

## Example Flag Emails sent to student when Flag is raised

**Level 1 Flags:** (no outreach by another office- email and comments included sent directly to student. Student expected to take action)

### Missing/Late Assignments:

**Subject: Missing/Late Assignments in [Course Name]. Take action today!**

Dear [Student First Name],

A concern has been raised by [Instructor Name] in [Course Name]. Your instructor's concerns include: [Raise Notes]. Please contact your instructor ( [Raiser Email]) immediately to address these concerns. Thank you.

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Here are some academic steps that you can take to be successful:

1. **Contact your instructor** to create an action plan
2. **Attend and participate** in all classes
3. Take **good notes**
4. **Study** frequently. Check out these [study skills resources](#).
5. Attend [tutoring](#)
6. **Practice self-care** -- Eat well; exercise; get 6-8 hours of sleep per night
7. Meet with your **academic advisor** frequently. Find your academic advisor in your Starfish Student Success Network or in myGate.

If you need additional assistance, please contact the staff in [Student Engagement and Success](#), or for a list of services (campus resources), visit your **Success Network** in Starfish.

### Low quiz/Test Score

**Subject: Low Quiz/Test Scores in [Course Name]. Please take action today!**

Dear [Student First Name],

A concern has been raised by [Instructor Name] in [Course Name] . Your instructor's concerns include: [Raise Notes] . Please contact your instructor ( [Raiser Email]) immediately to address these concerns. Thank you.

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Here are some academic steps that you can take to be successful:

1. **Contact your instructor** to create an action plan
2. **Attend and participate** in all classes
3. Take **good notes**
4. **Study** frequently. Check out these [study skills resources](#).
5. Attend [tutoring](#)
6. **Practice self-care** -- Eat well; exercise; get 6-8 hours of sleep per night
7. Meet with your **academic advisor** frequently. Find your academic advisor in your Starfish Student Success Network or in myGate.

If you need additional assistance, please contact the staff in [Student Engagement and Success](#), or for a list of services (campus resources), visit your **Success Network** in Starfish.

## Attendance Concern- Sporadic Attendance

**Subject: Attendance Concern in [Course Name]. Please take action today!**

Dear [Student First Name],

An attendance concern has been raised by [Instructor Name] in [Course Name] . Your instructor's concerns include: [Raise Notes] . Please contact your instructor ([Raiser Email]) immediately to address these concerns. Thank you.

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Here are some academic steps that you can take to be successful:

1. **Contact your instructor** to create an action plan
2. **Attend and participate** in all classes
3. Take **good notes**
4. **Study** frequently. Check out these [study skills resources](#).
5. Attend [tutoring](#)
6. **Practice self-care** -- Eat well; exercise; get 6-8 hours of sleep per night
7. Meet with your **academic advisor** frequently. Find your academic advisor in your Starfish Student Success Network or in myGate.

If you need additional assistance, please contact the staff in [Student Engagement and Success](#), or for a list of services (campus resources), visit your **Success Network** in Starfish.

**Level 2 flags: (There **will** be outreach from an office on campus. email and instructor comments included sent directly to student)**

## No Show

**Subject: You have not attended [Course Name] . Please take action today!**

Dear [Student First Name],

According to course records, you have not yet attended this face-to-face course OR accessed this web/online course via Canvas, Zoom, or etc.

**Course:** [Course Name].

**Instructor Comments:**[Raise Notes]

Please contact your instructor ( [Raiser Email]) immediately to discuss this concern. Thank you.

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Here are some academic steps that you can take to be successful:

1. **Contact your instructor** to create an action plan
2. **Attend and participate** in all classes
3. Take **good notes**

4. **Study** frequently. Check out these [study skills resources](#).
5. Attend [tutoring](#)
6. **Practice self-care** -- Eat well; exercise; get 6-8 hours of sleep per night
7. Meet with your **academic advisor** frequently. Find your academic advisor in your Starfish Student Success Network or in myGate.

If you need additional assistance, please contact the staff in [Student Engagement and Success](#), or for a list of services (campus resources), visit your **Success Network** in Starfish. Additionally, Murray State staff concerned about your success will be reaching out to you through email, phone call, and/or text message. Please respond to them. Thank you.

### **Attendance Concern- Absences Will Affect Grade**

**Subject: Attendance Concern in [Course Name]. Please take action today!**

Dear [Student First Name],

At this time, your lack of attendance will affect your grade in [Course Name] (see attendance policy in the course syllabus).

