

Starfish Intervention Plan – Fall 2019

Starfish is a tool that is used to support academic success and student retention at UCCS. It allows faculty to submit “flags” and “kudos” to help identify where students may be struggling with their academics and where they are doing well. It also provides information to student support staff (Academic Advising, First Year Experience, etc.), allowing for a holistic approach to helping students succeed.

After years of working with Starfish at UCCS, we have assessed and re-categorized the various Starfish flags by a level of intervention. Level 1 intervention encourages the student to connect directly with their professor, taking advantage of office hours, and having conversations to understand the test or assignment better. The higher the level, the more outreach that will occur from student support staff. Our goal with this new intervention strategy is to encourage the faculty-student relationship and the importance of working with professors and utilizing resources for academic success.

LEVEL 1 FLAGS	Flag: Low Test/Quiz Score	Flag: Low Assignment Quality/Score
	<ul style="list-style-type: none"> • Students are encouraged to meet with their professor during office hours to discuss the specifics of what they are struggling with. • The email to students includes a list of additional academic resources. • No directed outreach from the Academic Advising office will occur. However, there is an expectation that advisors will discuss all alerts during advising sessions. 	

LEVEL 2 FLAGS	Flag: Attendance Concern	Flag: English Absences*	Flag: No Shows
	<ul style="list-style-type: none"> • Students are encouraged to discuss their absences with their professor. • Resident Students: The residence hall manager will attempt to check in with them. • Commuter Students: First Year Experience will reach out to first-year commuter students who are not attending classes prior to census date. • Academic advisors will reach out to the students for all other level 2 concerns. • After census, no directed outreach from Academic Advising will occur. However, there is an expectation that advisors will discuss all alerts during advising sessions. <p>*An English Absences flag is used only by faculty teaching in the English department.</p>		

LEVEL 3 FLAGS	Flag: Cannot Pass	Flag: In Danger of Failing	Multiple Flags (3+ flags)
	<p>When a “level 3” flag is submitted, directed outreach from Academic Advising or other student support (First Year Experience, Excel Centers, Athletics, Veteran and Military Student Affairs) will occur. Outreach for first-year students will include a phone call and email. Outreach for everyone else includes an email from student support.</p>		

URGENT FLAGS	Flag: CARE Team
	<p>COMING SOON!</p> <p>Submit a “CARE (Campus Assessment, Response, and Evaluation) Team” flag if you have noticed changes in a student’s behavior over time or if you notice a student appears withdrawn, sullen, upset or depressed. You may also submit a “CARE Team” flag if a student is engaging in disruptive, aggressive, or inappropriate behaviors, is violating boundaries you have set, or fails to comply with your requests. It is also helpful to submit a “CARE Team” flag if you become aware of a student who has experienced a significant life experience such as tragedy, hospitalization, or any other personal emergency.</p> <p>When a “CARE Team” flag is submitted, the CARE Team (formerly known as the Student Response Team), is notified right away to begin work on resolving the concern. Please keep in mind that situations involving life-threatening emergencies should still go to UCCS Police Department, 255-3111, or 911.</p>