



LBCC

Starfish

Early Alert

Instructional Faculty Handbook

Message Revisions for COVID-19 / Remote Operations

<https://www.lbcc.edu/starfish>

We have edited the messaging sent from Starfish to ensure sensitivity to the challenges that students are facing during the shift to remote operations due to the COVID-19 outbreak. Please find all edited messages within this document. All messaging will be reverted back when we return to campus.

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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! If your in-person course shifted to online instruction, I understand that this change may have been very challenging, but I want to help you maintain success in this course. In an online teaching format, attendance may be marked 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: ESL Learning Center Referral

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 contact 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

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

Email Title: [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. While the library is closed due to the COVID-19 outbreak, librarians are available online via email or chat and Zoom, and can set up an online appointment to assist you with your research needs. Here is a link to our online/distance services: <https://www.lbcc.edu/carousel/find-learn-connect-library>. 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.

Sincerely,

“Instructor Name”

Email: **“Email Address”**

[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,"**

Scoring as well as you can on exams is important to your overall success in class. According to my records, you have (a) low exam score(s) in **"Course Name"**. If your in-person course shifted to online instruction, I understand that this change may have been very challenging. Please follow up with me to discuss next steps for success in this course, and resources that may 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: Missing Assignments

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**”. Completing assignments on time is important to your overall success in class. If your in-person course shifted to online instruction, I understand that this change may have been very challenging. 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: Progress Concern (Academic) Flag

This is an escalation flag, to be used typically after you have discussed or raised flags for a student regarding missing assignments, attendance concerns, and/or low exam scores. 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 around, and there are 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.

Liberal Arts Campus: <https://appt.lbcc.edu/esars/starfishlac/esars.asp>

Pacific Coast Campus: <https://appt.lbcc.edu/esars/starfishpcc/esars.asp>

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.

Please contact me with any questions, I am here to help.

Sincerely,

"Instructor Name"

[Log onto Starfish](#) to view this flag.

<Resources Snippet>

Message Templates: SMS & Resources Snippet

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/2M3vrpl>

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/2M3vrpl>

SMS Message for Kudo:

Dear “**Student First Name,**”

Congratulations! Professor “**Instructor Name**” has raised a kudo for you in “**Course Name.**” Please check your email or log on to Starfish: <https://bit.ly/2M3vrpl>

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

There are many student services available to you remotely. Please visit the following links to discover how to access these services during campus closure. Students who take advantage of campus resources are more likely to be successful.

[COVID-19 Info for Students](#)

[Student Health Services \(including Mental Health Services\)](#)

[Multidisciplinary Success Centers / Tutoring Center](#)

[Writing & Reading Success Center](#)

[Math Success Center](#)

[Counseling Department](#)