. You may select multiple students to raise the same item for all. Please note that the same message will be sent to all students if you are entering comments. You can also click a student's name to review their Student Folder before raising.
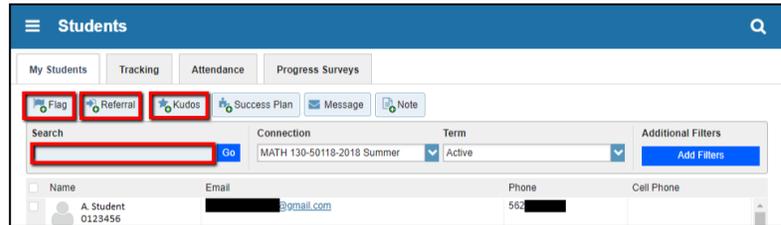
3. Click the button for **Flag**, **Referral**, or **Kudo**, as appropriate

4. A list of items that you have permission to raise on this student will be displayed. Select the desired tracking item.

5. Select the course from the **Course Context** drop down list, and enter notes in the **Comment** box if necessary. This text will be sent to the student in an email.

6. Click the **Save** button to send to student.

Notes:

The **Student View:** indicates whether the student can view the flag and the notes you include in the **Comment** box.

The **Permissions** area lists roles that have permission to view the selected flag and the notes you include in the **Comment** box.
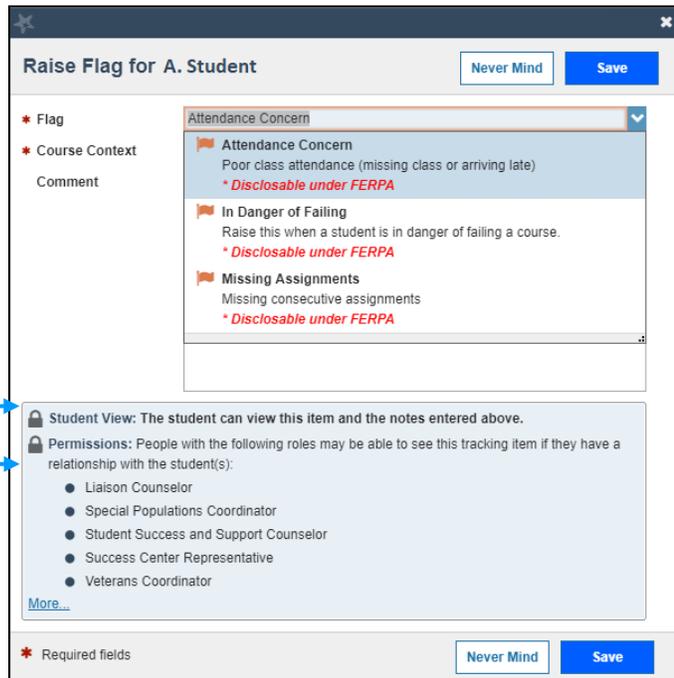
Filtering Student Lists

Starfish comes equipped with filters that can help you target specific students in your course(s) based on various criteria.

1. From the Students screen, use the Connection or Term drop-down menus to filter your student group based on those criteria. You may also select the **Tracking** tab at the top of this screen for more filters specific to tracking items.
2. To add more filters, click on the blue **Add Filters** button on the right hand side of the screen. This will bring up the Additional Filters menu
3. The first screen will allow you to filter your students based on tracking items. You can view all students for whom you have raised a specific flag, whether still open or closed, as well as sort by creation date or a number of other criteria
4. Click the **Cohorts and Relationships** option in the left-hand menu of the Additional Filters window to sort your students based on membership in various organizations, such as Honors, Athletics, or Promise Pathways). You may select students in a specific section or sort through all of your students by selecting the appropriate option under Term and Connection. Select the organization on the left hand side, and click the individual arrow button in the middle of the window to select that organization. Please note that some organizations have restricted access, such as DSPS.
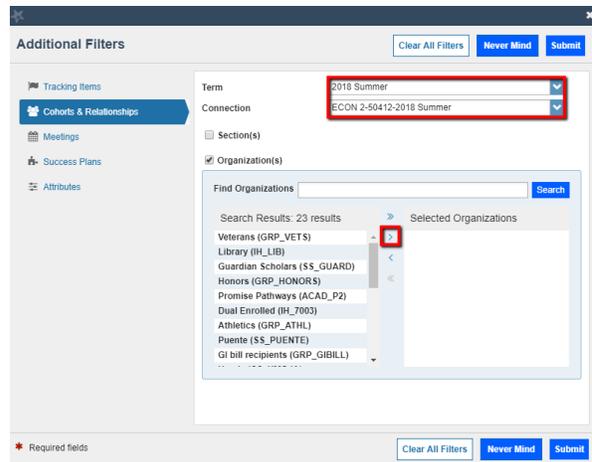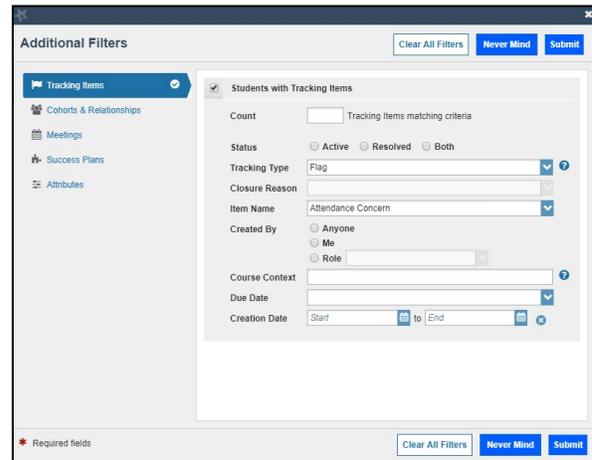
Important

