Fall 2022 Progress Reporting Messaging

This packet has been designed to keep non-instructional faculty/staff informed about undergraduate progress reporting dates, messaging, and support resources for the current semester.

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# Progress reporting campaign dates

Undergraduate progress surveys launch on the Monday of weeks 3 and 7 of the semester and last 1.5 weeks each. This semester, the undergraduate progress reporting periods are as follows:

Early Progress Report (EPR): **Tuesday, September 6 - Wednesday, September 14**

Mid-Semester Progress Report: **Monday, October 3 - Wednesday, October 12**

In addition to the two undergraduate progress reporting campaigns, instructors can always [alert advisers and others to a concern](https://pennstate.service-now.com/sp?id=kb_article_view&sysparm_article=KB0011124) about a student through Starfish. The earlier a concern is alerted, the better.

**Note:** For quick reference, progress reporting dates will also be visible at the top of your Starfish dashboard (under “System Announcement”) and in the “Important Information” section of Starfish Info until both progress reporting periods have concluded.

# Progress reporting FAQs

**Why is progress reporting done so early in the semester?**

Progress reporting is primarily a retention solution, and it works best when students receive feedback as early as possible. Receiving early feedback allows students to know that they should correct behavior before it has an irrevocable impact on their grade. Early reporting also gives other members of a student’s support network (like academic advisers) time to help students respond to instructor concerns.

**How can instructors prepare for progress reporting?**

Not all classes will have graded work turned in by the time that the EPR survey comes out. Instructors are encouraged to focus on providing formative feedback (feedback to *improve* how a student is doing) rather than summative feedback (feedback to *prove* that the student has learned particular concepts, as in graded work). Instructors can think about what specific learning behaviors will make a student successful in their class and then come up with a few simple ways they could determine whether students are performing in a manner that is consistent with success.

**How should advisers/academic support respond to progress reporting feedback?**

Advisers can support progress reporting by clearing flags and “closing the loop” with instructors once they have had substantive contact with the student about issues raised in a progress survey ***-or-*** after reasonable attempts to reach out to the student about these issues have been unsuccessful. When you clear a flag, you will be given the option of selecting why you are clearing the flag and sending a comment to the flag raiser. Telling the instructor about the actions that were taken to follow up on their concern lets them know that participating in progress reporting was worthwhile.

**What resources are there to support progress reporting?**

Instructors of full-semester undergraduate courses will receive emails during the progress reporting period to help them get started with progress reporting. Further resources on progress reporting can be found in the Starfish Info [FAQ](https://sites.psu.edu/starfishinfo/resources/faq/#progress-reporting), [Message](https://sites.psu.edu/starfishinfo/resources/messages/#instructor-raised) Templates, and [video demos](https://sites.psu.edu/starfishinfo/resources/demos/#faculty-staff-view) as well as in the [Public Knowledge Base](https://pennstate.service-now.com/sp?id=kb_article_view&sysparm_article=KB0011101). The Penn State Starfish Team ([starfish@psu.edu](mailto:starfish@psu.edu)) is available to provide additional support and training as needed.

**How can I get progress reporting data for my area?**

The Penn State Starfish team compiles participation data at the conclusion of the progress reporting period. If you would like current and/or historic participation data for your area, please contact us at [starfish@psu.edu](mailto:starfish@psu.edu). See our [Starfish Success Stories](https://starfish.psu.edu/resources/success-stories) webpage for more information on how Starfish makes an impact at Penn State.

# What’s new?

* Messaging to instructors has gotten a refresh (see below).
* Comments are now **required** for the “Adviser help needed to address academic concerns I have for this student” flag.

# Expectations for managing flags

Assigned academic advisers are expected to take the following actions to [manage course-based flags](https://pennstate.service-now.com/sp?id=kb_article_view&sysparm_article=KB0017879):

1. Reach out to advisees who have an “Adviser help is needed…” or “To adviser…” flag to offer support for addressing the flag’s underlying concern.
   * **Note:** These flags include an implied ask from the instructor for additional outreach and support from the student’s assigned academic adviser. Outreach to students with flags other than “To adviser” may be advisable based on what else you know about the students.
2. Document the attempted outreach in Starfish.
3. Be available to advisees to discuss their challenges and to create an action plan for moving forward.
4. Document the student’s response or lack of response in Starfish.

# Best practice recommendations

**Clearing Flags:** Advisers are encouraged to clear flags when they have put in additional effort to help the student address the flagged concern. We suggest that flags be cleared after student attention has been drawn to the concern (e.g., in a conversation between the student and adviser) or **after ten days** if reasonable outreach attempts go unacknowledged by the student.

**Closing the Loop:** Academic advisers are encouraged to “close the loop” with the flag raiser by sending them a message when clearing a flag. Especially in cases where adviser help was requested, flag raisers want to know their observations and concerns were taken seriously. By letting flag raisers know their concerns were acted upon, we reinforce their proactive efforts to identify students who need additional support. To close the loop with the instructor (flag raiser), check “Send a message” in the “Clear Flag” dialog box, and add a brief comment about your outreach and, if appropriate, what the student intends to do to address the concern.

