

EagleSUCCESS

Templates for Messaging

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Instructor Raised Flags

Attendance Concern

Student [Attendance Message to Student (Recommended)]

From: <eaglesuccess@brockport.edu>

Reply-to: <eaglesuccess@brockport.edu>

Subject: [EagleSUCCESS] <Attendance Concern> in <Course Title>

Dear <Student First Name>,

Your instructor in <Course Title> is concerned about your attendance. Class attendance is a key component to academic success and poor attendance negatively impacts your course grade.

Here are the comments from your instructor:

<Raise Notes>

We recommend that you discuss the situation with your instructor. If something is affecting your ability to attend classes, we encourage you to contact the Academic Success Center in Cooper C7 at 585-395-5397 or eaglesuccess@brockport.edu to discuss options and develop a success plan.

Sincerely,

EagleSUCCESS Team

Instructor [Attendance Message to Instructor (Recommended)]

From: <eaglesuccess@brockport.edu>

Reply To: <eaglesuccess@brockport.edu>

Subject: [EagleSUCCESS] Flag Confirmation for <Student's Name>

Dear <Raiser Name>,

Thank you for using EagleSUCCESS to note your concern about <Student Name> 's absences in <Course Name>.

<Student Name> has received an email outlining the concern and suggestions for how to address it, including meeting with you.

The following notes you included with the flag have been included in the email to the student:

<Raise Notes>

Hopefully, this initial email will help the student take action to resolve the issue. Staff from the

Academic Success Center follow up with students as they accumulate flags. If the student has addressed the issue before then, please clear the flag in EagleSUCCESS. As always, please let us know what we can do to help.

Sincerely,

EagleSUCCESS Team

Course Progress Concern

Student [Course Progress Message to Student (Recommended)]

From: <eaglesuccess@brockport.edu>

Reply-to: <eaglesuccess@brockport.edu>

Subject: [EagleSUCCESS] <Course Progress Concern> in <Course Name>

Dear <Student Name>,

Your instructor in <Course Name> is concerned about how you are currently performing in this course. We recommend that you discuss this with your instructor to see what you can do to improve your grades. You may also want to discuss the situation with your academic advisor.

In raising their concern, your instructor included the following comments:

<Raise Notes>

Brockport offers a variety of learning support resources for you. If you are struggling, now is the time to get the help you need. Some of these resources include:

- Faculty office hours
- Academic Success Center (Cooper Hall C7, 585-395-5397, eaglesuccess@brockport.edu)
- Student Learning Center (Cooper Hall B10, 585-395-2293, dhagen@brockport.edu)

If you have questions regarding support for students with disabilities, contact the Office for Students with Disabilities at 585-395-5409. Visit the office in the Seymour Union 227 or [online](#).

Sincerely,

EagleSUCCESS Team

Instructor [Course Progress Message to Instructor (Recommended)]

From: <eaglesuccess@brockport.edu>

Reply To: <eaglesuccess@brockport.edu>

Subject: [EagleSUCCESS] Flag Confirmation for <Student's Name>

Dear <Raiser Name>,

Thank you for using EagleSUCCESS to note your concern about <Student Name> 's progress in <Course Name>.

<Student Name> has received an email outlining the concern and suggestions for how to address it, including meeting with you and learning resources available.

The following notes you included with the flag have been included in the email to the student:

<Raise Notes>

Hopefully, this initial email will help the student take action to resolve the issue. Staff from the Academic Success Center follow up with students as they accumulate flags. If the student has addressed the issue before then, please clear the flag in EagleSUCCESS. As always, please let us know what we can do to help.

Sincerely,

EagleSUCCESS Team

In Danger of Failing

Student [In Danger of Failing Message to Student (Recommended)]

From: <eaglesuccess@brockport.edu>

Reply-to: <eaglesuccess@brockport.edu>

Subject: [EagleSUCCESS] Your academic progress in <Course Name>

Dear <Student Name>,

Your instructor in <Course Name> is concerned that you are in danger of failing in this course. We recommend that you discuss the situation them as soon as possible.

Here are the comments from your instructor:

<Raise Notes>

After discussing this with your instructor, if you decide to withdraw from the class, you will need to submit a Course Withdrawal Form to the Office of Registration and Records by the [published withdrawal deadline](#). *Please note: withdrawing from a course may impact your financial aid. Please contact Academic Advisement for more details.

