

## Progress Survey Tips

- Introduce Starfish to students/Announce Progress Survey to students
- Remember: Students can see comments made in all the tracking items
- Comments are required for the following:
  - MJC Student Success Specialist Referral
  - MJC Connect With Your Instructor Flag
- No comment required for Kudos

## Progress Survey Best Practices

1. Initial contact is attempted or made by utilizing the MJC Connect With Your Instructor Flag.
2. After the faculty has attempted or made contact if further action is needed, submit a MJC Student Success Specialist Referral.
3. Use the comment box to provide information regarding concerns or challenges observed for the student.

[\\*\\*\\*What is FERPA?](#)

## Examples of Comments for Flags

### Example #1

Hi *Student*. We missed you in class this week! I know it can feel overwhelming to get caught up after missing class, so I set aside time at 1:15p next Tuesday (2/18) to answer any questions you have about the assignment this week. I can also share some test-taking strategies to help you boost your scores on the online quizzes.

Plan on joining me in my office (Room TBD) at 1:15p on Tuesday so I can help you. See you then.

### Example #2

Missing 10 assignments and grade is at 14.29%.

What's going on?

Is there anything I can do to help?

Please email me as soon as possible!

### Example #1

Hi,  
Let's touch base this week over Zoom, email, or phone. I'm concerned by your lack of activity on Canvas this week.

I want to be sure you feel supported during this time of transition and that you don't fall behind as we enter the home stretch.

Review materials in the Week 11 module and the orientation video on our Canvas homepage.

### Example #1

Let's connect on Zoom this week for 10-15 minutes. I'm concerned about your missing assignments and current grade.

Let's work together to figure out a way to get you back on track. I'd like to see you succeed in our course.

Let me know if you're free during 10AM to noon this Wednesday or Friday.

## Examples of Comments Used for Referral

### Example #1

Hi *Student*.

I noticed you weren't able to make it to class today for speeches or to student hours for the appointment I scheduled for you. I'm going to loop in our student success team so they can get in touch with you and get you the services you need to be successful this semester.

You're always welcome to contact me, but I want you to know that there's a whole group of people rooting for you!

### Example #3

*Student has not turned in any homework. And the submitted quizzes are not in the passing range. It is the end of week two, and this student is moving quickly down the path of failing this class. Simply submitting the homework (discussions) would bolster his grade. Please reach out to this student and provide encouragement to turn in work. Also provide resources on how to study, and prepare to take multiple choice quizzes. Encourage him to read their Weekly Module Outline that details the kinds of questions that will be asked on the quizzes.*

### Example #4

*I am concerned that Student's absences and failure to do the work required for this course are impacting his ability to be successful in this English 100 course. The class has met 4 times; he has missed 2 of those class meetings. Thus far, students have read 3 articles they will need for essay 1. To my knowledge, Student has not read any of these nor has he submitted any of the homework assignments required for each article. I would like to see Student succeed, but he needs to be in the class with work done in order for this to happen.*

### Example #2

Student's overall grade in the class is 24%.

Class Progress:

Attendance: Poor *Student has missed at least 5 classes in a class that meets 3 times per week.*

Homework: 56.5% Homework is administered online with repeated trials available for full credit. Generally, students score higher on homework than tests and quizzes because they are offered multiple tries.

Test 1: 31%

Quizzes: 0% absent for quiz.

Problem Packet: 0% Not submitted.

This course is a college-level transfer class that requires regular attendance and regular completion of homework to be successful in the course. If the course content is too advanced it may be that this student is improperly placed. I am glad to discuss this with *Student* and recommend that she see a counselor to discuss placement and study skills.

## Comment Template

What is the issue at hand? What needs to be addressed?

How have you (instructor) reached out to the student.

Words of encouragement.