**Assign Function:** The Assign function in Starfish can help assigned advisers keep track of who they’ve already reached out to and manage further outreach to students. This [video tutorial on managing course flags](https://psu.mediaspace.kaltura.com/media/Managing+Course-based+Flags+in+Starfish/1_418xih1y) demonstrates how to use Assign.

# Press/media releases

* [Starfish early progress reporting begins Sept. 6: Progress reporting can help break through student disconnection and increase classroom engagement](https://www.psu.edu/news/office-undergraduate-education/story/starfish-early-progress-reporting-begins-sept-6/) (Penn State News, 8/23/2022)
* Further press releases for Penn State News are in progress.
* More information about the impact of Starfish at Penn State (including collected articles from current and past semesters) can be found on the [Success Stories](https://sites.psu.edu/starfishinfo/resources/success-stories/) webpage.
* Student-Facing Communications (see attachments):
  + Digital Signs (9/6/2022 – 10/14/2022)



UNDERGRADUATE STUDENTS: Check your Starfish dashboard or Penn State email for progress reporting messages from [notices@starfishsolutions.com](mailto:notices@starfishsolutions.com).

Following up with your Starfish Success Network about instructors’ concerns can help you achieve your full potential!

Log in at starfish.psu.edu

* + Social Media Messages (same text as the above, available for your use in sizes optimized for Instagram, Facebook, Twitter)

# Email from the Provost to all instructional faculty

**From:** Authorized Penn State Mass Mail **On Behalf Of** Justin Schwartz, Interim Executive Vice President and Provost  
**Sent:** Tuesday, August 30, 2022  
**Subject:** Reporting Student Progress in Starfish

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| |  |  | | --- | --- | | |  | | --- | | Penn State                                   Shield  Penn State Faculty and Staff,  Something we as educators have learned well in the past few years is that students’ challenges often extend beyond our individual classes. The solutions to these challenges need to go beyond the classroom too. [Starfish progress reports](https://pennstate.service-now.com/sp?id=kb_article_view&sysparm_article=KB0011101) are a simple and useful tool to connect your students to the resources they need and to take a team approach in helping students to be successful in your course.   *Progress Reporting Dates*  By [University Faculty Senate policy](https://undergrad.psu.edu/aappm/G-7-student-progress-report.html), instructors are surveyed about student progress in all full-semester undergraduate courses during weeks 3 and 7 of the fall and spring semesters. This semester, instructors and TAs will be invited to complete Early Progress Report (EPR) surveys from **Tuesday, September 6, to Wednesday, September 14,** and Mid-Semester Progress Report surveys from **Monday, October 3, to Wednesday, October 12**. In addition, instructors can [alert advisers and others to a concern](https://pennstate.service-now.com/sp?id=kb_article_view&sysparm_article=KB0011124) about a student through Starfish at any point during the semester. The earlier a concern is alerted, the better.  *Team-Based Student Support*  You are the only one who can see firsthand what successes and challenges students might be experiencing in your class. By recording your observations in Starfish, you engage a student’s Success Network—including academic advisers, retention specialists, financial aid counselors, tutors, and many others who are in a position to support your students.   A team-based approach to supporting students is a key factor in helping us to increase student achievement. Progress reports work together with tools like [Elevate](https://tlt.psu.edu/elevate/) and the Morgan Academic Center’s surveys to allow a student’s Success Network to better understand the “big picture” of their performance. If similar concerns are raised in more than one course, this could signal larger problems with a student’s academic performance or, in extreme cases, that a student is [missing](https://policy.psu.edu/policies/sy42) or in [crisis](https://policy.psu.edu/policies/sy03).   *Feedback Options and Expectations*  The two progress surveys have distinct goals and [feedback options](https://sites.psu.edu/starfishinfo/resources/messages/#instructor-raised). Feedback about graded work is not expected until the mid-semester survey; it is more important to provide early, formative feedback that could help students change behaviors, especially in the EPR survey. General areas of concern that are helpful to note include:   * Absences or low participation/access of course resources * Limited understanding of core concepts (self-reported or observed) * Missing/incomplete assignments (if available) * Low scores on graded work (if available) * Lack of access to course materials or reliable technology   If you choose, you can customize your feedback, and this is especially helpful when adviser help is requested. There are also positive feedback options available for students who you would like to encourage to continue good course habits and performance. You are the expert on what behaviors lead to success in your class, and progress reporting is a chance for your expectations to be reinforced.   *Teaching and Learning Outcomes*  Your participation in progress reporting helps us to fulfill our responsibility to students by enabling the University to deliver customized, coordinated, and timely support to all students, especially those most in need. Each semester, we see numerous examples of how this [makes a profound difference for students](https://www.psu.edu/news/office-undergraduate-education/story/starfish-early-progress-reporting-begins-sept-6/).   We also see the [benefits of progress reporting to instructors and academic support staff](https://www.psu.edu/news/office-undergraduate-education/story/mid-semester-progress-reporting-window-open-starfish/).   *More Information*  Learn more about progress reporting on the [Starfish Info website](https://starfish.psu.edu/) (starfish.psu.edu), where you can find:   * [Step-by-step guides](https://sites.psu.edu/starfishinfo/users/instructors/) and [video tutorials](https://sites.psu.edu/starfishinfo/resources/demos/#faculty-staff-view) for instructors * [Messages students receive](https://sites.psu.edu/starfishinfo/resources/messages/#instructor-raised) * [Progress reporting FAQs](https://sites.psu.edu/starfishinfo/resources/faq/#progress-reporting)   Your participation in progress reporting is invaluable and greatly appreciated.  Sincerely,  Penn State                                   Shield Justin Schwartz  Interim Executive Vice President and Provost | | |

