

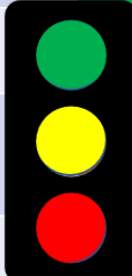
Connect (Starfish) Faculty Desktop Reference

UMKC CONNECT (Starfish) is a central location for faculty, advisors, student services and students to communicate and collaborate on a strategic plan for each student's academic success and keep students connected with campus resources that are an important part of their academic achievement.

UMKC Connect (Starfish) contains features, such as surveys, kudos flags, and referrals, that will allow UMKC faculty and staff to achieve the following goals:

- Improve Communication Between Advisors, Students, and Instructors
- Improve Access to Support Services, Advisors and/or Faculty
- Allow Electronic Access to Appointment Scheduling
- Clearly Identify Resources for Specific Courses
- Increase Advising Efficiency
- Identify Students Needing Assistance
- Reinforce Course Expectations and Use of Technology
- Assist Crafting an Education Plan to Graduation

Recommendations for Utilization-Timeline:

Tracking Items		Week 1-4	Week 5-8	Week 9-12	Week 13-16
Survey		2	4-6*		
Kudo		1-4	8	11	15
Flag	Instructor Concern	2-15			
	Action Required	3-4**	7-8**	11-12**	
	General Concern to Advisor	<p>This flag should be used to alert the students academic advisor that additional academic assistance or additional social or personal support may be needed. This flag may be issued in conjunction with a referral.</p>			
	Attention! Immediate Response Required	<p>This flag should be used with care and only for issues that need immediate response such as homelessness, food scarcity, eminent utility termination, etc. or significant disruptive behavior in the classroom or office. Before issuing a flag at this level, faculty are encouraged to utilize the General Concern to Academic Advisor and Connect Referrals as first line actions. Call 9-1-1 or (816) 235-1515 for any type of health emergency.</p>			
Referrals		<p>Referrals are like introductions and help to connect students with academic and social support services. Issuing a referral provides students immediate information about a service or office and often results in additional outreach by the referral office to the student to encourage their participation.</p>			

*Dates correspond to UMKC refund and withdraw dates for 16-week undergraduate sessions

The following **Referrals** are available to connect students with UMKC's Support Services:

- Academic Advisor
- Bloch Tutoring Center
- Career Services
- Counseling Center
- Disability Services
- Financial Aid
- LGBTQIA Student Support
- MindBody Center Heart Math Program
- Multicultural Student Affairs
- Peer Academic Leadership (PAL) Program
- Roo Up Seminars-Academic Support and Mentoring (ASM)
- Supplemental Instruction
- UMKC Central
- UMKC Tutoring-Academic Support and Mentoring (ASM)
- Writing Studio Consultant

The following Tracking Items are available:

Action	Tracking Item	Timing	Communication	Advisor Response
Surveys	Administrative Attendance Survey	Week 2	Generates Email to the Student	Review tracking item in preparation for student appointment; Discussed if student inquires. CLOSED by Faculty or Admin
	Semester Start Progress Survey	Week 4-6	Generates Email to the Student	Review tracking item in preparation for student appointment; Discussed if student inquires. CLOSED by Faculty or Admin
Kudos	Excellent Work	Week 1-4, 8, 11, 15	Generates Email to the Student	No planned response; Review tracking item in preparation for student appointment; Discussed if student inquires. CLOSED by Admin at end of term.
	Keep Up the Good Work	Anytime is appropriate to reinforce good academic behaviors!		
	Outstanding Contribution in Class Today			
	Seeing Improvement			
Flags	Instructor Feedback	Week 2-6, 9, 13	Generates Email to the Student	Instructor Feedback is designed to be a conversation between the student and instructor. No planned response; Reviewed tracking item in preparation for student appointment; Discussed if student inquires. CLOSED by Faculty when issue is resolved. Advisors will not close this Flag type.
	IF: Low Quiz/Test Scores	Flags provide support and motivation for students to change academic behavior to increase likelihood to achieve success. Timing of this flag should coincide with activities, discussions, assignments, and assessments for each course.		
	IF: Missed or Tardy to Class			
	IF: Your Participation in class will improve your learning			
	IF: With a bit more Preparation each week, I believe your class performance will improve!			
	Action Required: See comments for more detail	Week 3-4, 7-8, 11-12	Generates Email to Student and Academic Advisor	Advisors regularly monitor email and Connect for tracking items. Advisors are expected to follow up with the student within 3-5 business days to discuss the issue with the student and make determinations about how to proceed. Next steps may include referrals to support services. Advisors will provide comments in the flag to note their attempts to contact the students and resulting actions. CLOSED by A Advisor when issued is resolved or student fails to respond to multiple attempted contacts.
	AR: due to Attendance Concern	Action Required Flags elevate Instructor concerns about a student to the advisor for assistance in providing additional support to help the student be successful.		
	AR: due to Concern of Failing Course			
	AR: due to Concern with Clinical Performance	Instructors should make at least 2 attempts to provide outreach through the Instructor Feedback Flag prior to elevating to this level.		
	AR: due to Danger of Failing Course with Withdraw Dates			
	AR: due to poor Class Attendance			
	AR: due to poor Class Participation	Recommendations for timing of these flags are essential and coincide with the refund and withdraw dates for each term (16-Week session). Faculty are		
	General Concern to Academic Advisor	This flag should be used to alert a student's academic advisor that additional academic, social or personal support may be needed.	Generates Email to Academic Advisor	Advisors regularly monitor Connect for tracking items. Advisors are expected to follow up with the student within 3-5 business days to discuss issue with student and determine how to proceed. Next steps may include referrals to support services. Advisors will provide comments in flag to note their attempts to contact the students and resulting actions. CLOSED by A Advisor when issue is resolved.
	ATTENTION! IMMEDIATE Response Requested: Concern Related to Financial Support	This flag should be used with care and only for issues that need immediate response such as homelessness, food scarcity, eminent utility termination, etc. or significant disruptive behavior in the classroom or office.		
	ATTENTION! IMMEDIATE Response Requested: Student Behavior or Well Being		Before issuing a flag at this level, faculty are encouraged to utilize the General Concern to Academic Advisor and Connect Referrals as first line actions.	Generates Email to the Academic Advisor, Academic Unit Early Alert Advisor, and the UMKC Care Team

Call 9-1-1 or (816) 235-1515 for any faculty, staff or student experiencing any type of health emergency (physical or mental).