Once you have added filters, they will remain active on the screen, regardless of whether you close the window / log in and back out again. To remove the filters, select the X button to the right of the Edit Filters link:
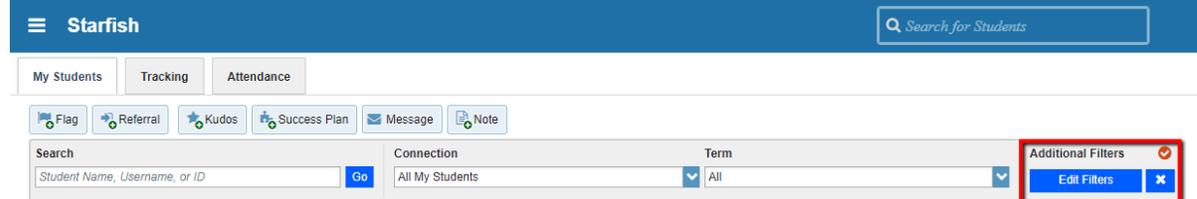
Checking Tracking Item Status

Progress Concern (Academic) flags and many referrals will be closed by coordinators and/or service providers. Once closed, you will receive an email with any notes. You may also check the status of an open tracking item a number of ways:

1. From your Home page, find the student in your Recent Changes or Flags I'm Managing windows. Hover over the [image] **Referral** or [image] **Flag** icons to the left of a student's name to bring up the pop-up on the right.

2. Click the Details button at the bottom of this window to open the student's folder.

3. From this window, you can see when the item was raised, whether or not it has been assigned to anyone, and whether there are any notes from the service provider.

4. You can reach this same screen by searching for the student in the **Tracking** tab of your **Students** page, which is accessible from the main menu drop-down in the upper left-hand corner.
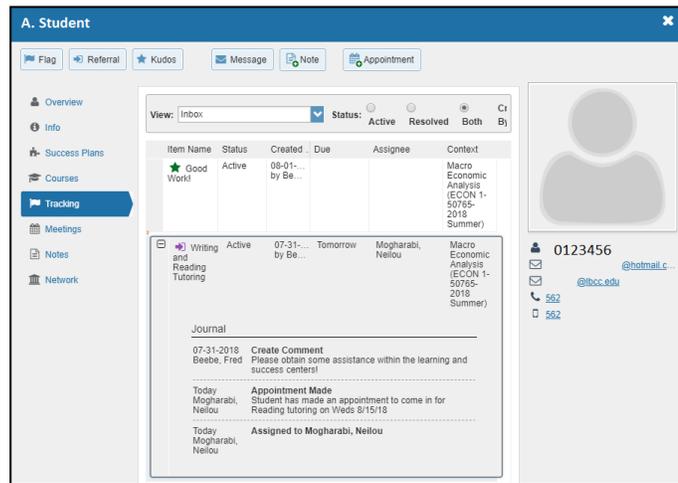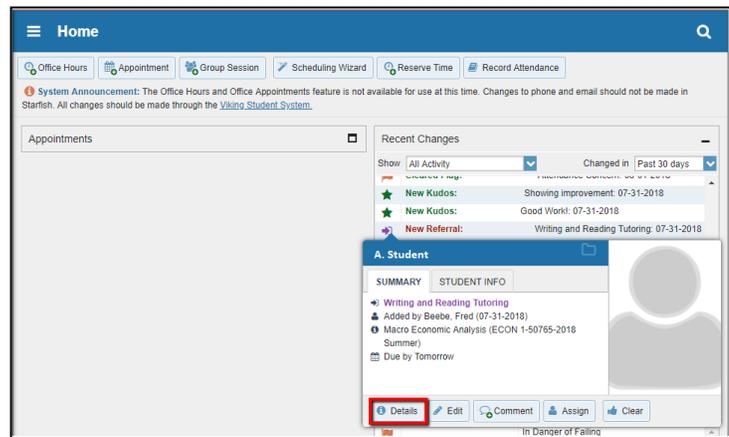
Closing Tracking Items

Instructors are responsible for closing instructor-managed flags and Success Center/Tutoring referrals once the concern has been addressed.

1. Click on the **Students** link in the menu on the left-hand side of the screen to see a list of all your students.

2. Find the desired student by typing their name into the

   Search box or adding filters on the right-hand side of the screen. You can also use the "View" drop-down menu to select your Flag Inbox.