# Early Progress Report campaign messaging

## Early Progress Report survey deployment email

**From:** [drs46@psu.edu](mailto:drs46@psu.edu)

**Sent:** Tuesday, September 6, 2022

**Reply To:** L-Starfish-Admin@lists.psu.edu

**Subject:** Submit Early Progress Reports, Sept. 6-Sept. 14

Dear Professor Maitz,   
  
The [Early Progress Report (EPR) survey](https://psu.starfishsolutions.com/starfish-ops/dl/student/students.html?tabRequest=flagSurveysTab) is open in Starfish until **9/14/2022 11:00 PM EDT** for your full-semester undergraduate courses. By recording your observations in Starfish, you reinforce your expectations for success in the class and engage a student's broader Success Network in supporting students.

**Survey Timing**

Completing progress surveys as soon as possible gives students and academic advisers time to act on the information you share and prevents delays in notifications due to high usage. Feedback about graded work is not expected until the mid-semester survey. It is more important to provide early, formative feedback that could help students change behaviors.   
  
Every class is different. The earlier a concern is raised the better, but if it makes more sense to submit feedback at a different time in your class or you would like to report a new concern after progress reporting has ended, instructors can [alert advisers and others to a concern](https://pennstate.service-now.com/sp?id=kb_article_view&sysparm_article=KB0011124) about a student through Starfish at any point during the semester. 

**Feedback Options and Messages**

The EPR survey contains the seven items below. Each item sends a message to students and their assigned advisers. The [content of each of these messages](http://sites.psu.edu/starfishinfo/resources/messages/#instructor-raised) is posted on the Starfish Info website.

* Keep up the good work
* Satisfactory work. Remember to use the resources that could help you improve
* To student: I have concerns about your attendance [**World Campus:** To student: I have concerns about your low or infrequent access of course content]
* To student: I have concerns about your participation
* To student: I have concerns about your scores on graded work
* To adviser: Adviser help needed to address academic concerns I have for this student (Comments Required)
* To adviser and student: Has not attended [**World Campus:** To adviser and student: Has not accessed course content]

Focus on what is most important. Limiting the number of feedback items you raise on each student will allow the student and their academic adviser to concentrate on the crucial changes that could help them the most in your course. When raising a concern, especially if adviser help is desired, your additional comments are extremely helpful and can be provided by clicking the "+" icon next to the feedback item.   
  
**Note:** The flag "To adviser: Adviser help is needed..." now requires comments so that advisers have the necessary context to appropriately address your concern. Your comments will be emailed to the student's assigned adviser and included in the student's educational record. Students will be notified that this flag has been raised, but your comments will *not*be emailed to them or visible to them within Starfish. Comments should follow the same [ethical guidelines](https://pennstate.service-now.com/sp?id=kb_article_view&sysparm_article=KB0011274) as other notes recorded in Starfish.  
  
**Completing a Progress Survey**

If you wish to use the progress survey to provide feedback to students on their course performance, you must do so before the survey closes on **9/14/2022 11:00 PM EDT.** You can access the survey by:

* [Direct link to your progress surveys in Starfish](https://psu.starfishsolutions.com/starfish-ops/dl/student/students.html?tabRequest=flagSurveysTab)
* Or logging in to Starfish at [starfish.psu.edu](https://sites.psu.edu/starfishinfo/)

If your course has multiple instructors or TAs, please work together to decide who will provide feedback, since you each receive your own survey. If another instructor or TA is completing the survey or if you choose to [offer feedback using another method](https://pennstate.service-now.com/sp?id=kb_article_view&sysparm_article=KB0011124) (available for the duration of your course), you can click Submit on your uncompleted progress survey to stop reminder emails.

**Need Help?**

Read more about [completing a progress survey](https://pennstate.service-now.com/sp?id=kb_article_view&sysparm_article=KB0011101), watch a [video tutorial](https://psu.mediaspace.kaltura.com/media/Complete+a+Progress+Survey/1_dnbc2f7n), or find answers to [progress reporting FAQs](https://sites.psu.edu/starfishinfo/resources/faq/#progress-reporting).  
  
You are the only one who can see firsthand what successes and challenges students might be experiencing in your courses, and your participation in progress surveys gives academic advisers and others the tools they need to see the full picture of a student's academic performance. Thank you for supporting your students and your colleagues and contributing to University-wide efforts to help students learn and thrive at Penn State.  
  
