



Best Practice Email Templates for Starfish EARLY ALERT™

Version 2.0

Purpose and Introduction

When your Starfish test tenant is created, it is pre-populated with “Best Practice” settings including the tracking items and corresponding student email templates listed in table 1 below.

This document provides the text, fields, and snippets that are part of each template listed to assist you in setting up your own templates. You may also find it helpful for term to term planning to add your customized template information to this document. This document is intended to be used with the Email Message Best Practice Quick Reference to help you define effective email messages.

Table 1: Recommended Tracking Items and Student Email Pairings

| Tracking Item Name | Template Name | Type |
|-----------------------|--|--|
| Attendance Concern | Attendance Concern (Recommended) | Common concern raised by Instructor <ul style="list-style-type: none"> From raiser, written in 1st person Includes comments Asks for email reply to instructor Signed by Flag raiser |
| Low Participation | Low Participation (Recommended) | |
| Low Quiz/Test Scores | Low Scores (Recommended) | |
| In Danger of Failing | In Danger of Failing (Recommended) | Urgent concern raised by Instructor <ul style="list-style-type: none"> From raiser’s email, but written in 3rd person Does not include comments Asks for immediate email reply to instructor Signed by Student Success team |
| Low Average in Course | Low Average System Flag (Recommended) | System Flag for grade concern <ul style="list-style-type: none"> From default email, written in third person Does not include comments Recommends instructor contact (but not via reply) Signed by Student Success Team |
| Keep up the good work | Kudos Message to student (Recommended) | Kudos |

| | | |
|--|--|---|
| | | <ul style="list-style-type: none"> • Comes from kudos creator, written in first person, • Includes comments • Signed by kudos creator with contact info. |
|--|--|---|

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Attendance Concern (Recommended)

From and Reply-to:

| | | | | |
|----------|------|---|-------------|---|
| * From | Role | ▼ | Flag Raiser | ▼ |
| Reply-to | Role | ▼ | Flag Raiser | ▼ |

Subject:

[Flag Name] in [Course Name]

Message:

Dear **[Student Full Name]**,

You've been flagged for **[Flag Name]** in **[Course Name]**.

I believe that you can be successful in your academic studies and know that attending class is the first step to accomplishing your goals. Missing class content can affect your grades and academic performance. It is not too late to change your attendance habits.

[Prefix – Here are my additional comments:

Raise Notes

[SNIPPET - Statement of Resources and Concern requesting email reply and written in first person]

Sincerely,

[Raiser Name]

Low Participation (Recommended)

From and Reply-to:

| | | | | |
|----------|------|---|-------------|---|
| * From | Role | ▼ | Flag Raiser | ▼ |
| Reply-to | Role | ▼ | Flag Raiser | ▼ |

Subject:

[Flag Name] in [Course Name]

Message:

Dear **[Student Full Name]**,

You've been flagged for **[Flag Name]** in **[Course Name]**.

I believe that you can be successful in your academic studies and participating in class is important! Interacting with the course material, and your peers, is one of the best ways to master the course content.

[Prefix – Here are my additional comments:

Raise Notes

[SNIPPET - Statement of Resources and Concern requesting email reply and written in first person]

Sincerely,

[Raiser Name]

Low Scores (Recommended)

From and Reply-to:

| | | | | |
|----------|------|---|-------------|---|
| * From | Role | ▼ | Flag Raiser | ▼ |
| Reply-to | Role | ▼ | Flag Raiser | ▼ |

Subject:

[Flag Name] in [Course Name]

Message:

Dear **[Student Full Name]**,

Based on your course grades, you've been flagged for **[Flag Name]** in **[Course Name]**. It is not too late to improve your overall grade in this class!

[Prefix – Here are my additional comments:

Raise Notes]

[SNIPPET - Statement of Resources and Concern requesting email reply and written in first person]

Sincerely,

[Raiser Name]

In Danger of Failing (Recommended)

From and Reply-to:

| | | | | |
|----------|------|---|-------------|---|
| * From | Role | ▼ | Flag Raiser | ▼ |
| Reply-to | Role | ▼ | Flag Raiser | ▼ |

Subject:

Your academic progress in **[Course Name]**

Message:

Dear **[Student Full Name]**,

Each term, we ask our faculty to provide us with information regarding how well students in their classes are performing academically. Your professor alerted us that there is a concern about your academic progress in **[Course Name]**. Your instructor raised this flag because we care about you and your academic success. Based on your progress in this course thus far and without a substantial change in your work, you might be in danger of failing this course.

[SNIPPET - Statement of concern and recommendation to contact instructor immediately to improve grade written in third person]

Sincerely,

Student Success Team

Low Average System Flag (Recommended)

From and Reply-to:

| | | | |
|----------|---------------|---|-------------------------------|
| * From | Email Address | ▼ | notices@starfishsolutions.com |
| Reply-to | Email Address | ▼ | notices@starfishsolutions.com |

(System Settings, defaults)

Subject:

[Flag Name] in **[Course Name]**

Message:

Based on your course grades, you have been flagged for **[Flag Name]** in **[Course Name]**. It is not too late to bring this grade up!

[SNIPPET - Statement of Resources and Concern requesting instructor contact written in third person]

Sincerely,

Student Success Team

Best Practice Email Templates (Recommended)

Recommended student template for Kudos raised by instructor

Kudos Message to Student (Recommended)

From and Reply-to:

| | | | | |
|----------|------|---|---------------|---|
| * From | Role | ▼ | Kudos Creator | ▼ |
| Reply-to | Role | ▼ | Kudos Creator | ▼ |

Subject:

Kudos! **[Kudos Name]** in **[Course Name]**

Message:

Dear **[Student Full Name]**,

Congratulations!

I appreciate your dedication and hard work in the classroom. Keep up the good work!

[Prefix – Here are my additional comments:

Raise Notes

Sincerely,

[Raiser Name]

[Raiser Email]

[Raiser Phone]

Snippets

Snippet 1 –Used in common concern templates

Name:

Statement of Resources and Concern requesting email reply and written in first person

Contents:

I believe that you can be successful in your academic studies. Our institution has many resources that can aid your effort to improve academic performance and assist with personal concerns. Please reply to this email to contact me, or consider contacting your advisor for resources and suggestions for improvement.

We care about your success!

Snippet 2 –Used in urgent concern template

Name:

Statement of Concern and recommendation to contact instructor immediately to improve grade written in third person

Contents:

We recommend contacting your instructor immediately to see what can be done to raise your grade in this course. You may email your instructor directly by replying to this email. You should also consider contacting your advisor.

We believe that you can be successful in your academic studies and are here to help. We care about your success!

Snippet 3 –Used in system-raised grade concern template

Name:

Statement of Resources and Concern requesting instructor contact written in third person

Contents:

We believe that you can be successful in your academic studies. Our institution has many resources that can aid your effort to improve academic performance and assist with personal concerns. Please contact your instructor, or consider contacting your advisor for resources and suggestions for improvement.

We care about your success!

Additional Resources

- [How to Configure Email Templates](#)
- [Email Template Best Practices Quick Reference](#)

Document Version History

| Version | Description of updates | Date of update |
|---------|--|----------------|
| 2.0 | Updated with fields and snippets available as part of the release of email template editor | 6/16/14 |