

STARFISH EMAIL TEMPLATES

The following are Growth Mindset email messages sent to students for flags, kudos, and referrals. It is strongly recommended that you write your own comments to provide customized feedback for each student when raising a flag, kudos, referrals.

KUDOS

THANK YOU FOR COMING

Subject: Kudos! Thank you for coming to tutorial services for [Course Name]

Dear [Student First Name],

Thank you for coming to a Student Success Tutoring Session through the Student Success Center! Utilizing campus services will help you to succeed at Bowie!

Please take a moment to complete a satisfaction survey [HERE](#) to let us know how satisfied you were with tutoring services.

If you need additional support, schedule another session to come back to see us again!

Sincerely,

Ebone Johnson,

Coordinator of Tutoring Services-Student Success Center

SHOWING IMPROVEMENT

Subject: Kudos! Showing Improvement in [Course Name]

Dear [Student First Name],

Way to go! I have noticed that you are making an effort to improve. Continuing these good academic habits will lead to your success!

[Optional Instructor's Comments]

Students who use campus services are more likely to be successful. Bowie has many resources that can aid your efforts to improve academic performance. Please take advantage of the opportunity to connect with individuals and services available to you.

Check out services in your Starfish Success Network to connect with people and services such as:

- [Tutoring Services | Bowie State](#)
- Smart Thinking through [Blackboard Learn](#)
- [Smith Vidal Literacy & Language Center | Bowie State](#)
- [Math Lab | Bowie State](#)
- Academic Advising through [Starfish \(starfishsolutions.com\)](#)
- Professor Office Hours

I encourage you to utilize the services available at Bowie to keep moving toward your academic goals.

Sincerely,

Instructor [Raiser Name]

RECOMMENDATION TO BECOME A PEER TUTOR

Subject: Kudos! You have been recommended as a Peer Tutor for [Course Name]

Dear [Student First Name],

Congratulations! You have demonstrated superior academic achievement in [Course Name], so I am recommending you to become a peer tutor with the Student Success Center. Your content knowledge, interpersonal skills, and leadership qualities will greatly impact the success of the Student Success Center tutoring program and I have no doubt you will motivate your peers to succeed.

[Instructor's Comments]

Apply as a Student Success Tutor [HERE](#)

Sincerely,

Instructor [Raiser Name]

REFERRALS

GENERAL TEMPLATE

Subject: I believe you would benefit from support services through [Referral Name]

Dear [Student First Name],

We care about your success! Below you will find a referral that I believe will help you succeed. As a student at Bowie, we encourage you to take advantage of the resources available to you. The resource that you are being referred to should be following up with you shortly, but feel free to contact this resource directly.

Referral Name: [Name of Support Service]

Course: [Course Name]

Comments: [Instructor's Comments]

Due Date: [Date Student Should Complete Tutoring Services]

Sincerely,

Instructor [Raiser Name]

SMARTHINKING REFERRAL (For courses that do not offer tutorial services)

Subject: I believe you would benefit from a Smarthinking Tutorial Session

Dear [Student First Name],

Did you know that students who use Smarthinking are 8 times more likely to successfully complete their courses than nonusers?

Smarthinking is 24/7 online tutoring available to you through your Blackboard course shell. This service offers tutoring in a variety of [Supported Subjects](#), as well as an online writing center. The tutors are live and responsive, not pre-recorded video resources.

I believe you would benefit from a Smarthinking Tutorial Session on [Instructor's Comments]

Please log on to complete a session by [DUE DATE] and schedule a follow appointment with me to discuss your academic progress in [COURSENAME].

Sincerely,

Instructor [Raiser Name]

STUDENT SUCCESS CENTER TUTORING FOLLOW UP EMAIL

Subject: Subject: I believe you would benefit support services through Student Success Center Tutoring

Dear [Student First Name],

The Student Success Center (SSC) would like to help you succeed in your BSU classes through our tutorial services. We have a number of academic support programs to help ensure your success:

#1 Student Success Workshop(s):

The Student Success Center hosts monthly workshops introducing study skills and strategies students can apply to their study routine for success in their course work. To register, go to [Student Success Workshops | Bowie State](#) and complete the registration form.

#2 Tutoring Sessions:

Schedule a face-to-face or an online session to meet with a Student Success Center Tutor. The Student Success Center specifically supports the following courses: Psychology, Business, Computer Science, and CTEC. Log on to Starfish or follow the instructions on the website at [Tutoring Services | Bowie State](#) to book a tutoring session.

If you need support in a class not listed above, use the Student Success Center online Hub as a directory for academic support resources.

#3 Smarthinking

Smarthinking provides 24/7 live, personalized tutoring in core subjects, and expert guidance for improving students' writing.

You can access Smarthinking within Blackboard. Log into Blackboard and search for "Smarthinking Tutoring" down the left menu.

If you have any questions or run into any difficulty in the process, please let me know! We look forward to seeing you soon!