Sincerely,  
David R. Smith, Ph.D.  
Associate Dean for Advising  
Division of Undergraduate Studies



## Early Progress Report reminder email #1

**From:** drs46@psu.edu

**Sent:** Monday, September 12, 2022

**Reply To:** L-Starfish-Admin@lists.psu.edu

**Subject:** Have you completed Early Progress Reports?

Dear Professor Maitz,   
  
The Early Progress Report (EPR) survey closes on **9/14/2022 11:00 PM EDT** for your full-semester undergraduate courses. [**Click here to access your surveys now**](https://psu.starfishsolutions.com/starfish-ops/dl/student/students.html?tabRequest=flagSurveysTab)**.** By recording your observations in Starfish, you reinforce your expectations for success in the class and engage a student's broader Success Network in supporting students.

**Survey Timing**

Completing progress surveys as soon as possible gives students and academic advisers time to act on the information you share and prevents delays in notifications due to high usage. Feedback about graded work is not expected until the mid-semester survey. It is more important to provide early, formative feedback that could help students change behaviors.   
  
Every class is different. The earlier a concern is raised the better, but if it makes more sense to submit feedback at a different time in your class or you would like to report a new concern after progress reporting has ended, instructors can [alert advisers and others to a concern](https://pennstate.service-now.com/sp?id=kb_article_view&sysparm_article=KB0011124) about a student through Starfish at any point during the semester. 

**Feedback Options and Messages**

The EPR survey contains the seven items below. Each item sends a message to students and their assigned advisers. The [content of each of these messages](https://sites.psu.edu/starfishinfo/resources/messages/#instructor-raised) is posted on the Starfish Info website.

* Keep up the good work
* Satisfactory work. Remember to use the resources that could help you improve
* To student: I have concerns about your attendance [**World Campus:** To student: I have concerns about your low or infrequent access of course content]
* To student: I have concerns about your participation
* To student: I have concerns about your scores on graded work
* To adviser: Adviser help needed to address academic concerns I have for this student (Comments Required)
* To adviser and student: Has not attended [**World Campus:** To adviser and student: Has not accessed course content]

Focus on what is most important. Limiting the number of feedback items you raise on each student will allow the student and their academic adviser to concentrate on the crucial changes that could help them the most in your course. When raising a concern, especially if adviser help is desired, your additional comments are extremely helpful and can be provided by clicking the "+" icon next to the feedback item.   
  
**Note:** The flag "To adviser: Adviser help is needed..." now requires comments so that advisers have the necessary context to appropriately address your concern. Your comments will be emailed to the student's assigned adviser and included in the student's educational record. Students will be notified that this flag has been raised, but your comments will *not* be emailed to them or visible to them within Starfish. Comments should follow the same [ethical guidelines](https://pennstate.service-now.com/sp?id=kb_article_view&sysparm_article=KB0011274) as other notes recorded in Starfish.

**Completing a Progress Survey**

If you wish to use the progress survey to provide feedback to students on their course performance, you must do so before the survey closes on **9/14/2022 11:00 PM EDT.** You can access the survey by:

* [Direct link to your progress surveys in Starfish](https://psu.starfishsolutions.com/starfish-ops/dl/student/students.html?tabRequest=flagSurveysTab)
* Or logging in to Starfish at [starfish.psu.edu](https://sites.psu.edu/starfishinfo/)

Your selections **automatically save** so you can complete the survey over multiple sessions**.** If your computer has been idle for a time, you should open a new Starfish window before continuing the survey to make sure you are still logged in and your feedback is being recorded appropriately. Once you push the Submit button, the messages are sent out, and the survey cannot be edited or retrieved.

If your course has multiple instructors or TAs, please work together to decide who will provide feedback, since you each receive your own survey. If another instructor or TA is completing the survey or if you choose to [offer feedback using another method](https://pennstate.service-now.com/sp?id=kb_article_view&sysparm_article=KB0011124) (available for the duration of your course), you can click Submit on your uncompleted progress survey to stop reminder emails.

**Need Help?**

Read more about [completing a progress survey](https://pennstate.service-now.com/sp?id=kb_article_view&sysparm_article=KB0011101), watch a [video tutorial](https://psu.mediaspace.kaltura.com/media/Complete+a+Progress+Survey/1_dnbc2f7n), or find answers to [progress reporting FAQs](https://sites.psu.edu/starfishinfo/resources/faq/#progress-reporting).  
  
Your dedication to student success at Penn State is appreciated. Thank you for your participation.  
  
Sincerely,  
David R. Smith, Ph.D.  
Associate Dean for Advising  
Division of Undergraduate Studies





## Early Progress Report reminder email #2

**From:** drs46@psu.edu

**Sent:** Wednesday, September 14, 2022

Reply To: L-Starfish-Admin@lists.psu.edu

Subject: Last Chance: Submit progress survey by 11:00 PM ET

Dear Professor Maitz,   
  
The Early Progress Report (EPR) survey closes **TONIGHT at 11:00 p.m. ET** for your full-semester undergraduate courses. [**Click here to access your surveys now.**](https://psu.starfishsolutions.com/starfish-ops/dl/student/students.html?tabRequest=flagSurveysTab) By recording your observations in Starfish, you reinforce your expectations for success in the class and engage a student's broader Success Network in supporting students.

