Starfish at East Carolina University

In fall 2011, ECU implemented an early academic alert and connection tool (Starfish Retention Solutions™) to support student academic success. Starfish enables instructors to give praise or raise concerns regarding student academic performance within a course. Called “Kudos” and “Flags,” these notifications are sent to the students ECU email account. A university support network has access to the notifications raised and provides outreach to students as needed. In addition to early alert, Starfish offers other features that include online appointment scheduling, attendance tracking, advanced search filters, etc. Since implementation, the following notifications have been raised:

<table>
<thead>
<tr>
<th></th>
<th>AY 11-12</th>
<th>AY 12-13</th>
<th>AY 13-14</th>
<th>AY 14-15</th>
<th>AY 15-16</th>
<th>AY 16-17</th>
<th>AY 17-18</th>
<th>AY 18-19</th>
<th>AY 19-20</th>
<th>AY 20-21</th>
<th>Fall 2021 (as of 11/22)</th>
</tr>
</thead>
<tbody>
<tr>
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<td>28730</td>
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<td>21161</td>
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<td>20387</td>
<td>15896</td>
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</table>

**Intervention Process**

**STEP 1: Faculty Raise Flag/Kudo Notification**
Faculty can raise notification in Starfish at any time during the semester. Faculty can add comments to the notification raised. All comments can be seen by the student and support connections.

**STEP 2: Email is Sent to Student**
Email is sent to the students ECU email account from the individual who raised the notification. There is a template for each notification raised and any comments entered by the faculty member are included in the email.

**STEP 3: Advisor and Network Connection Follow-up**
Academic Advisors and other support personal connected to that student in Starfish will have access to the raised notifications. Other support personal can include the Pirate Academic Success Center, Residential Coordinators, Athletics, etc.)

**Types of Notifications**

**Kudos** — Off to a Good Start, Keep up the Good Work, Outstanding Academic Performance, Showing Improvement

**Flags** - Course Grade Below C, Low/Test Quiz Score, Unsatisfactory Coursework, Concerned, Feedback, Support for Written Work Recommended, Critical Attendance Concern, Stopped Attending, Never Attended/Participated

**Referrals** — ECU Career Services, Library Research Help, Pirate Academic Success Center, Pre-Professional Advising, University Writing Center

**Benefits to ECU**

- Promotes communication between faculty and students
- Provides early feedback for timely advisor and network intervention
- Allows targeted communication on available tutoring and academic support
- Allows for more honest and forthcoming conversations
- Connects students to campus resources
- Gives faculty the ability to provide positive feedback

For more information, please visit [https://starfish.ecu.edu/](https://starfish.ecu.edu/) or email trifiloj@ecu.edu