



Instructor

Starfish System

Student

Student Success Staff and Administrators

Message is sent to student (My CCP email) and is viewable on student's Starfish Dashboard

Student may email reply to instructor

Instructor can clear flag(s) after having a verbal/email conversation with student about raised flag

Instructor Raises Flag

Is this student in my Cohort? (CATTO, CME, VETERANS, TRIO SSS, ETC.)

Clear flag -reason: flag addressed with student or student reports contact with instructor about raised flag

Clear flag after making 2 attempts- no response from student

Reach out to student to discuss & provide next steps

Is the flag addressed with student on initial outreach?

Reach out to student again - wait 3-5 days for response

Clear flag -reason: flag addressed with student or student reports contact with instructor about raised flag

A close the loop message is sent to instructor