

RIT

# Supporting RIT Students: A Partnership Between Academic & Student Affairs

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## Today's Session

- RIT's Academic Landscape
- Overview of Academic Advising at RIT
- Starfish Student Success Platform
- Student Behavior Consultation Team (SBCT)
  - How to Use this Info
- Key Resources for Faculty
- Contact Info
- Q & A

## RIT's Academic Landscape

- 9 colleges and 2 degree granting units
  - Over 100 majors
  - AAS, AOS, AS, BS, BFA degrees
  - MS, ME, M.Arch, MST, MFA, MBA, Ph.D
- Over 1,100 deaf and hard-of hearing students
- Nearly 2,000 international students from 100 countries
- Global campuses in UAE, Croatia, Kosovo, & China
- Wide array of innovative support services for students with diverse needs
  - Some free, some fee based
  - Some open to all students, some population specific
- Most students move out of residence halls into apartments after first year

## Academic Advising at RIT: What to Expect for Your Students

## Undergraduate Academic Advising At-A-Glance

- Undergraduate, degree-seeking, matriculated students are assigned to a primary academic advisor within college who is their primary contact, especially in the earlier years
- Primary academic advisors are master's degree professionals (counseling, education, higher education)
- College caseloads targeted at average of 275:1

## Undergraduate Academic Advising At-A-Glance

- Consistent advising standards
- Clearly defined advising roles for everyone:
  - Primary Academic Advisor
  - Faculty Advisors
  - Support Advisors
- Reduce gaps in communication
- Coordinated training/professional development
- Standardized assessment
- Business rules to maximize the effectiveness of supplemental support services

## Undergraduate Academic Advising At-A-Glance

- Advisors are assigned to support student within college, may work with students in one or a few majors
- Common advising checkpoints across all colleges:
  - First-year/transfer student advising
  - Second year advising
  - Mid-degree advising
- Advisors partner with students and instructors around Academic Alerts and appropriate tools, resources for success
- Advisors are excellent partners for faculty to support students

## Graduate Advising

- RIT provides academic advising for graduate students, however, there is no “one size fits all” model
- Depending on program/college, students may have a faculty advisor, professional advisor, or both

## Fall 2024: Deans' Delegates for Advising

- Melissa Aponte, CET
- Lisa Boice, SCB
- Abby Cantwell, SOIS
- Ashley Jackson, CHST
- Sharon Kompalla Porter, CAD
- Vicki Liggera, NTID
- Catherine Mahrt-Washington, COS
- Lynne Mazadoorian, UAO
- Amy Neufeglise, KGCOE
- Maria Richart, Career Services & Co-op
- Gina Shevchuk, GCCIS
- John Smithgall, COLA
- Philippa Thiuri, Diversity & Inclusion

## RIT Advisors' Council

Advisors' Council is a monthly forum for academic advisors, faculty advisors, and support advisors to share information, share best practices, and reflect on policies, practices, and procedures related to advising.

- [Advisors' Council](#)
- [Monthly meetings](#)
  - Usually 2<sup>nd</sup> Tuesday of the month

## **Starfish Student Success Platform: Share Academic Concerns with Students**

### **Starfish Student Success**

- Platform for faculty to communicate academic concerns (and praise) directly to students
  - Academic advisors and college leaders are also made aware of the concern
  - Advisors benefit from faculty sharing concerns with students via Starfish so they can gain a broad perspective of how student is doing across all courses
- Treat the alert communication as an invitation to begin a conversation with a student around their success in your course
- Advisors and faculty can make calendars available for students to sign up for appointments (optional for faculty)
- Access Starfish via MyCourses or SIS

*More on Starfish this afternoon at the resource fair!*

## Access Starfish Through MyCourses

The screenshot shows the 'Technical Support' section of the MyCourses website. On the right side, there is a 'Starfish' dropdown menu highlighted with a yellow circle. Below it, a link says 'Faculty, students, and advisors can click here to access Starfish, RIT's academic alert system.' Below that, there is a 'Help and Resources' section with a 'Please refer to the Help menu' instruction.