3. Click the checkbox on the left-hand hand side of the student's name, and choose resolve. You may select multiple students to close flags for them all at the same time by checking the box next to each student's name before clicking "Resolve."

4. If closing flags for multiple students at once, please note that the **same message will be sent to all students** if you are entering comments. Additionally, **If some items need to be closed as a successful intervention, and others as unsuccessful, they must be closed separately.**
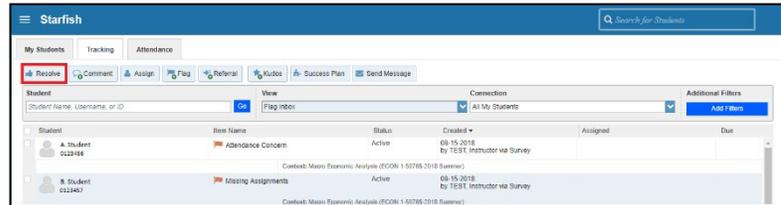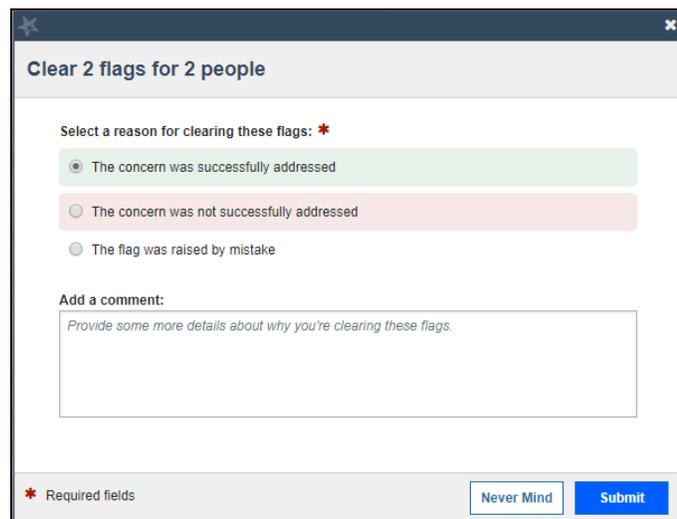
Message Templates: Instructor-Raised Items

In the following pages, you will find a sample email for each tracking item currently active in Starfish which you have the ability to raise as an Instructor. These pages show exactly what is sent to the student when the item is raised, and provide you with specific information on when each item should be raised.

All emails are sent with a list of helpful resources at the end, which can be found on the very last page of this guide.

**all messages will appear to be sent by the flag raiser, unless otherwise noted

Please note that message templates are subject to change as we refine the system. Visit www.lbcc.edu/starfish for the most up to date information.

Message Template: Attendance Concern

This flag is to be raised when a student has missed multiple class sessions, impacting their overall grade. If a student has already missed so many class sessions that they are **in danger of failing** the course, please raise a **Progress Concern (Academic) flag** instead.

Information *[in red brackets]* below will only display if comments are added.

Email Title: [LBCC Starfish] We miss you in **"Course Name"**

Email From: **"Flag Raiser"**

Email Body:

> Dear **"Student Full Name,"**
>
> Class just isn't the same without you! I understand that the shift to online instruction may be very challenging, but I want to help you succeed in this course. In an online teaching format, attendance may be marked in a number of ways. Please follow up with me to discuss attendance expectations for **"Course Name"** and resources that may help you meet these goals.
>
> *[Here are my additional comments:*
>
> *"Instructor Comments" You can include information about number of absences and/or your attendance policy.]*
>
> Sincerely,
> **"Instructor Name"**
>
> Log onto Starfish to view this flag.
>
> <Resources Snippet>

Message Template: Missing Assignments Flag

This flag is to be raised when a student has *missed two or more assignments in your course*, impacting their overall grade. If a student has already missed so many assignments that they are **in danger of failing** the course, please raise a **Progress Concern (Academic) flag** instead.

Information *[in red brackets]* below will only display if comments are added.

Email Title: [LBCC Starfish] Missing Assignments in **"Course Name"**

Email From: **"Flag Raiser"**

Email Body:

Dear **"Student Full Name,"**

According to my records, you are missing two or more assignments in **"Course Name"**. !
I understand that the current health situation and shift to online instruction may be very challenging, but I want to help you succeed in this course. Completing assignments on time is important to your overall success in class. Please follow up with me to discuss your next steps in this course, and resources that may help you meet these goals.

[Here are my additional comments:

"Instructor Comments" You can include information about specific work missed and/or your late work policy.]

Sincerely,
"Instructor Name"

Log onto Starfish to view this flag.

<Resources Snippet>

Message Template: Low Exam Scores Flag

This flag is to be raised when a student's test scores indicate that they may negatively impact their overall grade. If a student is **in danger of failing** the course, please raise a **Progress Concern (Academic) flag** instead.

Information *[in red brackets]* below will only display if comments are added.