**Survey Timing**

Completing EPR surveys gives students and academic advisers time to act on the information you share. Feedback about graded work is not expected until the mid-semester survey. It is more important to provide early, formative feedback that could help students change behaviors.   
  
Every class is different. The earlier a concern is raised the better, but if it makes more sense to submit feedback at a different time in your class or you would like to report a new concern after progress reporting has ended, instructors can [alert advisers and others to a concern](https://pennstate.service-now.com/sp?id=kb_article_view&sysparm_article=KB0011124) about a student through Starfish at any point during the semester.   
  
**Feedback Options and Messages**

The EPR survey contains the seven items below. Each item sends a message to students and their assigned advisers. The [content of each of these messages](https://sites.psu.edu/starfishinfo/resources/messages/#instructor-raised) is posted on the Starfish Info website.

* Keep up the good work
* Satisfactory work. Remember to use the resources that could help you improve
* To student: I have concerns about your attendance [**World Campus:** To student: I have concerns about your low or infrequent access of course content]
* To student: I have concerns about your participation
* To student: I have concerns about your scores on graded work
* To adviser: Adviser help needed to address academic concerns I have for this student (Comments Required)
* To adviser and student: Has not attended [**World Campus:** To adviser and student: Has not accessed course content]

Focus on what is most important. Limiting the number of feedback items you raise on each student will allow the student and their academic adviser to concentrate on the crucial changes that could help them the most in your course. When raising a concern, especially if adviser help is desired, your additional comments are extremely helpful and can be provided by clicking the "+" icon next to the feedback item.   
  
**Note:** The flag "To adviser: Adviser help is needed..." now requires comments so that advisers have the necessary context to appropriately address your concern. Your comments will be emailed to the student's assigned adviser and included in the student's educational record. Students will be notified that this flag has been raised, but your comments will *not* be emailed to them or visible to them within Starfish. Comments should follow the same [ethical guidelines](https://pennstate.service-now.com/sp?id=kb_article_view&sysparm_article=KB0011274) as other notes recorded in Starfish.  
  
**Completing a Progress Survey**

If you wish to use the progress survey to provide feedback to students on their course performance, you must do so before the survey closes **TONIGHT at 11:00 p.m. ET**. You can access the survey by:

* [Direct link to your progress surveys in Starfish](https://psu.starfishsolutions.com/starfish-ops/dl/student/students.html?tabRequest=flagSurveysTab)
* Or logging in to Starfish at [starfish.psu.edu](https://sites.psu.edu/starfishinfo/)

Your selections **automatically save** so you can complete the survey over multiple sessions**.** If your computer has been idle for a time, you should open a new Starfish window before continuing the survey to make sure you are still logged in and your feedback is being recorded appropriately. Once you push the Submit button, the messages are sent out, and the survey cannot be edited or retrieved.

If your course has multiple instructors or TAs, please work together to decide who will provide feedback, since you each receive your own survey.

**Need Help?**

Read more about [completing a progress survey](https://pennstate.service-now.com/sp?id=kb_article_view&sysparm_article=KB0011101), watch a [video tutorial](https://psu.mediaspace.kaltura.com/media/Complete+a+Progress+Survey/1_dnbc2f7n), or find answers to [progress reporting FAQs](https://sites.psu.edu/starfishinfo/resources/faq/#progress-reporting).  
  
Your dedication to student success at Penn State is appreciated. Thank you for your participation.  
  
Sincerely,  
David R. Smith, Ph.D.  
Associate Dean for Advising  
Division of Undergraduate Studies



# Mid-Semester campaign messaging

## Mid-Semester survey deployment email

From: drs46@psu.edu

Sent: Monday, October 3, 2022

Reply To: L-Starfish-Admin@lists.psu.edu

Subject: Submit Mid-Semester Progress Reports, Oct. 3-Oct. 12

Dear Professor Maitz,   
  
The [Mid-Semester Progress Report survey](https://psu.starfishsolutions.com/starfish-ops/dl/student/students.html?tabRequest=flagSurveysTab) is open in Starfish until **10/12/2022 11:00 PM EDT** for your full-semester undergraduate courses. By recording your observations in Starfish, you reinforce your expectations for success in the class and engage a student's broader Success Network in supporting students.

**Survey Timing**

Completing progress surveys as soon as possible gives students and academic advisers time to act on the information you share and prevents delays in notifications due to high usage. Feedback in the mid-semester survey is based on both patterns of student behavior and graded work. This should help students realistically assess their progress and make decisions about their enrollment in the course.   
  
Every class is different. The earlier a concern is raised the better, but if it makes more sense to submit feedback at a different time in your class or you would like to report a new concern after progress reporting has ended, instructors can [alert advisers and others to a concern](https://pennstate.service-now.com/sp?id=kb_article_view&sysparm_article=KB0011124) about a student through Starfish at any point during the semester. 