#### **Instructor Comments: [Raise Notes]**

Please contact your instructor ( [Raiser Email]) immediately to address this concern. Thank you.

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Here are some academic steps that you can take to be successful:

1. **Contact your instructor** to create an action plan
2. **Attend and participate** in all classes
3. Take **good notes**
4. **Study** frequently. Check out these [study skills resources](#).
5. Attend [tutoring](#)
6. **Practice self-care** -- Eat well; exercise; get 6-8 hours of sleep per night
7. Meet with your **academic advisor** frequently. Find your academic advisor in your Starfish Student Success Network or in myGate.

If you need additional assistance, please contact the staff in [Student Engagement and Success](#), or for a list of services (campus resources), visit your **Success Network** in Starfish. Additionally, Murray State staff concerned about your success will be reaching out to you through email, phone call, and/or text message. Please respond to them. Thank you.

### **In Danger of Failing**

**Subject: Substantial change needed to pass [Course Name]. Please take action today!**

Dear [Student First Name],

At this point in the semester, course records indicate you do not have a passing grade in [Course Name].

#### **Instructor Comments: [Raise Notes]**

Contact your instructor and/or academic advisor immediately to discuss your options and develop a plan of action. Please note the withdrawal and audit deadlines for this semester found on the [Registrar's website](#).

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Here are some academic steps that you can take to be successful:

1. **Contact your instructor** to create an action plan
2. **Attend and participate** in all classes
3. Take **good notes**
4. **Study** frequently. Check out these [study skills resources](#).
5. Attend [tutoring](#)
6. **Practice self-care** -- Eat well; exercise; get 6-8 hours of sleep per night
7. Meet with your **academic advisor** frequently. Find your academic advisor in your Starfish Student Success Network or in myGate.

If you need additional assistance, please contact the staff in [Student Engagement and Success](#), or for a list of services (campus resources), visit your **Success Network** in Starfish. Additionally, Murray State staff concerned about your success will be reaching out to you through email, phone call, and/or text message. Please respond to them. Thank you

### **Academic Concern- Missing or Late Assignments Will Affect Grade**

**Subject: Academic Concern in [Course Name]. Please take action today!**

Dear [Student First Name],

At this time, the number of missing or late assignments will affect your grade in [Course Name].

**Instructor Comments:[Raise Notes]**

Please contact your instructor ( [Raiser Email]) immediately to address this concern. Thank you.

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Here are some academic steps that you can take to be successful:

8. **Contact your instructor** to create an action plan
9. **Attend and participate** in all classes
10. Take **good notes**
11. **Study** frequently. Check out these [study skills resources](#).
12. Attend [tutoring](#)
13. **Practice self-care** -- Eat well; exercise; get 6-8 hours of sleep per night
14. Meet with your **academic advisor** frequently. Find your academic advisor in your Starfish Student Success Network or in myGate.

If you need additional assistance, please contact the staff in [Student Engagement and Success](#), or for a list of services (campus resources), visit your **Success Network** in Starfish. Additionally, Murray State staff concerned about your success will be reaching out to you through email, phone call, and/or text message. Please respond to them. Thank you

**Level 3 Flag** : (There **will** be outreach from an office on campus. email and instructor comments included sent directly to student)

**Course Withdrawal or Audit Recommendation**

**Subject: Immediate Action Required!**

Dear [Student First Name],

At this point in the semester, you do not have a passing grade in one or more of your courses. You must take action today. It is recommended that you talk with your academic advisor and consider a withdrawal or audit for this course. Deadlines to withdraw or audit can be found on the [Registrar's website](#). Contact your academic advisor immediately to discuss your options and develop a plan of action. You should also contact [Student Financial Services](#) in Sparks Hall prior to withdrawing or auditing a course because this action may have an affect on your financial aid status.

**Course:** [Course Name]

**Instructor Comments:** [Raise Notes]

Murray State staff concerned about your success will be reaching out by email, phone call, or text message. Please respond to them. Thank you.

**Raise your Hand in a Course Email to Student: (email goes directly to professor. Professor will reach out accordingly based on student comments)**

**Subject: Course Help Request Received**

Dear [Student Name],

Thanks for being proactive in asking for help in [Course Name]. I have received the following request from you.

**Category:** [Flag Name]

**Raised On:** [Raised Date]

**Your Comments:** [Raise Notes]

I will do my best to respond soon. You are encouraged to see me during my office hours or before or after class. I look forward to helping you!

Sincerely,

[Instructor Name]