STUDENT COMMUNICATION

MOMENTUM POINTS

AUTOMATED- FLAGS

Automated flags are raised for the momentum points. Example: If a student is not enrolled in 15 units a flag will automatically raise for that student.

FINANICAL AID INCENTIVE

AUTOMATED- KUDOS

Automated kudo messaging to students when their FAFSA is received. Automated messages are sent to students with no FAFSA on file as well encouraging them to complete an application.

PROGRESS SURVEY

MANUAL FLAGS & KUDOS

Surveys are sent to faculty for special populations, such as Athletes, EOPS, Probation, and automated messaging occurs when items are raised through the survey. Pathway coaches have access to this information and Pathway Leaders and Advisors contact students from this information.

PATHWAY FOCUS

TARGETED MESSAGES

Pathway coaches, e.g. faculty lead or counseling, use Starfish to send messages to pathway following the communication plan. For example: "Focused on the BIG 3 in Week 13: REGISTRATION, GRADUATION, and FINANCIAL AID!" (*Starfish filters for these items)

PATHWAY FOCUS

TARGETED MESSAGES

Several targeted messages are being sent by pathway, for example: students who are currently enrolled, are not close to graduation, and have not enrolled for upcoming terms.

FACULTY ENGAGEMENT

TARGETED MESSAGES

Messages can be sent by CRN. This is useful in any case from announcements to targeted messaging, for example: filter for students in specific CRN who have not completed a current or upcoming year FAFSA, this is important especially during this time with additional support being provided to students. (*Encourage FAFSA completion).

Clear **focused messaging** to students
Over **60+ filtering** criteria available
Automated email messaging available
Student **preferred contact** information at your fingertips
SMS Text Messaging **Coming Summer 2020**