**Feedback Options and Messages**

The mid-semester survey contains the seven items below. Each item sends a message to students and their assigned advisers. The [content of each of these messages](http://sites.psu.edu/starfishinfo/resources/messages/#instructor-raised) is posted on the Starfish Info website.

* Outstanding academic performance
* Keep up the good work
* Satisfactory work. Remember to use the resources that could help you improve
* To adviser and student: In danger of earning less than a C
* To student: I have concerns about your attendance [**World Campus:** I have concerns about your low or infrequent access of course content]
* To student: I have concerns about your participation
* To student: I have concerns about your scores on graded work

Focus on what is most important. Limiting the number of feedback items you raise on each student will allow the student and their academic adviser to concentrate on the crucial changes that could help them the most in your course. When raising a concern, especially if adviser help is desired, your additional comments are extremely helpful and can be provided by clicking the "+" icon next to the feedback item. Comments should follow the same [ethical guidelines](https://pennstate.service-now.com/sp?id=kb_article_view&sysparm_article=KB0011274) as other notes recorded in Starfish.  
  
**Completing a Progress Survey**

If you wish to use the progress survey to provide feedback to students on their course performance, you must do so before the survey closes on **10/12/2022 11:00 PM EDT**. You can access the survey by:

* [Direct link to your progress surveys in Starfish](https://psu.starfishsolutions.com/starfish-ops/dl/student/students.html?tabRequest=flagSurveysTab)
* Or logging in to Starfish at [starfish.psu.edu](https://sites.psu.edu/starfishinfo/)

Your selections **automatically save** so you can complete the survey over multiple sessions**.** If your computer has been idle for a time, you should open a new Starfish window before continuing the survey to make sure you are still logged in and your feedback is being recorded appropriately. Once you push the Submit button, the messages are sent out, and the survey cannot be edited or retrieved.

If your course has multiple instructors or TAs, please work together to decide who will provide feedback, since you each receive your own survey. If another instructor or TA is completing the survey or if you choose to [offer feedback using another method](https://pennstate.service-now.com/sp?id=kb_article_view&sysparm_article=KB0011124) (available for the duration of your course), you can click Submit on your uncompleted progress survey to stop reminder emails.

**Need Help?**

Read more about [completing a progress survey](https://pennstate.service-now.com/sp?id=kb_article_view&sysparm_article=KB0011101), watch a [video tutorial](https://psu.mediaspace.kaltura.com/media/Complete+a+Progress+Survey/1_dnbc2f7n), or find answers to [progress reporting FAQs](https://sites.psu.edu/starfishinfo/resources/faq/#progress-reporting).  
  
You are the only one who can see firsthand what successes and challenges students might be experiencing in your courses, and your participation in progress surveys gives academic advisers and others the tools they need to see the full picture of a student's academic performance. Thank you for supporting your students and your colleagues and contributing to University-wide efforts to help students learn and thrive at Penn State.  
  
Sincerely,  
David R. Smith, Ph.D.  
Associate Dean for Advising  
Division of Undergraduate Studies



## Mid-Semester reminder email #1

From: drs46@psu.edu

Sent: Monday, October 10, 2022

Reply To: L-Starfish-Admin@lists.psu.edu

Subject: Have you completed Mid-Semester Progress Reports?

Dear Professor Maitz,   
  
The Mid-Semester Progress Report survey closes on **10/12/2022 11:00 PM EDT** for your full-semester undergraduate courses. [**Click here to access your surveys now**](https://psu.starfishsolutions.com/starfish-ops/dl/student/students.html?tabRequest=flagSurveysTab)**.** By recording your observations in Starfish, you reinforce your expectations for success in the class and engage a student's broader Success Network in supporting students.

**Survey Timing**

Completing progress surveys as soon as possible gives students and academic advisers time to act on the information you share and prevents delays in notifications due to high usage. Feedback in the mid-semester survey is based on both patterns of student behavior and graded work. This should help students realistically assess their progress and make decisions about their enrollment in the course.   
  
Every class is different. The earlier a concern is raised the better, but if it makes more sense to submit feedback at a different time in your class or you would like to report a new concern after progress reporting has ended, instructors can [alert advisers and others to a concern](https://pennstate.service-now.com/sp?id=kb_article_view&sysparm_article=KB0011124) about a student through Starfish at any point during the semester. 

**Feedback Options and Messages**

The mid-semester survey contains the seven items below. Each item sends a message to students and their assigned advisers. The [content of each of these messages](https://sites.psu.edu/starfishinfo/resources/messages/#instructor-raised) is posted on the Starfish Info website.