Email Title: [LBCC Starfish] Low Exam Score(s) in **"Course Name"**

Email From: **"Flag Raiser"**

Email Body:

> Dear **"Student Full Name,"**
>
> According to my records, you have (a) low exam score(s) in **"Course Name"**. I understand that the current health situation and shift to online instruction may be very challenging, but I want to help you succeed in this course. Scoring as well as you can on exams is important to your overall success in class. Please follow up with me to discuss next steps for success in this course, and resources that can help you meet these goals.
>
> *[Here are my additional comments:*
>
> *"Instructor Comments" You can include information about the exam score(s) and/or your make up policy.]*
>
> Sincerely,
> **"Instructor Name"**
>
> Log onto Starfish to view this flag.
>
> <Resources Snippet>

Message Template: Progress Concern (Academic) Flag

This is an escalation flag, to be used typically after the Missing Assignments, Attendance Concern, and/or Low Exam Score(s) flags have been raised. It is raised when a student shows signs that they may fail the course, and should be presented with all viable options.

Email Title: [LBCC Starfish] Academic Progress Concern in **"Course Name"**
Email From: **"Flag Raiser"**
Email Body:

Dear **"Student Full Name,"**

I understand the challenges of shifting to online instruction and of the current health situation, and I want to help you succeed. At this time, you are not progressing towards a passing grade in **"Course Name."** Don't give up! You still have time to improve your grade, and there ae many resources available which may help you meet that goal.

I've included specific information about your class performance below:

Instructor comments are required for this flag. Use this opportunity to provide the student and counselor with information on why the flag is being raised.

Meeting with a Counselor will allow you to discuss your academic status and plan for long-term success. A counselor can also help you access resources to help you succeed in remote education. Please book your appointment within the next **48 hours**, or you may lose your spot.

Schedule a General Counseling Appointment:
Please visit the Online Counseling webpage to schedule a virtual counseling appointment via Cranium Café.

Schedule a Disabled Students Programs & Services
If you are registered with Disabled Students Programs & Services, you may use the following link to book an appointment via Cranium Café: https://www.lbcc.edu/post/dsps-online-counseling. Find the picture of the counselor you would like to meet with, click schedule meeting, log in using your Viking ID number and password, select "academic counseling", select video or phone, and your preferred meeting date and time.

Schedule a Veteran Counseling Appointment
If you are active military, a Veteran or dependent of a Veteran, you may email the Veterans Services Office at veterans@lbcc.edu to book a virtual counseling appointment with the Veterans Office Counselors.

During your appointment you can discuss your options and academic status for your long-term success. The sooner you take action, the better! Please contact me with any

questions, I am here to help.

Sincerely,
"Instructor Name"

Log onto Starfish to view this flag.

<Resources Snippet>

Message Template: Online Engagement Concern Flag

This is a flag added during the COVID-19 era, to identify and connect students who need assistance and resources to engage with online courses.

Email Title: [LBCC Starfish] Online Engagement Concern in **"Course Name"**
Email From: **"Flag Raiser"**
Email Body:

Hi **"Student Full Name,"**

We are empathetic to the challenges that you may experience as you attempt to transition to online instruction for the Spring semester. With all these things in mind, we want to offer resources to help you. This is just a small way of demonstrating that we are here for you and committed to working alongside you through this crisis.

As you secure the resources that you need for days ahead, ***don't forget about your classes***. LBCC and its faculty are still committed to helping you complete your Spring courses so you can stay on track for your academic goal. Together, we can keep moving toward your academic and professional dreams.

Course Support

Quest for Online Student Success: Quest for Success provides both new and experienced online learners with an opportunity to understand the challenges of online learning, and to develop the requisite knowledge and skills needed to be successful in an online course.

Canvas Help: this resource page is for students new to Distance Learning to prepare for and succeed in an Online or Hybrid course.

Student Guide of Using ConferZoom: The Canvas integration with ConferZoom enables web conferences between you and your instructor. The easy to use interface displays details upcoming sessions, event recordings, and virtual appointment bookings with instructors.

Technology

LBCC Chromebook Loan Program: If you experience financial need, and are currently enrolled in courses at LBCC, you may qualify for the Chromebook Loan Program. Supply is limited, and priority is given to students with demonstrated financial need who are enrolled in 12 or more units. For more details, please contact opa@lbcc.edu.

Student Technology Help Desk: the helpdesk offers the following supports: single sign-on password,
Student Viking System & my.lbcc, Viking Email, Nelnet, free MS Office/365, Canvas LMS, Starfish, LBCC website, & more**.**

Food

LBCC Viking Vault: open on both LBCC campuses on Tuesdays 12-3pm, until supplies last, A limited number of grocery bags are prepared for fast pick-up in parking lot G at LAC and

CalFresh: CalFresh is for people with low-income who meet federal income eligibility rules and want to add to their budget to put healthy and nutritious food on the table.

AuntBertha.com: food bank locations or food resources (along with other free or reduced cost services such as medical care, housing, financial, etc.)

WhyHunger Hotline (1-800-548-6479): Text zip code to locate a local emergency food provider and other support services

Housing

LBCC Basic Needs (562) 938-3241 : The Basic Needs Program at Long Beach City College has partnered with community agencies to identify available housing resources for students who may be experiencing housing insecurity. The Basic Needs Program offers information as well as direct referrals.

