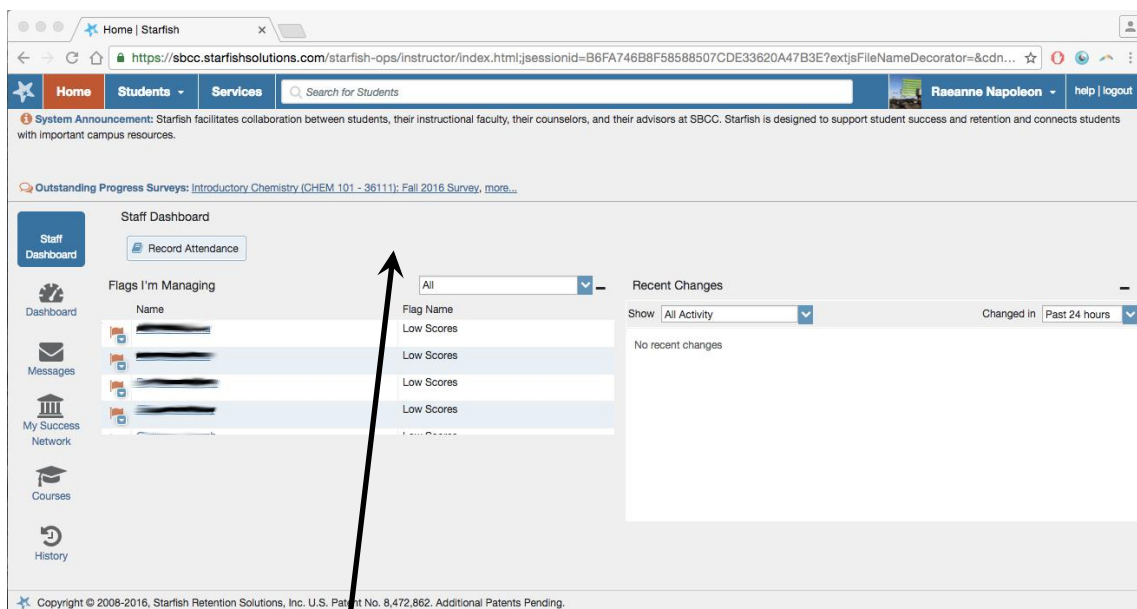


## Progress Surveys

While credit instructional faculty may raise flags and kudos for any of their current students any time during the semester from their Starfish homepage (see *Raising Flags and Kudos* on the Instructional Resources page on SBCC's Starfish website, sbcc.edu/starfish), they are required to complete a progress survey for specific student populations.

- Who: students in our mandatory population categories (i.e., Athletics, DSPS, EOPS, ISSP, and those who are on academic probation).
- What: electronic survey with five flags (Attendance Concern, Low Scores, Missing Assignments, Suggestion to Improve Performance, and In Danger of Failing) and one Kudos (Keep Up the Good Work).
  - The progress survey is simply a container for the flags and kudos in Starfish: every box you check in the progress survey mode will send an email from you and cause the flag or kudos to appear on the student's Starfish homepage.
  - Reminder: the academic counselors or special program advisors will contact all students who receive an In Danger of Failing Flag. Be sure to provide specific information about why the student is in danger of failing so that this intervention will be as effective as possible.
- Where: on your Starfish homepage (you will be emailed when they are generated).
- When: opens Monday of week 6 and closes at 11:00 p.m. the Monday of week 8. (There is also an **optional** progress survey that will open Monday of week 3 and close at the start of week 5: this survey will include all students so that faculty who want to give early feedback via Starfish will be able to do easily.)
- Why: provides valuable feedback to students and their academic counselors and special program advisors about their standing in a course, especially for those who may be in danger of failing.
- How: see below!

When you log into Starfish, you can access your progress surveys from the link at the top:



The screenshot shows the Starfish Staff Dashboard. At the top, there is a navigation bar with 'Home', 'Students', and 'Services' tabs. Below this is a search bar and a user profile for 'Rasanne Napoleon'. A system announcement is visible. The main content area is titled 'Staff Dashboard' and includes a 'Record Attendance' button. A section titled 'Flags I'm Managing' contains a table with columns for 'Name' and 'Flag Name'. The table lists several students with 'Low Scores' flags. To the right, there is a 'Recent Changes' section with a dropdown menu set to 'All Activity' and a 'Changed in' dropdown set to 'Past 24 hours'. A black arrow points from the bottom left towards the 'Flags I'm Managing' table.

Name	Flag Name
[Redacted]	Low Scores
[Redacted]	Low Scores
[Redacted]	Low Scores
[Redacted]	Low Scores
[Redacted]	Low Scores

Or you may go to the “Students” menu and select the “Progress Survey” tab.

Survey: Introductory Chemistry (CHEM 101 - 36743): Fall 2016 Survey

Please report any concerns you have for the students listed below by checking the appropriate boxes.

Name	No Feedback	Attendance Concern	Missing Assignments	Low Scores	In Danger of Falling	Keep Up the Good Work
KC...	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
KC...	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
KC...	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
KC...	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
KC...	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If you teach a course that has **more than one instructor** listed in Banner, you will receive a progress survey for the course whether or not you are the primary instructor of record. Please coordinate among all instructors in Banner for a particular CRN as to **which instructor will provide specific feedback**. All other instructors should go in and hit “Submit” with no feedback, the default setting.

