# Starfish Tracking Item Communication Templates

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**Message: Kudos Message to Student UM**

From: OfficeforStudentSuccess@mso.umt.edu  
Reply-to: [Instructor Email]  
Subject line: [Starfish] Kudos! Keep Up the Good Work in (Class Name)  
Or  
Subject line: [Starfish] Kudos! Outstanding Academic Performance in (Class Name)  
Or  
Subject line: [Starfish] Kudos! Showing Improvement in (Class Name)

Hi [First Name],

Your instructor has issued a Kudo for your dedication and hard work in the classroom. Keep up the good work and congratulations!
Here are additional comments from the instructor:

*Great job participating in class!*

Sincerely,

Office for Student Success

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**Message: Attendance Message to Student UM**

From: OfficeforStudentSuccess@mso.umt.edu
Reply-to: [Instructor Email]
Subject line: [Starfish] [Flag Name] in [Course Name]

Hi [First Name],

A [Flag Name] has been raised in [Course Name] by your instructor.

We believe that you can be successful in your studies. Attending class is the first step toward accomplishing this goal. Missing class content can affect your grades and academic performance.

Here are additional comments from the instructor: *Please attend class more regularly.*

You may email your instructor directly by replying to this email. Also consider contacting your academic advisor or the Office for Student Success for assistance. We care about your success!

Sincerely,

Office for Student Success
Message: No Show Message to Student UM

From: OfficeforStudentSuccess@mso.umt.edu
Reply-to: [Instructor Email]
Subject line: [Starfish] [Flag Name] in [Course Name]

Hi [First Name],

You’re currently enrolled in LIT 110L Intro to Lit but your instructor has indicated that you have not yet attended the class.

Here are additional comments from the instructor:
Student has not attended class yet. 07/18/16

If you plan to stay in this course, please work with your instructor to ensure completion of the course is still possible. You may email your instructor directly by replying to this email.

If you do not intend on attending this course, we encourage you to work with your advisor to discuss your best enrollment options (i.e. dropping the course). We care about your success!

Sincerely,

Office for Student Success

Message: Missing/Late Assignments UM

From: OfficeforStudentSuccess@mso.umt.edu
Reply-to: [Instructor Email]
Subject line: [Starfish] [Flag Name] in [Course Name]

Hi [First Name],

Your instructor has indicated that you are currently missing or have late assignments in [Course Name].

Here are additional comments from the instructor:
Needs to turn in assignment #1

You may email your instructor directly by replying to this email. Also consider contacting your academic advisor or the Office for Student Success for assistance. We care about your success!

Sincerely,

Office for Student Success

Message: Low Scores UM

From: OfficeforStudentSuccess@mso.umt.edu
Reply-to: [Instructor Email]
Subject line: [Starfish] [Flag Name] in [Course Name]

Hi [First Name],

Your instructor has indicated you have been receiving low quiz or test scores in [Course Name]. It may not be too late to improve your overall grade in this class!

Here are additional comments from the instructor:
Please come see me to go over your last test grade.

You may email your instructor directly by replying to this email. Also consider contacting your academic advisor or the Office for Student Success regarding resources and suggestions for improvement. We care about your success!

Sincerely,

Office for Student Success
Message: In Danger of Failing UM

From: OfficeforStudentSuccess@mso.umt.edu
Reply-to: [Instructor Email]
Subject line: [Starfish] Your academic progress in [Course Name]

Hi [First Name],

Each term, we ask our faculty to provide us with information regarding how well students in their classes are performing academically.

Your professor alerted us that there is a concern about your academic progress in [Course Name]. Your instructor notified us because we care about you and your academic success. Based on your progress in this course thus far and without a substantial change in your work, you might be in danger of failing this course.

We recommend contacting your instructor immediately to see what can be done to raise your grade in this course. You may email your instructor directly by replying to this email. You should also consider contacting your advisor.

We believe that you can be successful in your studies and we are here to help. We care about your success!

Sincerely,

Office for Student Success