## Access Starfish through SIS

The screenshot shows the 'Teaching, Advising & Support' page in the SIS system. It features a grid of nine tiles. The 'Starfish' tile, located in the bottom row, second column, is highlighted with a yellow circle. Other tiles include 'Advisee Student Center', 'Classes', 'Academic Records & Enrollment', 'My Advisees', 'Faculty Center', 'Degree Audit', 'Reporting', and 'University Advising Office'.

## When to Use Starfish to Alert Students?

- Use Starfish whenever you want to communicate directly with a student about their course performance
- Examples:
  - Did the student struggle on an exam?
  - Are they routinely missing class?
  - Has the student's performance suddenly changed?
  - Are they at risk of earning a final grade of D or F ?

*\*Early communication allows more time for a student to try to recover performance*

## Academic Progress Reports

- Campaigns at key points in the semester
  - Select one item if notifying a student; add comments to provide additional details
- Academic Progress Report #1
  - Weeks 4-6
- Academic Progress Report #2
  - Weeks 8-10

The screenshot shows the Starfish interface for creating an academic progress report. It includes a search bar, a dropdown menu for the course, and a table of students with checkboxes for various report categories. The 'Low Assignments/Quiz/Test Scores' checkbox is checked for student 'Dook, John'.

Name	Attendance/Participation	Low Assignments/Quiz/Test Scores	Multiple Academic Concerns	Performance Improving	Keep Up the Good Work
Dook, Jane *****	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dook, John *****	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mason, Chris *****	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mason, Walker *****	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Smith, John *****	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Smith, Sally *****	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



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## Sample email students receive after an alert is raised for low assignment/quiz/test scores

**From:** smfiao@rit.edu  
**Reply To:** smfiao@rit.edu  
**Subject:** [Class Name]: Academic Alert for [Student's Name]

Dear [Student's Name],

Your instructor, [Instructor First and Last Name], is concerned about your low assignment, quiz, and/or test scores in [Course Name].

Instructor comments:

*{Student Name},*  
*I noticed that you have only submitted 2 of the last 5 assignments and I want to offer support to help you get back on track. For those two assignments you received a 65% and a 69%. Please see me during office hours this week, or stay after the next class to discuss strategies and resources. I know you can be successful and I look forward to talking to you soon.*  
*Professor Name*

**Please contact your instructor as soon as possible to discuss strategies that can assist you in this course.** Most students struggle with challenging coursework at one time or another. Campus resources are available to help you strengthen your skills for success in the classroom. In addition to working with your instructor, consider taking advantage of the resources below.

When you send an alert to a student, the system will generate a standardized email directly to the student from your email address.

Your name (as it appears in SIS), the student's name, and the name of the course are auto-populated in the email.

Your personalized comments to the student(s) will be shown in the 'Instructor comments' section of the email. You can add comments in a report or when using the 'Raise Flag' function.

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## Flag/Alert Guidance

- When raising flags to alert students
  - Check only one box in a progress report (each box checked will generate a unique email to the student)
    - Add a comment to personalize the message, you can incorporate several concerns through the comments
    - Always address comments directly to the student—they are delivered to the student via an email notification
  - Do not include personal and/or health related comments or speculation about a student's motivation
  - Consider the timing of when you are sending and your availability

## Writing Effective Comments

- Communicate your support
- Stay objective
- Provide clear expectations
- Encourage consultation
- Keep it brief

Consider: Tone and words matter! Comments may encourage or deter a student.

## Which Comments Invite Conversation?

- You're doing great with attendance, but your first exam was lower than I expected. I want to support you to be successful. Please check my syllabus for office hours and stop in this week. Email me if you need to arrange a different time.
- I am concerned about your recent exam—lets talk as soon as possible so I can help you get back on track!
- You failed the first test. Unless you turn things around, you will fail this course. You should consider a course withdrawal.

