

## Happy Spring 2024 Hawk Family,

Starfish is growing on our campus and doing amazing things thanks to your engagement! To keep up the momentum please complete the Starfish checklist (attached) at the beginning of each term and log in frequently to check for updates on your students.

In an effort to keep the campus informed, a few Starfish updates and reminders are below:

### Updates

- ★ **UMES Starfish is on the map!** I presented at the EAB Connected24 National Conference in Denver, CO in January, and it was a rewarding experience to be able to share our Starfish story. We were one of the two HBCUs presenting out of 52 HBCU partners. Our Starfish resources to guide users to Close the Loop and Raise a Flag were also highlighted as Artifacts of Practice. Those resources are also attached for you to review & use!
- ★ Our **Retention Specialists** are taking action & strengthening our Care Network model. There is a Retention Specialist for each school to work closely with our FOCUS students (below 2.0 GPA) and our Sophomores. They also monitor and connect with freshmen and sophomores who are flagged with concerns in Starfish.
  - **Bobby Rice**: School of Agriculture & Natural Sciences
  - **Seth Roberts**: School of Education, Social Sciences & the Arts
  - **Sharay DuBose**: School of Pharmacy & Health Professions
  - **Bria Townsend**: School of Business & Technology

### ★ Fall 2023 Impact Data

Flags closed in Starfish with a Positive Outcome (Student responded to outreach & met with support staff)	Retained to Spring 2024 at <b>87%</b>
Flags closed in Starfish with a reason reflecting no response from 3 or more outreach attempts	Retained to Spring 2024 at <b>70%</b>

### Top Flag Raisers

Kathyrn Barret-Gaines	Social Sciences
Beatrice Nelson	Kinesiology
Mari-Jo Ulbricht	English
Manal Elbeshir	Math
Saswati Sen	English


**Number of Kudos (Encouragement) Raised - 2,183**

**Number of Flags Raised - 2,358**

**Average Days from Flag Raise to Cleared - 30 Days**

### Reminders

- ★ Here are some helpful links that are also included on the attached checklist:
  - [Set Up Your Profile in Starfish](#)
  - [Setup office hours](#)
  - [Email Notifications for Appointments & Tracking Items](#)

- [Closing the Loop.](#)
- ★ There will be two **Progress Surveys** sent at critical times this semester. These surveys will prompt faculty to provide feedback on student progress in their courses.
  - Early Student Progress Survey: Opens Monday, February 12th, Closes Monday, February 19th
  - Post Midterms Progress Survey: Opens Monday, March 25th, Closes Monday, April 1st
  - How to Video: [Completing a progress survey](#)
- ★ **Continue to Close The Loop!** Our campus has consistently raised flags and kudos to connect our students to the appropriate resources—the next steps are to **connect, clear & document**.
  - **Connect:** Review flags raised for your advisees and make outreach to students with Level 2 flags (In Danger of Failing, Classroom Behavioral Concern, Emotional/Mental Health Concern). (See the attached Flag Chart)
  - **Clear:**  **& Document: Clearing the flag will inform the flag raiser** and the student that the situation has been addressed, documented and resolved (close the loop, strengthen the connections). Once contact is made with the flagged student (telephone, email response, or meeting) it is time to clear the flag—you will have the option to document the resolution in the clearing window.
  - *Review this quick how-to video on [Closing the Loop](#).*

As always you can use our [Starfish resources](#) on the CAAS website to expand your Starfish knowledge.

Thank you for your dedication and service to our students, please feel free to reach out to me at [jreagan@umes.edu](mailto:jreagan@umes.edu) with any questions, suggestions, successes! We want to hear about your Starfish experiences!