National Domestic Violence Hotline (800) 799-7233: For survivors of domestic abuse, staying home to prevent the spread of COVID-19 may further compromise survivors' safety. The link above provides specific tips for survivors in regards to creating safety plans and reaching out for help

The Hope Center: COVID-19 Response for Students Who are Homeless or With Experience in Foster Care: guide providing tips and resources to best support the health and educational success of students who are homeless or with experience in foster care during the COVID-19 crisis

U-Haul: U-Haul is offering 30 days of free storage to college students facing unforeseen moves or schedule changes

United States Interagency Council on Homelessness – Supporting Children and Youth Experiencing Homelessness: article detailing vital questions to consider as schools and administrators work to support students and youth experiencing homelessness during the COVID-19 outbreak

Health Services

LBCC Health & Wellness (562) 548-6565: Leave a voicemail for a Nurse or Mental Health Clinician for non-emergencies. Be sure to leave your first and last name, your Student ID number, the reason you are calling, and the phone number to call you. A medical care provider or mental health clinician will call you back as soon as possible if you are calling within business hours.

CDC - Taking Care of Your Emotional Health: provides general guidelines for coping with stress, anxiety, and grief during emergencies like COVID-19

Disaster Distress Helpline (800) 985-5990: provides immediate crisis counseling for people experiencing emotional distress relating to natural/human-caused disaster

Online AA Meetings: includes links to various websites and apps for virtual AA meetings to respond to suspensions in in-person meetings

Substance Abuse and Mental Health Services Administration (SAMHSA) – National Helpline (800) 662-HELP: sheet that provides information for taking care of behavioral health during times of social distancing, quarantine, and isolation

Message Template: Tutoring Referral

This referral connects students to one of our success centers or Learning and Academic Resources for tutoring. Referrals are triaged by a student achievement team who directs students to the appropriate office and follow up with them. Students are emailed and called on the phone. Please see the Tutoring Referral Quick Guide for more information about raising a tutoring referral

Tutoring Referral Workflow

```
        Referral
      Raised by
      Instructors

  Intructors are          Case management
   Notified              by Student Succes
                          Coaches (SSCs)

          Student
          attends
          tutoring
```
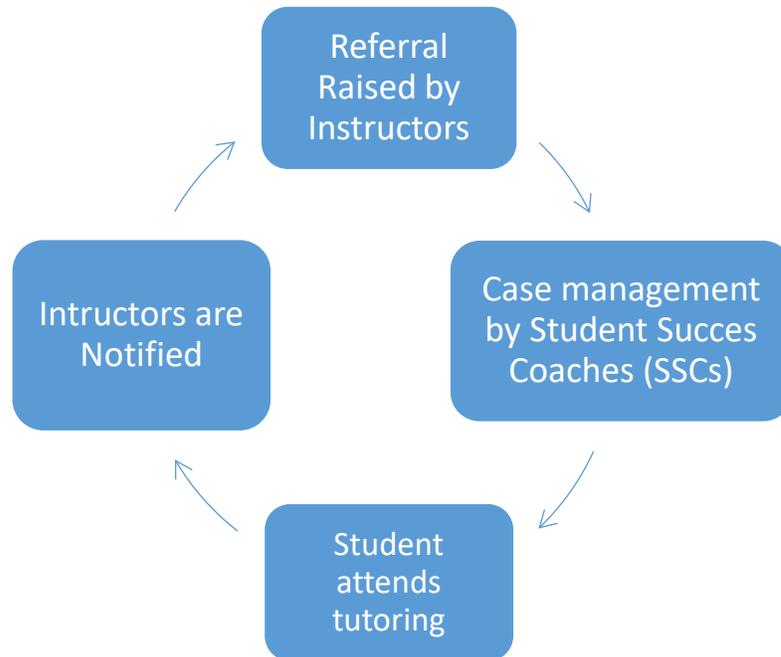
Email Title: [LBCC Starfish]
Email From: **"Student Achievement Intern"**
Email Body:

Dear **"Student Full Name,"**

I hope this email finds you doing well. My name is **"SSC name,"** I am a Student Success Coach here at LBCC. I have some important information I'd like to share with you, please respond back to this email as soon as possible. I can also be reached at at **"SAI Phone Number."**

I look forward to hearing back from you.

Best Regards,
"SAI name"
"SAI Phone Number"
"SAI email"

Message Template: ESL Learning Center Referral

Raise this referral to: (1) Initiate an intervention for a student who is an English as a second language learner to receive tutoring on English-related content for assignments in any class, OR (2) Initiate an intervention for a student to receive learning support or tutoring on content or assignments in ESL classes. Students do not have to be enrolled in the ESL program to use the Learning Center.

