

SSC Tutoring Workflow in Starfish: Roles & Responsibilities

Use Starfish to raise alert flags, kudos, and/or referrals for students with academic concerns so they can connect with resources and people who can help. To allow for efficient reporting, instructors will complete <u>Student</u> <u>Success Report</u> (<u>SSR</u>) at the 4 th , 7th, and 12th weeks of each semester to flag multiple students at once. Growth mindset email messages will be triggered upon manual completion of an SSR by the instructor.	reach out to advisees in caseload who have received flags to provide additional assistance and direct them to helpful resources on campus. Advisors are also encouraged to raise Retention Alert flags	Use Starfish to monitor Retention Flags raised by advisors in your caseload. Monitor enrollment trends and provide additional outreach when appropriate	Use Starfish to track and monitor tutorial services for flagged students, as well as pair student and tutors and provide outreach as necessary.	Use Starfish to keep track of the academic feedback they get from their instructors, take action to improve course performance, and connect with campus resources. Students can also schedule appointments with their instructors, academic advisors, and other academic support staff for online scheduling.	Use Starfish to manage tutoring appointments, track student outcomes with <u>Notes and</u> " <u>Speednotes</u> " Tutees will be prompted to complete a <u>satisfaction survey</u> after tutoring sessions via Microsoft Forms through a Kudos: Thank you for Coming email. The Thank you for Coming email will be sent out to other staff/faculty members a necessary	After mid-term grade deadline OPAA prepares 2 different at- risk analyses – courses and students Data are available in a shared folder	Course At Risk Analysis – Deans and Chairs are responsible for reaching out to faculty who have high DFW rates to determine if additional human/instructional resources are necessary. Student At Risk Analysis- Department Chairs/ faculty are responsible for reviewing the appropriate groups of students and initiating an appropriate intervention strategy	Use Starfish to clear flags and <u>close the</u> <u>loop</u> . This does not mean the overall issue has been resolved but rather that the flag did its job of getting the student's (and members of support services attention. Flags are retained in the Starfish student folder as "resolved" even after they have been cleared. A flag mybe cleard for one of services the student attended thoring session;"The student folder as "resolved" even after they have been cleared. A flag mybe cleard for one of strength we rated by mistake." The student flags are stored in the starfish student folder as "resolved" even after they have been cleared.
Faculty	Advisor(s)	Retention Coordinator	Tutoring Coordinator	Student	Tutor	οράλα	Dean(s) & Chair(s)	utreach attempts). Tutoring Coordinator
Progress Survey Completion (Student Success Report)			Student Outreach & Intervention					Closing the Loop Average in Course: With the permission of

Flags and Kudos should be raised at the 4th and 8th week each semester

. Spring 2023: Feb. 27th, March 27th

See the video tutorial for completing Progress Surveys HERE for additional support. .

Advisors are the first point of contact after faculty completes the SSR Progress Survey

Retention Coordinators are alerted to provide outreach & interventionn for students in their caseload after advisors raise retention alert flags.

Tutoring Coordinator provides target outreach to students who are referred in the SSR to tutorial services

- Low Average in Course: With the permission of the instructor, this flag will be cleared when the issue has been resolved.
- Risk of Failing: All risk of failing flags will be cleared at the end of every semester Missing/Late Assignments: With the permission of the

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- instructor, this flag will be cleared when the issue has been
- resolved. Tutoring Referral: Clears the referral once student meet with the tutor and/or outreach has been provided