Potsdam
STATE UNIVERSITY OF NEW YORK

Starfish Progress Surveys

Faculty Guide

Progress Surveys open in Starfish in the 5th week of the fall and spring terms. Faculty are given 2-3 weeks for completion. This early feedback is essential to supporting the academic success and well-being of every student.

How It Works:
When the surveys open, all instructors receive email reminders with detailed instructions. For a quick refresher, view this brief Starfish tutorial.

When a flag, kudo, or referral is raised:
• Students receive an email and text notification.
• Advisors and associated supports are notified for flags and referrals. See the chart below for details.
• Faculty are strongly encouraged to include brief, specific comments.
• Closing the loop after outreach is considered best practice. This helps us track the types of outreach and use that data to assess outcomes/make adjustments to the process.

Kudos

Type	When to Use	What Happens / Clearing
Keep Up the Good Work	Student is performing well academically.	Student receives email/text. No advisor outreach. Bulk cleared at semester end.
Showing Improvement	Student is demonstrating measurable improvement.	Student receives email/text. No advisor outreach. Bulk cleared at semester end.

Flags

Type	When to Use	What Happens / Clearing
Attendance Concern	Student has missed at least two consecutive class sessions.	Student receives email/text. Advisor and relevant supports notified (e.g. ACE, EOP, athletics, residence life, etc.). May be cleared by instructor/advisor/support staff. Close the loop with notes.
Missing/Late Assignments	Student has missing or late coursework.	Student receives email/text. Advisor and relevant supports notified (e.g. ACE, EOP, athletics, residence life, etc.). May be cleared by instructor/advisor/support staff. Close the loop with notes.
In Danger of Failing	Student is at risk of failing the	Student receives email/text.

	course. Include detailed comments.	Advisor and relevant supports notified (e.g. ACE, EOP, athletics, residence life, etc.). May be cleared by instructor/advisor/support staff. Additional flags not required.
See Instructor	Instructor would like student to meet individually.	Student receives email/text. Advisor and relevant supports notified (e.g. ACE, EOP, athletics, residence life, etc.). May only be cleared by instructor or flag raiser. Notes encouraged.

Referrals

Type	When to Use	What Happens / Clearing
Tutoring Referral	Student would benefit from tutoring support.	Student receives direct link to tutoring + email follow up from LLC Student Academic Services. Cleared by SAS staff after outreach.

Best Practices
• Provide brief, specific comments for context.
• Use 'In Danger of Failing' instead of multiple separate flags when applicable.
• Close the loop once outreach has occurred.
• Use kudos intentionally to reinforce positive behaviors.

Thank you!
Last year, instructors submitted more flags, kudos, and referrals than in any year since Fall 2021, which is reflective of your strong commitment to student success. Thank you for helping us continue this positive trend!

Need Support?
For technical issues or questions about the survey process, please contact:

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