Email Title: [LBCC Starfish] ESL Learning Center Referral: **"Course Name"**

Email From: **"Flag Raiser"**

Email Body:

Dear **"Student Full Name,"**

I would like you to go to the ESL Learning Center to get help with **"Course Name."** The instructors in the ESL Learning Center can help you with our class lessons and/or assignments. **While the campus is currently closed, the ESL Learning Center is still committed to serving you by providing services online.**

Here are my additional comments: *Instructor comments are required for this flag & will display here. You can include information about assignments that a student should be taking to tutoring, or specific skills that they need to strengthen.*

Here is what you need to do:

Please contact the center by e-mail to arrange an appointment: m3smith@lbcc.edu or fgobeli@lbcc.edu. Please include your student ID in your email. The staff will help you get tutoring (learning help) from an instructor in the ESL Learning Center.

Sincerely,
"Instructor Name"
Email: **"Email Address"**

Log onto Starfish to view this referral.

<Resources Snippet>

Message Template: Library Research Assistance Referral

Raise this referral to connect students to a Librarian for assistance finding scholarly resources, using LBCC's databases, and evaluating information.

Information *[in red brackets]* below will only display if comments are added.

Email Title: [LBCC Starfish] Library Resources Referral: **"Course Name"**

Email From: **"Flag Raiser"**

Email Body:

Dear **"Student Full Name,"**

I wanted to recommend extra support to ensure your success in **"Course Name."** You would benefit from meeting with a librarian to help you with finding scholarly resources, using Library databases, and evaluating information.

[Here are my additional comments: "Instructor Comments" Ex: provide information on the assignment to be worked on or specific areas to improve.]

Here is what you need to do:

Please email Librarian Jeffrey Sabol (jsabol@lbcc.edu) to schedule an appointment with a Librarian as soon as possible. During your appointment you can discuss your research questions with a librarian as well as learn how to find scholarly information. I encourage you to also contact a librarian with research questions from any other class you are enrolled in at Long Beach City College. See the library website to utilize the Chat with a Librarian feature, search for library resources.

Sincerely,

"Instructor Name"
Email: **"Email Address"**

Log onto Starfish to view this flag

<Resources Snippet>

Message Template: Student Technology Help Desk Referral

Raise this referral to connect students to the Student Technology Help Desk (STHD) to learn about accessing/downloading free MS Office/365 from Long Beach City College.

Email Title: [LBCC Starfish] Student Technology Help Desk Referral

Email From: **"Flag Raiser"**

Email Body:

Dear "**Student Full Name**,"

I would like to refer you to the LBCC Student Technology Help Desk (STHD) to learn about accessing and/or downloading FREE Microsoft Office & Office 365. You can access helpful step-by-step guides, and videos here, or you can call, email, or visit them in-person.

Phone: (562) 938-4250
Email: sthd@lbcc.edu

Required Instructor comments indicating the resource student should be connected to. Example: "Please access Microsoft Office/Office 365 to complete your assignments"

The STHD offers a variety of other resources which will help you in our class "**Course Name**," and all of your classes while a student at LBCC including:

- FREE Student Viking Email
- Canvas LMS & Student Viking System Support
- & More!

For more information about the LBCC Student Technology Help Desk (STHD), you can call, email, stop by the LBCC Student Technology Help Desk (STHD), or visit them at: https://lbcc.instructure.com/courses/30045

Sincerely,

"**Instructor Name**"
Email: "**Email Address**"

<Resources Snippet>

Message Template: Healthy Viking Referral

This flag should be raised when:

a) Student expresses interest in learning about social services outside the classroom
b) Student expresses interest in receiving mental health counseling
c) Instructor identified that student would benefit from mental health services

Please note that, due to the sensitive and protected health information that may be involved in providing services, follow up with the instructor is limited for this referral.

Email Title: [LBCC Starfish] Healthy Viking Referral

Email From: **"Flag Raiser"**

Email Body:

Dear **"Student Full Name,"**

I wanted to check in and make sure you are all right. We are here for you if you need services or would benefit from wellness resources. Here is what you need to do:

Instructor Comments Required. Default: LBCC is a community that cares. We have resources that may be of assistance to you. Please visit the Student Health Center to learn more about our Healthy Viking Initiative and our Health Center Services.

Please visit the Student Health Center Coronavirus page at https://www.lbcc.edu/post/student-health-services-coronavirus for more information on how to connect with Student Health Services remotely.

Please let the Health Center representative serving you know that you are a **"STARFISH REFERRAL"**.Please also let me know if I can do anything to assist. I am always here to help.

Sincerely,
"Instructor Name"
Email: **"Email Address"**

Log onto Starfish to view this flag.

<Resources Snippet>

Message Template: Transfer Center Referral

Raise this referral when the student is confused about university admissions requirements and needs resources to facilitate successful application and admissions to a university.

Information *[in red brackets]* below will only display if comments are added.

Email Title: [LBCC Starfish] Transfer Center Referral

Email From: **"Flag Raiser"**

Email Body:

Dear **"Student Full Name,"**

You would greatly benefit from receiving information on applying and transferring to a university. Here is what you need to do to access our great transfer resources:

["Instructor Comments" Default: Student needs assistance with university transfer questions and resources.]

Please visit the Transfer Center webpage at https://www.lbcc.edu/transfer-center to chat with a Transfer Center representative.