Ebone Johnson,

Coordinator of Tutoring Services-Student Success Center

WRITING CENTER FOLLOW UP EMAIL

Subject: Subject: I believe you would benefit support services through The Writing Center

Dear [Student First Name],

Your professor has asked us to reach out to you about how the BSU Writing Center can help you succeed in your BSU classes. We would love to work with you to help ensure you are a confident writer able to efficiently communicate your ideas in your essays and other writing projects too. You're welcome to come to the Writing Center for just a single session when you need it most, or if you prefer you can schedule several appointments. We can even set you up with a recurring appointment.

In order to meet with a BSU Writing Center Consultant, you'll need to follow these three steps:

Step #1 [Register for an Account:](#)

To book an appointment, you will need to register for an account with the BSU Writing Center. To register, go to bowiestate.mywconline.com and click the blue link that says "register for an account". Once you've completed the registration, you will be able to log in and make an appointment yourself.

Step #2 [Book a Session:](#)

Log in and select a session that works with your schedule. Select either a face-to-face or an online (real-time) session to meet with a WC consultant. We often have morning and afternoon sessions available.

Step #3 [Attend your Session:](#)

Come to MLK 204 for an in-person session. For an online session, log in to your account, click on the appointment you made, and select "Start or Join Online Consultation." Make sure you're using a desktop or laptop computer with a microphone and webcam.

If you have any questions or run into any difficulty in the process, please let me know! We look forward to seeing you soon!

Michael D. Becker (Ph.D.)

Writing Center Coordinator

Bowie State University

[The Writing Center](#) at Smith Vidal Literacy and Language Center

MLK 204

(301) 860-3720

Department of Language, Literature, and Cultural Studies

(Formerly Department of English and Modern Languages)

14000 Jericho Park Road

Bowie, MD 20715

FLAGS

LOW AVERAGE IN COURSE

Subject: Low Quiz/Test Scores in [Course Name]

Dear [Student First Name],

Based on your course grades, you've been flagged for low scores on quizzes, tests, or assignments in [Course Name]. I am concerned about your academic progress. Please contact me as soon as possible to discuss your performance in this course. Please read my specific comments and follow up with me to discuss strategies for success in this class.

Here are my additional comments: [Instructor's Comments]

Again, please reach out to me if you have any further questions about my feedback. You may also find the following resources helpful to aid you in your academic progress:

- [Tutoring Services | Bowie State](#)
- Smart Thinking through [Blackboard Learn](#)
- [Smith Vidal Literacy & Language Center | Bowie State](#)
- [Math Lab | Bowie State](#)
- Academic Advising through [Starfish \(starfishsolutions.com\)](#)
- Professor Office Hours

Sincerely,

Instructor [Raiser Name]

AT RISK OF FAILING

Subject: Your academic progress in [Course Name]

Dear [Student First Name],

I am concerned about your academic progress in [Course Name]. Based on your progress in this course so far, and without a significant change in your work, you might be in danger of failing this course. Please contact me as soon as possible to discuss your performance in this course.

If you feel that you are unable to complete this course successfully, please be mindful of the upcoming withdrawal deadline, which can be found on our [academic calendar](#). Please note that if you miss the withdrawal deadline, you will earn a grade that reflects your performance in this course. Again, I encourage you to follow up with me as soon as you can so that we can discuss your options at this time.

Here are my additional comments: [Instructor's Comments]

I would encourage you to view your grades and missing assignments on Blackboard. Please attempt to submit any missing work and follow up with me as soon as you can. If you need additional support, please access your Starfish Success Network to connect with people and services such as:

- [Tutoring Services | Bowie State](#)
- Smart Thinking through [Blackboard Learn](#)
- [Smith Vidal Literacy & Language Center | Bowie State](#)
- [Math Lab | Bowie State](#)
- Academic Advising through [Starfish \(starfishsolutions.com\)](#)
- Professor Office Hours

Sincerely,

Instructor [Raiser Name]

COURSE AVERAGE BELOW 70%

Subject: Your academic progress in [Course Name]

Dear [Student First Name],

I am concerned about your academic progress my [Course Name] course. Your course average is currently below 70%. Please read my specific comments and follow up with me to discuss strategies for success in this class.

Here are my additional comments: [Instructor's Comments]

Again, please reach out to me if you have any further questions about my feedback. You may also find the following resources helpful to aid you in your academic progress:

- [Tutoring Services | Bowie State](#)
- Smart Thinking through [Blackboard Learn](#)
- [Smith Vidal Literacy & Language Center | Bowie State](#)
- [Math Lab | Bowie State](#)
- Academic Advising through [Starfish \(starfishsolutions.com\)](#)
- Professor Office Hours

Sincerely,

Instructor [Raiser Name]

Subject: Missing/Late Assignments in [Course Name]

Dear [Student First Name]

I am concerned that I have not received assignment(s) from you in [Course Name]. Missing or late work can affect your overall grade and academic performance in this course. I am available to discuss any concerns that you may have and would be happy to talk with you about how you can be successful in this course. Please see my specific comments below regarding what assignments are missing or late.

Here are my additional comments: [Instructor's Comments]

Again, please reach out to me if you have any further questions about my feedback. You may also find the following resources helpful to aid you in your academic progress:

- [Tutoring Services | Bowie State](#)
- Smart Thinking through [Blackboard Learn](#)
- [Smith Vidal Literacy & Language Center | Bowie State](#)
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Sincerely,

Instructor [Raiser Name]