

Flag	Person Responsible	Outreach
ASEN In Danger of Failing (Starfish Will Notify Student)	Assigned Academic Advisor	Assigned Academic Advisor first checks in ISIS to see if the student is still registered for the course. If the student is still registered, the advisor emails the student requesting a meeting.
ASEN In Danger of Failing (Faculty Will Notify Student)	Assigned Academic Advisor	None, this flag is informational only.
Behavioral/Mental/Physical Health Concern	Case Manager(s)	Case manager emails the student to offer help if the student is not already working with the case manager(s).
Family Emergency Concern	Case Manager(s)	Case manager emails the student to offer help if the student is not already working with the case manager(s).

Elevated Outreach	Final Outreach
<p>If the advisor has not heard from the student after one week, they should email the student again, requesting a meeting.</p>	<p>If the advisor has not heard from the student after two weeks, they call and/or text the student, requesting a meeting.</p>
<p>None, this flag is informational only.</p>	<p>None, this flag is informational only.</p>
<p>If the student has not responded within two days and it's a low level concern or the student has said they do not need help, case manager(s) close the flag.</p>	<p>If the student hasn't responded within two days and it's a high level concern, the case manager calls the student and/or has campus security/Residential Life do a wellness check.</p>
<p>If the student has not responded within two days and it's a low level concern or the student has said they do not need help, case manager(s) close the flag.</p>	<p>If the student hasn't responded within two days and it's a high level concern, the case manager calls the student and/or has campus security/Residential Life do a wellness check.</p>

Tracking Item Cleared

Starfish Administrator clears the flag at the end of the semester.

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