If you decide to remain in this course, Brockport offers a variety of learning support resources to help you complete it successfully. Some of these resources include:

- Faculty office hours
- Academic Success Center (Cooper Hall C7, 585-395-5397, eaglesuccess@brockport.edu)
- Student Learning Center (Cooper Hall B10, 585-395-2293, dhagen@brockport.edu)

If you have questions regarding support for students with disabilities, contact the Office for Students with Disabilities at 585-395-5409. Visit the office in the Seymour Union 227 or [online](#).

Sincerely,

EagleSUCCESS Team

Instructor [In Danger of Failing Message to Instructor (Recommended)]

From: <eaglesuccess@brockport.edu>

Reply To: <eaglesuccess@brockport.edu>

Subject: [EagleSUCCESS] Flag Confirmation for <Student's Name>

Dear <Raiser Name>,

Thank you for using EagleSUCCESS to note your concern about <Student Name>'s progress in <Course Name>.

<Student's Name> has received an email outlining the concern and suggestions for how to address it, including meeting with you, learning resources available, and instructions for withdrawing if necessary.

The following notes you included with the flag have been included in the email to the student:

<Raise Notes>

Hopefully, this initial email will help the student take action to resolve the issue. Staff from the Academic Success Center follow up with students as they accumulate flags. If the student has addressed the issue before then, please clear the flag in EagleSUCCESS. As always, please let us know what we can do to help.

Sincerely,
EagleSUCCESS Team

All Instructor Raised Flags

SMS to Student (opt-in required)

[EagleSUCCESS] <Flag Name> in <Course Name>. Please see your Brockport email or EagleSUCCESS account for details. Remember, we're here to help!

Kudos

*(1) Off to a Great Start, (2) Keep Up the Good Work,
(3) Showing Improvement/Hard Work is Paying Off*

Kudo Message to Student (Recommended)

From: <eaglesuccess@brockport.edu>

Reply-to: <eaglesuccess@brockport.edu>

Subject: [EagleSUCCESS] Kudos! <Kudo Name> in <Course Name>

Dear <Student First Name>,

Congratulations! <Raiser Name> has recognized your dedication and hard work in the classroom. Here are their comments:

<Raise Notes>

Keep up the good work, and remember, we're here to help!

Sincerely,

EagleSUCCESS Team

Referral

Academic Success Center Referral

Referral Message to Student (Recommended)

From: <eaglesuccess@brockport.edu>
Reply-to: <eaglesuccess@brockport.edu>
Subject: [EagleSUCCESS] <Referral Name>

Dear <Student Name>,

We care about your success! Below you will find a referral to our office from <Creator Name> in reference to <Course Name>. Here are their comments:

<Comments>

Please stop by Cooper Hall C7 or call us at 585-395-5397 to discuss next steps. Remember, we're here to help!

Sincerely,

EagleSUCCESS Team

Referral Message to Staff (Recommended)

From: <eaglesuccess@brockport.edu>
Reply-to: <eaglesuccess@brockport.edu>
Subject: [EagleSUCCESS] <Referral Name> for <Student Name>

The <Referral Name> has been raised by <Creator Name> for <Student Name>.

Referral Details

Student: <Student Name>
Referral Name: <Referral Name>
Raised By: <Creator Name>
Course Context: <Course Name>
Comments: <Add Notes>
Raised On: <Raise Date>

Raise Your Hand

(1) Academic Resources & Accommodations (Others coming soon!)

Raise Your Hand Confirmation to Student (Recommended)

From: <eaglesuccess@brockport.edu>

Reply-to: <eaglesuccess@brockport.edu>

Subject: [EagleSUCCESS] <Flag Name> Request Confirmation

Dear <Student First Name>,

We have received the following request:

Category: <Flag Name>

Raised On: <Raised Date>

Your Comments: <Raise Notes>

Thank you for raising your hand and being proactive in finding assistance. We believe you can be successful!

Sincerely,

EagleSUCCESS Team

Raise Your Hand Confirmation to Office (Recommended)

From: <eaglesuccess@brockport.edu>

Reply-to: Flag Raiser

Subject: [EagleSUCCESS] <Raiser Name> Requesting <Flag Name>

Dear <Recipient First Name>,

<Raiser Name> has submitted the following request:

Category: <Flag Name>

Raised On: <Raised Date>

Your Comments: <Raise Notes>

Contact Information: <Raiser Name> - <Raiser Email> - <Raiser Phone>

Sincerely,

EagleSUCCESS Team