* Outstanding academic performance
* Keep up the good work
* Satisfactory work. Remember to use the resources that could help you improve
* To adviser and student: In danger of earning less than a C
* To student: I have concerns about your attendance [**World Campus:** I have concerns about your low or infrequent access of course content]
* To student: I have concerns about your participation
* To student: I have concerns about your scores on graded work

Focus on what is most important. Limiting the number of feedback items you raise on each student will allow the student and their academic adviser to concentrate on the crucial changes that could help them the most in your course. When raising a concern, especially if adviser help is desired, your additional comments are extremely helpful and can be provided by clicking the "+" icon next to the feedback item. Comments should follow the same [ethical guidelines](https://pennstate.service-now.com/sp?id=kb_article_view&sysparm_article=KB0011274) as other notes recorded in Starfish.

**Completing a Progress Survey**

If you wish to use the progress survey to provide feedback to students on their course performance, you must do so before the survey closes on **10/12/2022 11:00 PM.** You can access the survey by:

* [Direct link to your progress surveys in Starfish](https://psu.starfishsolutions.com/starfish-ops/dl/student/students.html?tabRequest=flagSurveysTab)
* Or logging in to Starfish at [starfish.psu.edu](https://sites.psu.edu/starfishinfo/)

Your selections **automatically save** so you can complete the survey over multiple sessions**.** If your computer has been idle for a time, you should open a new Starfish window before continuing the survey to make sure you are still logged in and your feedback is being recorded appropriately. Once you push the Submit button, the messages are sent out, and the survey cannot be edited or retrieved.

If your course has multiple instructors or TAs, please work together to decide who will provide feedback, since you each receive your own survey. If another instructor or TA is completing the survey or if you choose to [offer feedback using another method](https://pennstate.service-now.com/sp?id=kb_article_view&sysparm_article=KB0011124) (available for the duration of your course), you can click Submit on your uncompleted progress survey to stop reminder emails.

**Need Help?**

Read more about [completing a progress survey](https://pennstate.service-now.com/sp?id=kb_article_view&sysparm_article=KB0011101), watch a [video tutorial](https://psu.mediaspace.kaltura.com/media/Complete+a+Progress+Survey/1_dnbc2f7n), or find answers to [progress reporting FAQs](https://sites.psu.edu/starfishinfo/resources/faq/#progress-reporting).  
  
Your dedication to student success at Penn State is appreciated. Thank you for your participation.  
  
Sincerely,  
David R. Smith, Ph.D.  
Associate Dean for Advising  
Division of Undergraduate Studies



## Mid-Semester reminder email #2

From: drs46@psu.edu

Sent: Wednesday, October 12, 2022

Reply To: L-Starfish-Admin@lists.psu.edu

Subject: Last Chance: Submit progress survey by 11:00 PM ET

Dear Professor Maitz,   
  
The Mid-Semester Progress Report survey closes **TONIGHT at 11:00 p.m. ET** for your full-semester undergraduate courses. [**Click here to access your surveys now.**](https://psu.starfishsolutions.com/starfish-ops/dl/student/students.html?tabRequest=flagSurveysTab) By recording your observations in Starfish, you reinforce your expectations for success in the class and engage a student's broader Success Network in supporting students.

**Survey Timing**

Completing progress surveys gives students and academic advisers time to act on the information you share. Feedback in the mid-semester survey is based on both patterns of student behavior and graded work. This should help students realistically assess their progress and make decisions about their enrollment in the course.

Every class is different. The earlier a concern is raised the better, but if it makes more sense to submit feedback at a different time in your class or you would like to report a new concern after progress reporting has ended, instructors can [alert advisers and others to a concern](https://pennstate.service-now.com/sp?id=kb_article_view&sysparm_article=KB0011124) about a student through Starfish at any point during the semester.   
  
**Feedback Options and Messages**

The mid-semester survey contains the seven items below. Each item sends a message to students and their assigned advisers. The [content of each of these messages](https://sites.psu.edu/starfishinfo/resources/messages/#instructor-raised) is posted on the Starfish Info website.

* Outstanding academic performance
* Keep up the good work
* Satisfactory work. Remember to use the resources that could help you improve
* To adviser and student: In danger of earning less than a C
* To student: I have concerns about your attendance [**World Campus:** I have concerns about your low or infrequent access of course content]
* To student: I have concerns about your participation
* To student: I have concerns about your scores on graded work

Focus on what is most important. Limiting the number of feedback items you raise on each student will allow the student and their academic adviser to concentrate on the crucial changes that could help them the most in your course. When raising a concern, especially if adviser help is desired, your additional comments are extremely helpful and can be provided by clicking the "+" icon next to the feedback item. Comments should follow the same [ethical guidelines](https://pennstate.service-now.com/sp?id=kb_article_view&sysparm_article=KB0011274) as other notes recorded in Starfish.  
  
**Completing a Progress Survey**

If you wish to use the progress survey to provide feedback to students on their course performance, you must do so before the survey closes **TONIGHT at 11:00 p.m. ET**. You can access the survey by:

* [Direct link to your progress surveys in Starfish](https://psu.starfishsolutions.com/starfish-ops/dl/student/students.html?tabRequest=flagSurveysTab)
* Or logging in to Starfish at [starfish.psu.edu](https://sites.psu.edu/starfishinfo/)

Your selections **automatically save** so you can complete the survey over multiple sessions**.** If your computer has been idle for a time, you should open a new Starfish window before continuing the survey to make sure you are still logged in and your feedback is being recorded appropriately. Once you push the Submit button, the messages are sent out, and the survey cannot be edited or retrieved.