## Send Academic Alerts to Students

- As soon as you are aware a student's success may be at risk in your course
- At any point in the semester
  - Includes two campaigns, *Academic Progress Reports* at key points in each semester (weeks 4-6 and 8-10)
  - Faculty may also alert students outside of these campaigns
- Kudos are also available if you'd like to encourage a student

## Fall 2024 Starfish Training Dates

### ▪ Friday, August 16

- 10:30 AM - 11:30 AM EST via Zoom      Register Here:



### ▪ Tuesday, August 20

- 11 AM - 12 PM EST in Eastman 1300 (No Registration Required)

### ▪ Tuesday, August 20

- 6 PM - 7 PM EST via Zoom      Register Here:



## Starfish Resources for RIT Faculty & Staff

- [RIT Starfish Site](#)


- Log in to the faculty/staff section, and check out:
  - RIT Starfish YouTube Video Series of Instructions
  - Starfish System Communications
  - Completing Academic Progress Reports in Starfish

And more!

## Student Behavior Consultation Team: How to Share Behavioral Concerns

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## Reporting An Incident



**Reporting an Incident**

<https://www.rit.edu/reporting-incident>

**Concerns about a Student's well-being**

Biased-Related Incidents Involving Students

Sex or Gender-Based Incidents or Concerns about Employees or Students

Employee-Related Incidents or Concerns

RIT Ethics and Compliance Hotline

Confidential Support and Resources

For emergency assistance call 911 or **RIT Public Safety** at 585-475-3333 (voice) | 585-205-8333 (text)

For all other concerns, please consider filing a report using one of the links below. If you have questions about any of the reporting processes listed below, you can ask them confidentially by contacting the **RIT Ombuds Office**.

**Concerns about a Student's well-being**

Use this Tiger Concern Report to report a student's behavior that is concerning, worrisome, or threatening from a health and wellness context. Reported concerns are reviewed during regular business hours by the **Student Behavior Consultation Team (SBCT)**. The report can be filed anonymously, but it is helpful to include your contact information should SBCT have additional questions. If you feel that someone is in immediate danger, including yourself, please contact **RIT Public Safety** immediately at 585-475-3333 or call 911.

[Report Concerns about a Student →](#)

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## The Red Folder

- [www.rit.edu/reporting-incident](http://www.rit.edu/reporting-incident)
- Resource for faculty and staff that provides information on common indicators of student distress.
- Offers in-the-moment tips for addressing concerning behaviors by providing a decision tree and detailed campus resources.

**RIT Red Folder**

The Red Folder is a resource that provides information on common indicators of student distress.

[View the Red Folder](#)

## SBCT Mission

- The mission of the Student Behavior Consultation Team (SBCT) is to coordinate the resources of RIT to address inappropriate, disruptive, or harmful student behavior in order to recommend collaborative and purposeful (non-punitive) interventions aimed at helping students achieve success.
- In addition, SBCT assists faculty and staff in addressing instances of student behavior which may be inappropriate, harmful, or disruptive to the RIT living and learning community.
- Learn more about SBCT, including team composition, policy & procedures and how to report by visiting the [SBCT page](#).

## What Does SBCT Want To Know About?

- **Disruptive Behavior-** interferes with the community or work environment.  
Your prompt to report often reflects your frustration with a person's inability to adhere to generally accepted expectations.
- **Disturbing Behavior-** may not be disruptive but it creates another kind of concern, typically a worry/distress (in yourself or in other students).  
Your prompt to report often reflects your unease, confusion, or discomfort with a person's actions, thoughts, or feelings.
- **Distressing Behavior-** reflects the person's impaired emotional well-being.  
Your prompt to report is when a person either appears to be struggling emotionally or discloses their personal struggle.

## Who Does SBCT Want To Know About?

### Signs of Distress

- Changes in hygiene
- Drastic changes in weight
- Outward expressions of distress (verbalizations, direct references, requests for help)
- Expression of irrational beliefs/ideas
- Appears depressed or has heightened anxiety
- Demonstrates a noticeable decline in performance
- Threatening or intimidating behavior
- Reported increase in personal stress
- Social isolation
- Serious family problems crossing into the classroom

**\*changes in behavioral pattern\***

## How to Contact SBCT

Complete a Tiger Concern Report at:

