

Starfish Advisor Intervention Strategies

Points of Emphasis

1. What open-ended questions will facilitate discussion with the student?
2. How do we collaborate with the student rather than rely on prescriptive advice?
3. What specific, incremental, and achievable goals can we help the student develop?
4. What short-term goals will lead to long-term success?
5. What obstacles can we help the student overcome?

Intervention Methods

IF	THEN	TIMEFRAME
1. Phone Call	SUCCESS: Conversation or Voicemail FAILURE: No ability to leave Voicemail— proceed to #2	Within 48 hours of notification
2. Phone Call	SUCCESS: Conversation or Voicemail FAILURE: No ability to leave Voicemail— proceed to #3	Next day after initial phone call
3. Email	SUCCESS: Email Student Falcon Mail Account <i>**Make note in Notepad/Starfish for Advisor follow-up at next Advising appointment</i>	Immediately after second failed phone call
4. Advisor Appointment	If all else fails, ask instructor to have student contact an Advisor for an appointment	At instructor discretion

Message for All Flags

1. Indicate specific flag type
2. Indicate specific Instructor that raised flag
3. Encourage student to communicate with Instructor about flag
4. Encourage student to take advantage of Instructor office hours

Message for Specific Flags

Attendance Concern—ADVISORS

1. Continued absence/non-participation may lead the instructor to WA drop the student for non-attendance
2. Is there any way that we can help with this issue?
3. If student indicates they need to withdraw or there is an extenuating circumstance (ex. medical issue, etc.), refer to financial aid (if necessary), and assist in whatever way possible
 - a. Withdrawal should be LAST RESORT

Low Average in Course—ADVISORS

1. This may result in failing the course
2. Is there something that is causing difficulty in the course?
3. Refer student to Student Success Center—Extension 2383
4. Offer an advising appointment to discuss options
5. If student indicates they need to withdraw or there is an extenuating circumstance (ex. medical issue, etc.), refer to financial aid (if necessary), and assist in whatever way possible
 - a. Withdrawal should be LAST RESORT

Low Quiz/Test Score— ADVISORS

1. Tell me what happened with this low score?
2. Is there any way that we can help with this issue?
3. Refer student to Student Success Center—Extension 2383
4. Offer advising appointment to address
 - a. Study Skills
 - b. Time Management

Late or Missing Assignment— ADVISORS

1. Tell me what happened with this late or missing assignment?
2. Is there any way that we can help with this issue?
3. Encourage Library resources if problem centers on lack of access to appropriate technology (ex. internet, printing, appropriate software, etc.)

Closing the Loop

All interactions with students should be documented in Starfish using the Closing the Loop function. This generates a summary email back to the instructor so that the instructor knows that the student has been contacted. This also allows us to track our efforts.

Clear Reason (You must choose one)

1. The student responded to outreach attempts
2. The student did not respond to outreach attempts
3. The student has been administratively dropped from the course or withdrew from the course
4. The flag was raised by mistake
5. Other reason for clearing (Please make a comment)

Clear Flag Codes

1. TTS: Talked to Student
2. VM: Voicemail left with student
3. EM: Email sent to student
4. CNA: Called no answer

Format in Clear Flag Box

Code: Date, Brief Summary

Example:

TTS: 2/10/15, student didn't study, referred to Tutoring

VM: 2/10/15, referred student to Library for resources, requested call back from student
EM: 2/10/15, told student in danger of failing, requested call back from student

Comments Box Code

1. CNA: Call No Answer

Example: CNA: 2/10/15