Please let the Transfer Center representative serving you know that you are a **"STARFISH REFERRAL."** also let me know if I can do anything to assist. I am always here to help.

Sincerely,
"Flag Raiser"
Email: **"Email Address"**

Log onto Starfish to view this referral.

<Resources Snippet>

Message Template: WFD/Career Center Referral

This flag should be raised when:

a) Student expresses interest in job or internship opportunities
b) Student expresses interest in getting professional development support
c) Students are nearing graduation within their declared field of study
d) Instructor identifies that student would benefit from job/internship experience

Information *[in red brackets]* below will only display if comments are added.

Email Title: [LBCC Starfish] WFD/Career Center Referral

Email From: **"Flag Raiser"**

Reply To: **Sean Foley**

Email Body:

Dear **"Student Full Name,"**

I want to encourage you to connect with the Career Center at Long Beach City College. They have resources available to support with job/internship searching, and professional development activities to prepare students for interviews, and actual on-the-job work!

[Here are my additional comments:

"Instructor Comments" You can include information about specific work missed and/or your late work policy.]

Please visit the Career Center website at https://www.lbcc.edu/career-center

Please let the person assisting you know that you are a **"STARFISH REFERRAL"** when visiting the Career Center.

Sincerely,
"Flag Raiser"
Email: **"Email Address"**

Log onto Starfish to view this flag.
<Resources Snippet>

Message Template: Kudos (Default)

This template is used for the Good Work, Showing Improvement, and Meets Expectations Kudos.

Information *[in red brackets]* below will only display if comments are added.

Email Title: [LBCC Starfish] **"Kudo Name"** in **"Course Name"**

Email From: **"Flag Raiser"**

Email Body:

>Dear **"Student Full Name,"**
>
>Congratulations!
>
>I appreciate your dedication and hard work in the classroom. Keep it up!
>
>*[Here are my additional comments:*
>
>*"Instructor Comments"]*
>
>Sincerely,
>**"Instructor Name"**
>
>Log onto Starfish to view this kudo.
>
><Resources Snippet>

Message Template: Outstanding Course Performance Kudo

Raise this kudo to congratulate students who have performed outstandingly throughout your course.

Email Title: [LBCC Starfish] **"Kudo Name"** in **"Course Name"**

Email From: **"Flag Raiser"**

Email Body:

Dear **"Student Full Name,"**

Your outstanding performance in **"Course Name"** so far this semester deserves recognition. Not only are you doing great work in the class, but and your meaningful contributions are enriching the class environment.

Here are my additional comments:

Comments are required and will be included here.

Thank you for your effort and keep up the great work!

Sincerely,
"Instructor Name"

Log onto Starfish to view this kudo.

<Resources Snippet>

Text Message:

Congratulations! Based on your course performance this semester, your instructor wants to acknowledge your effort and impressive work. https://bit.ly/2M3vrpI

Message Template: True Viking Spirit Kudo

Raise this kudo when a student:

1. Demonstrates interest in learning outside of the classroom (Clubs)
2. Demonstrates leadership potential (ASB)
3. Or is seeking social connections (Viking Activities Council & Viking Volunteer)

Email Title: [LBCC Starfish] **"Kudo Name"** in **"Course Name"**

Email From: **"Flag Raiser"**

Email Body:

Congratulations!

You have true Viking spirit!

I believe that you have more to contribute to the LBCC Campus and Community. Please visit Student Life to explore your leadership pathway!

I encourage you to visit the Student Life webpage to get connected to the Student Life Family!

I appreciate your dedication and hard work in the classroom.

Keep it up!
"Instructor Name"

PS: Here are my additional comment(s): [required comments from instructor].

Log onto Starfish to view this kudo.

<Resources Snippet>

Message Template: Potential Honors Student Kudo

Raise this kudo when a student has demonstrated outstanding performance in a course. This will provide them with information on the Honors program and recommend them as a potential Honors student.

Email Title: [LBCC Starfish] You are a **"Kudo Name"**!

Email From: **"Flag Raiser"**

Email Body:

Dear **"Student Full Name,"**

Your outstanding performance in **"Course Name"** this semester deserves recognition. I am recommending you to the Honors Program as a potential honors student.

Here are my additional comments:

Comments are required and will be included here.

What you need to do:

I strongly urge you to apply to the Honors Program so that you can be in classes with other intellectually ambitious students.

To find out more about the Honors Program and to fill out an application, please visit www.lbcc.edu/honors

Congratulations and keep up the great work!

Sincerely,
"Instructor Name"

Log onto Starfish to view this kudo.

<Resources Snippet>

Message Templates: Non-Instructor Items

In the following pages, you will find a sample email for tracking items which are currently active in Starfish, but are not raised by instructors. These are included for your information and convenience. All emails for Instructor and non-Instructor items are sent with the same list of helpful resources at the end, which can be found on the last page of this guide.

Please note that message templates are subject to change as we refine the system. Visit www.lbcc.edu/starfish for the most up to date information.