**Please note:** you can only view one class at a time. So **if you are teaching multiple classes** (i.e. multiple CRNs), please be sure to go to your next survey under the “Survey” drop down menu.

Survey: Introductory Chemistry (CHEM 101 - 36743): Fall 2016 Survey

Please report any concerns you have for the students listed below by checking the appropriate boxes.

Name	No Feedback	Attendance Concern	Missing Assignments	Low Scores	In Danger of Falling	Keep Up the Good Work
KC...	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
KC...	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
KC...	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
KC...	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
KC...	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

For each student, the **default is “No Feedback”**: if you do not have anything to flag and do not feel the student’s effort or scores raise them to the status of a “Keep Up the Good Work” kudos, then you simply hit **Submit** and you are done. You may click all relevant boxes, but if

a student is In Danger of Failing, you do not have to click all the other boxes, sending emails and raising individual flags for each one, but can put all the reasons (attendance concerns, low scores, and missing assignments) in the editable language of that single In Danger of Failing flag and email. It is up to you.

Due to improvements in Starfish software, we can now load **editable language into the progress surveys**. Therefore, the only templated language in the email that goes out from you when you check a box in the progress survey will be the email subject line and brief information at the top of the email, provided in memo format. Suggested language, which may be edited by you, will appear in the note box.

The highlighted language in the sample below is auto-generated; the language in the box may be edited by you.

Email Subject Line: **Flag: Missing Assignments in <Course Name> for <Student Full Name>**

To: <Student Full Name>

From: <Instructor Full Name>

Subject: Missing Assignments in <Course Name>

I have noticed that one or more assignments in our class have not been submitted. Every assignment counts, and partial credit is better than no credit. Completing assignments is essential to your success in this class.

Here is what will pop up when you check the “Missing Assignments” flag:

The screenshot shows the Starfish software interface. At the top, there is a navigation bar with 'Home', 'Appointments', 'Students', and 'Services'. Below this, there are tabs for 'My Students', 'Tracking', 'Attendance', and 'Progress Surveys'. The main content area is titled 'Survey' and shows 'Composition and Reading (ENG 110 - 61026 - SP 2018): Spring 20...'. There are buttons for 'Save Draft', 'Cancel', and 'Submit'. Below the survey title, there is a search bar and a table of students. The table has columns for 'Name', 'No Feedback', 'Attendance Concern', 'Low Scores', 'Missing Assignments', 'In Danger of Failing', and 'Keep Up the Good Work'. The first student's 'Missing Assignments' column is checked, and a pop-up message is displayed: 'Missing Assignments: I have noticed that one or more assignments in our class have not been submitted. Every assignment counts, and partial credit is better than no credit. Completing assignments is essential to your success in this course.'

And here is a sample of the email that the instructor sent (having edited the first line, and having hit “return” between each of the sentences in the note box):

### Flag: Missing assignments in Composition & Reading for Raeanne Napoleon



kamonda@pipeline.sbcc.edu via starfishsolutions.com  
to me ▾

To: Raeanne Napoleon  
From: Kimberly Monda  
Subject: Missing Assignments in Composition & Reading

I have noticed that three of the reading assignments in our class have not been submitted.

Every assignment counts, and partial credit is better than no credit.

Completing assignments is essential to your success in this course.



Click here to [Reply](#) or [Forward](#)

See *Raising Flags and Kudos* on the Instructional Resources page on SBCC’s Starfish website (sbcc.edu/starfish) for the language that is suggested for the other flags and kudos. Or, just read it when you complete the progress survey as everything except the three memo lines (To, From, and Subject) at the top of the email will appear in the comment box for you to edit.

#### Final Important Notes:

- Once you hit “Submit,” the progress survey disappears: do not choose “submit” until you have checked all the relevant flags or kudos for all the students in a given progress survey.
- There is also a “Save Draft” button if you do not have time to complete the survey for all the students in a given CRN in one sitting.
- If you accidentally hit “Submit” before you report on all your students, you may go to your Starfish homepage and raise any additional flags or kudos.
- Ideally, students who receive an In Danger of Failing flag during the mandatory progress survey period (Monday of week six through Monday of week 8) will have received at least one flag alerting them to the behaviors that do not support their success earlier in the semester. Please use the early optional progress survey (open Monday of week 3 through the start of week 5), or raise flags from your Starfish homepage: these earlier flags might help them avoid ever being in danger of failing your course!

#### Additional Notes:

- You may give additional feedback to your students that does not fit under any of the existing categories by clicking on the student’s name and adding a **note**. Select “shared” note when you create it (as opposed to “private” note) and choose to email it to the student. (The draw back of this way of giving feedback is that it does not

raise a flag or kudos, making it harder to find later: you have to search for any notes you have created by clicking on each student's name.)

- Reminder: the only reported progress that guarantees an academic counselor or special program advisor (SPA) will contact the student is the In Danger of Failing flag. Counselors and SPAs review all Starfish flags and kudos when students meet with them, but will not contact a student to come in except in response to an In Danger of Failing flag.
- Reminder: please be sure to add a personalized message to the In Danger of Failing flag. Without specific details from the faculty member as to why the student is in danger of failing, the academic counselor or SPA will not be able to help the student as effectively as possible. (Of course, if the other flags are raised: say, Low Scores or Missing Assignments, it will be pretty clear why the student is In Danger of Failing. In that case your message might detail what the student needs to do in order to still pass the course, assuming that s/he still can.)