<https://www.rit.edu/reporting-incident>

<p><b>Report Concerns about a Student</b></p> <p>Report a Crime or Policy Violation</p> <p>Report a Title IX Concern</p> <p>RIT Ethics and Compliance Hotline</p>	<h3>Report Concerns about a Student</h3> <p>The Tiger Concern Report is used to document behavior that a RIT community member may perceive as concerning, worrisome, or threatening. Tiger Concern Reports are reviewed by the <b>Student Behavior Consultation Team (SBCT)</b>. Reported concerns are reviewed throughout the day during regular business hours. If you feel that someone could be in immediate danger, including yourself, please contact RIT Public Safety immediately at 585-475-3333 or call 911.</p> <p style="text-align: center;"><a href="#">Report Concerns about a Student →</a></p>
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## Submitting a Report:

Add the student of concern identifying information by clicking the add new record button below.

Your Name - To remain anonymous, enter N/A.

How are you affiliated to RIT?

Faculty/Staff, what college or division are you from?

Your email address

Student of Concern Name

Have you or someone else communicated to the student directly about this concern? If yes, please check the below box.

Please briefly describe the concern with a short sentence or 2-3 keywords.

Describe the situation or reason for your concern with greater detail.

Your information

Student of Concern's Name

Brief description

Full Description

- What happened and why you are concerned
- What have you done to address the situation
- Who have you communicated with about this situation
- Any additional action that you/others have taken

## What Happens Next?

- Upon submission, you receive a confirmation email
- CM team reviews the report, rates the level of risk and assigns the appropriate level of outreach/intervention
- Student receives initial outreach/intervention (may also receive additional support later on throughout the process)
- SBCT meets twice per week to review collective information and formulate additional outreach. Team involves relevant campus resources as appropriate
- Team *may* reconnect to confirm outreach has occurred/action has been taken
  - HIPAA
  - Confidentiality
- Case closed
- Not sure? Ask!



## SBCT Limits

- RIT policies & procedures
- Non-punitive approach
- Unable to mandate treatment/force services
- Unable to continuously monitor students
- Can only work with current/past information
  - **Submit new report for new or resurfacing concerns**

## When to Contact Public Safety

### For an immediate response/assistance (1-3 min response time)

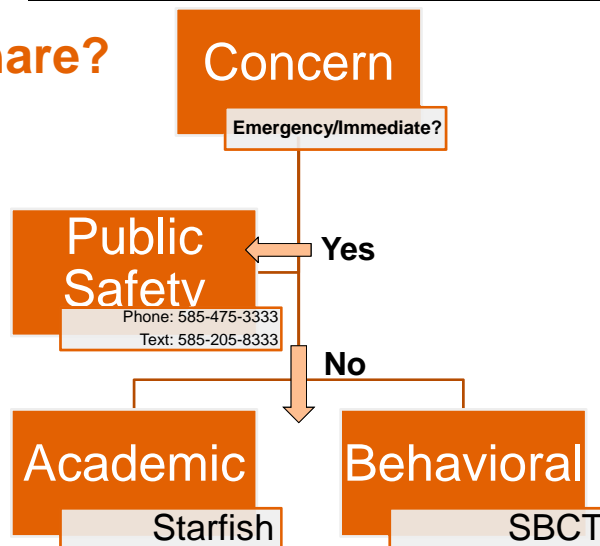
- Immediate or imminent danger
- For violence or threats
- For personal safety
- To report a crime
- For any emergency
- V/TTY (585) 475-3333
- Text: (585)205-8333

*Remember, Public Safety is available 24/7, even when the University is closed*

## Key Resources for Faculty

- Academic Department Chair
- Academic Advisors
- Assistant Dean
- University Advising Office
- Associate Vice President for Wellness
- Case Management
- Public Safety

## Where to Share?



RIT

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## Contact/Consult With Us



Megan Jaros  
Director Student Case  
Management & Health Promotion  
Student Affairs  
[mjhcw@rit.edu](mailto:mjhcw@rit.edu)  
585-475-7229



Lynne Mazadoorian  
Assistant VP & Director  
University Advising Office  
Academic Affairs  
[lcmldc@rit.edu](mailto:lcmldc@rit.edu)  
585-475-7024