Message Template: Dean's List Kudo

<u>Email Title:</u> [LBCC Starfish] You've made the Dean's List *[with Honors/Distinction/Great Distinction]*

<u>Email From:</u> **Dr. Kathleen Scott**

<u>Email Body:</u>

Dear **"Student Full Name,"**

Congratulations!

You have earned a place on the Dean's List *[with Honors/Distinction/Great Distinction]* based on your outstanding scholarship—well done!

This honor is reserved for the highest-achieving students at Long Beach City College who exemplify dedication and commitment to their studies. We wish you continued success in your academic career.

If you would like a personalized Dean's List certificate, please send an email to: deanslist@lbcc.edu to request a copy. Please include your name as you would like it to appear on the certificate. Printed copies of certificates will be processed beginning at the start of the spring semester. You will be notified when your certificate is ready to be picked up at the reception desk in the T building lobby at the Liberal Arts Campus.

Sincerely,
Dr. Kathleen Scott
Vice President of Academic Affairs

Log onto Starfish to view this kudo.

<Resources Snippet>

<u>Text Message:</u>

Congratulations!

You have earned a place on the Dean's List based on your outstanding scholarship—well done!

Message Template: ESL 50% Lab Hours Complete Kudo

This kudo is raised by the ESL Coordinators

Information *[in red brackets]* below will only display if comments are added.

Email Title: [LBCC Starfish] **50% of Lab Hours Completed** in **"Course Name"**

Email From: **"Flag Raiser"**

Email Body:

Dear **"Student Full Name,"**

Congratulations!

You completed 50% of your 602 Reading Certificate Lab Hours. Continue using the ESL Learning Center to complete the rest of the lab hours for your certificate.

Sincerely,
The ESL Learning Center

Log onto Starfish to view this kudo.

<Resources Snippet>

Message Template: ESL 100% Lab Hours Complete Kudo

This kudo is raised by the ESL Coordinators

Information *[in red brackets]* below will only display if comments are added.

Email Title: [LBCC Starfish] **Completed Lab Hours** in **"Course Name"**

Email From: **"Flag Raiser"**

Email Body:

Dear **"Student Full Name,"**

Congratulations!

You completed 100% of your 602 Reading Certificate Lab Hours.

Sincerely,
The ESL Learning Center

Log onto Starfish to view this kudo.

<Resources Snippet>

Message Template: Applied to Position (WFD) Kudo

This kudo is raised by the Workforce Development Coordinators

Email Title: [LBCC Starfish] Kudos for Applying to a Position on Career Coach!

Email From: **"Flag Raiser"**

Reply To: **Sean Foley**

Email Body:

Dear **"Student Full Name,"**

Congratulations on applying to a position on Career Coach! Don't stop now, there are plenty of other positions you can apply for through Career Coach!

Remember to keep an eye on your email and phone in case the employer follows up with you for an interview, and feel free to reach out to the Career Center for interview preparation support and job/internship searching assistance.

Thank you for your effort and keep up the great work!

Sincerely,
The Career Center Team at LBCC

Log onto Starfish to view this kudo.

<Resources Snippet>

There is NO SMS message sent with this kudo

Message Template: Resume Approved (WFD) Kudo

This kudo is raised by the Workforce Development Coordinators

Email Title: [LBCC Starfish] Kudos! Your resume was APPROVED on Career Coach

Email From: **"Flag Raiser"**

Reply To: **Sean Foley**

Email Body:

Dear **"Student Full Name,"**

Congratulations! Your resume on Career Coach was APPROVED, and you can now start to apply for positions through the Career Coach platform. Don't be shy, they're waiting to connect with you today!

Feel free to connect with the Career Center for all job & internship searching assistance!

Congratulations and keep up the great work!

Sincerely,
The Career Center Team at LBCC

Log onto Starfish to view this kudo.

<Resources Snippet>

SMS Message:

Congratulations! Your resume was APPROVED on Career Coach. Log in today to start applying to jobs & internships in the Long Beach area.

Message Template: SMS & Resources Snippet

These are the default text messages sent for each tracking item unless otherwise noted on the Message Template page.

SMS Message for **Flag:**

> Dear **"Student First Name"**
>
> Prof **"Instructor Name"** has raised a flag in **"Course Name."** Please check your email or log on to Starfish: https://bit.ly/2M3vrpI

SMS Message for **Referral:**

> Dear **"Student First Name"**
>
> Prof **"Instructor Name"** has raised a **"Referral Name"** for you in **"Course Name."** Please check your email or log on to Starfish: https://bit.ly/2M3vrpI

SMS Message for **Kudo**:

> Dear **"Student First Name,"**
>
> Congratulations! Professor **"Instructor Name"** has raised a kudo in Starfish Early Alert for your course, **"Course Name."** Please check your email or log on to Starfish: https://bit.ly/2M3vrpI

Resources Snippet (inserted at the end of all messages):

> *Students who take advantage of campus resources are more likely to be successful. I have included some links to helpful support services below.*
> Counseling Department
> Multidisciplinary Success Centers
> Mental Health Services Center
> Writing & Reading Success Center
> Math Success Center