



Flag Name	Flag Type	Outreach Protocol
Improve Class Participation	INFORMATIONAL	No Advisor Action Taken. Student is expected to address the flag with the instructor.
Improve Quiz/Test Scores/Assignments	INFORMATIONAL	No Advisor Action Taken. Student is expected to address the flag with the instructor.
2 Student Absences in a Course	INFORMATIONAL	No Advisor Action Taken. Student is expected to address the flag with the instructor.
3 student absences in a course	INFORMATIONAL	No Advisor Action Taken. Student is expected to address the flag with the instructor.
Missing Assignment(s)	INFORMATIONAL	No Advisor Action Taken. Student is expected to address the flag with the instructor.
Academic Concern	TAKE ACTION	Advisor Emails Once from Starfish - Within 1 Week After Flag Raised. If no contact is made with advisor within 1 week after email outreach, advisor resolves flag with closure reason of The Concern Was Not Successfully Addressed. Close the loop with a comment required regarding outreach completed.
Attendance Concern	TAKE ACTION	Advisor Emails Once from Starfish - Within 1 Week After Flag Raised. If no contact is made with advisor within 1 week after email outreach, advisor resolves flag with closure reason of "The Concern Was Not Successfully Addressed." Close the loop with a comment required regarding outreach completed.
4 student absences in a course	TAKE ACTION	Advisor Emails Once from Starfish - Within 1 Week After Flag Raised. If no contact is made with advisor within 1 week after email outreach, advisor resolves flag with closure reason of "The Concern Was Not Successfully Addressed."
Three or more active flags (manual raised flags ONLY)	TAKE ACTION	Advisor Emails Once from Starfish - Within 1 Week After Flag Raised. If no contact is made with advisor within 1 week after email outreach, advisor resolves flag with closure reason of "The Concern Was Not Successfully Addressed." Comment required regarding outreach completed.
Withdrawal Alert	TAKE ACTION	Outreach depends on student situation.
In Danger of Failing	URGENT	Immediate Call Within 1 Week. If no contact is made, follow-up with email from Starfish within following week. Flag will not be cleared unless contact is made.
6 student absences in a course	URGENT	Immediate Call Within 1 Week. If no contact is made, follow-up with email from Starfish within following week. Flag will not be cleared unless contact is made.
Never Showed Up To Class	URGENT	Immediate Call Within 1 Week. If no contact is made, follow-up with email from Starfish within following week. Flag will not be cleared unless contact is made.
Student flagged 6 times (manual raised flags ONLY)	URGENT	Immediate Call Within 1 Week. If no contact is made, follow-up with email from Starfish within following week. Flag will not be cleared unless contact is made.

*If texting is used, documentation in Starfish is required. Texting does not replace other outreach protocol.

**Individual offices may choose to do additional outreach, but these are the basic expectations for all advising areas.