If your course has multiple instructors or TAs, please work together to decide who will provide feedback, since you each receive your own survey.

**Need Help?**

Read more about [completing a progress survey](https://pennstate.service-now.com/sp?id=kb_article_view&sysparm_article=KB0011101), watch a [video tutorial](https://psu.mediaspace.kaltura.com/media/Complete+a+Progress+Survey/1_dnbc2f7n), or find answers to [progress reporting FAQs](https://sites.psu.edu/starfishinfo/resources/faq/#progress-reporting).  
  
Your dedication to student success at Penn State is appreciated. Thank you for your participation.  
  
Sincerely,  
David R. Smith, Ph.D.  
Associate Dean for Advising  
Division of Undergraduate Studies



# Thank You email

From: drs46@psu.edu

Sent: Upon Survey Completion

Reply To: L-Starfish-Admin@lists.psu.edu

Subject: Thank you for completing progress reports

Thank you for completing a progress survey for one or more of your courses. To check if you still have progress surveys to complete, look for any "Outstanding Progress Surveys" still listed on your [Starfish](https://psu.starfishsolutions.com/starfish-ops/instructor/index.html?tenantId=9045) dashboard. Learn more about [finding and completing progress surveys](https://psu.mediaspace.kaltura.com/media/Complete+a+Progress+Survey/1_dnbc2f7n) with a short video tutorial.  
  
You can confirm the items you raised for students in Starfish under the Tracking Tab in the Students menu and in each student's Starfish folder. Please note that it may take time for the items you raised to process and show up in the system; check again later if you do not see all of the items you raised right away. Learn more with a video tutorial on [viewing and managing tracking items](https://psu.mediaspace.kaltura.com/media/Manage+Course-Based+Flags+in+Starfish/1_418xih1y).  
  
You may receive [notifications from Starfish](https://sites.psu.edu/starfishinfo/resources/messages/#close-the-loop) that advisers or others have engaged with students to address the concerns you raised. If so, please recognize that your effort to notice and share mattered.  
  
**If you notice additional concerns or if you wish others to reinforce your positive observations, you can use Starfish at any point in the semester.**Your concerns or congratulations can be raised individually or in groups of students by [using the Flag and Kudos buttons](https://pennstate.service-now.com/sp?id=kb_article_view&sysparm_article=KB0011123) or by using [Canvas grades and the Zoom In feature](https://pennstate.service-now.com/sp?id=kb_article_view&sysparm_article=KB0011082).  
  
Your efforts to support student learning and academic success are greatly appreciated.  
  
Sincerely,  
David R. Smith, Ph.D.  
Associate Dean for Advising  
Division of Undergraduate Studies



# Other resources

Further information can be found in the Starfish Info [FAQ](https://sites.psu.edu/starfishinfo/resources/faq/#progress-reporting), [Message Templates](https://sites.psu.edu/starfishinfo/resources/messages/#instructor-raised), and [video demos](https://psu.mediaspace.kaltura.com/media/Complete+a+Progress+Survey/1_dnbc2f7n) or in the Public Knowledge Base, which includes how-to articles on:

* [Completing a Progress Survey](https://pennstate.service-now.com/sp?id=kb_article_view&sysparm_article=KB0011101)- instructions on how to complete the traditional progress survey
* [Providing Information to a Student’s Academic Support Network](https://pennstate.service-now.com/sp?id=kb_article_view&sysparm_article=KB0011124)- an overview of the options for raising flags and kudos via progress reports, “Zoom In,” and manual raise
* [Using Canvas Grade and the Zoom in Feature in Starfish](https://pennstate.service-now.com/sp?id=kb_article_view&sysparm_article=KB0011082)- instructions on how to use “Zoom In,” a tool that allows instructors to automatically assign flags/kudos to students based on their current Canvas grade
* [Manually Raising Flags and Kudos](https://pennstate.service-now.com/sp?id=kb_article_view&sysparm_article=KB0011123)- instructions on submitting feedback at any point in the semester, even after progress reporting campaigns have concluded
* [Managing Course-Based Flags](https://pennstate.service-now.com/sp?id=kb_article_view&sysparm_article=KB0017879)- overview of the steps assigned academic advisers and others are expected to take with students who receive Starfish flags in their courses. This article includes step-by-step guides on using Starfish to manage flags, using the Assign function, and “closing the loop” with instructors.

# Contact information

**For General Assistance:**

Starfish Support email, [starfish@psu.edu](mailto:starfish@psu.edu)

List of [college/campus/area contacts](https://sites.psu.edu/starfishinfo/resources/starfish-contact-network)

**The Starfish Team:**

David Smith, Project Lead

Janet Schulenberg, Functional Lead

Heather Atkinson, User Support Coordinator

Shawna Culp, World Campus User Support Coordinator

Emily Fogel Conway, Communications Coordinator

John Ellenberger, Technical Support