

## Examples of Auto-Generated Emails for Referrals

Unfortunately, Starfish is configured in such a way that instructors are unable to see the complete auto-generated email that students receive when their instructor has made a Referral.

See below for examples of the Referral emails as they appear to students, as well as suggestions for ways to customize the language that appears in the comment box (written by the Starfish Implementation Team and the Faculty Focus group).

For all auto-generated emails, the email comes from your email address (as the person who sent it). If a student were to reply to the email, it would go directly to you.

### Academic Counseling Center Referral Email:

The subject, salutation, and closing are not editable for the auto-generated email and you will not see them when you make a referral, but the text of the email, all of which you are able to see in the comment box, may be changed in any way you wish. This is the default language for an Academic Counseling Referral:

Please see an Academic Counselor. To make an appointment visit the Academic Counseling Center in the <a href="http://www.sbcc.edu/map/map.php?loc=SS">Student Services Building Lobby</a>.

This kind of discussion with your counselor will contribute to your academic and personal success at SBCC and beyond.

The example below, for a student named “Stephanie,” includes these added comments: *I am sending you this referral because of the conversation we had in office hours and It would be best to complete this appointment before August 31, 2017. Please do let me know how it goes*, which were simply typed into the comment box and written so that they integrated smoothly with the default comments.

Email Subject: Referral: Academic Counseling for Stephanie <Last Name>



cogrant@pipeline.sbccc.edu via starfishsol

3:25 PM (0 minutes ago) ☆



to me ▾

Dear Stephanie,

I am sending you this referral because of the conversation we had in office hours. Please see an Academic Counselor. To make an appointment visit the Academic Counseling Center in the [Student Services Building Lobby](#). It would be best to complete this appointment before August 31, 2017. Please do let me know how it goes

This kind of discussion with your counselor will contribute to your academic and personal success at SBCC and beyond.

Sincerely,  
Christy Grant

Due Date: 8/31/2017 8:59 PM PDT

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## Drop-In Tutor Referral Email:

The subject, salutation, and closing are not editable for the auto-generated email and you will not see them when you make a referral, but the text of the email, all of which you are able to see in the comment box, may be changed in any way you wish. This is the default language for a Drop-In Tutor Referral:

Please see a tutor for our class. These tutoring services are free. The tutoring schedule is posted on our class Canvas page.

I want you to succeed.

The example below shows an email to a student named "Jason." When Rae generated this referral for Jason she edited the above comment to read *I am so glad you came to office hours today and we had a chance to discuss the success in our class. As per that discussion, please do see a tutor for our class. These tutoring services are free. The tutoring schedule is posted on our class Canvas page and the tutoring room is PS-112. You may drop in to see any of the tutors at any of the times listed on the schedule.* She deleted the last sentence from the comment box, "I want you to succeed," because it was communicated by the comments she added to the first paragraph of the default comment. She also added a due date of August 1, 2017.

Email Subject: Referral: Tutor for Introductory Chemistry for Jason <Last Name>



rlnapoleon@pipeline.sbcc.edu via starfishsolutions.c

3:05 PM (4 minutes ago) ☆



to me ▾

Dear Jason,

I am so glad you came to office hours today and we had a chance to discuss the success in our class. As per that discussion, please do see a tutor for our class. These tutoring services are free. The tutoring schedule is posted on our class Canvas page and the tutoring room is PS-112. You may drop in to see any of the tutors at any of the times listed on the schedule.

Sincerely,  
Raeanne Napoleon

Due Date: 8/1/2017 8:59 PM PDT

## EOPS Referral Email:

The subject, salutation, and closing are not editable for the auto-generated email and you will not see them when you make a referral, but the text of the email, all of which you are able to see in the comment box, may be changed in any way you wish. This is the default language for the EOPS Referral:

I encourage you to visit and apply for Extended Opportunity Programs and Services (<a href="http://www.sbcc.edu/eopscare/eops\_services.php">EOPS</a>), which offers eligible students book grants, meal vouchers, tutoring, personalized academic counseling, and personal support. EOPS is located in the Student Services Building room 240.

You must be a CA resident or AB 540 and qualify for the BOGFW in order to be eligible.

Joining the EOPS community, and taking advantage of its award-winning services, will enhance your college experience.

The example below shows an email to a student named "Wendy." When the instructor generated this referral for Wendy she did not make any edits to the default comment and chose not to add a due date.

Email Subject: Referral: Extended Opportunity Programs and Services (EOPS) for Wendy <Last Name>



cogrant@pipeline.sbccc.edu via starfishsol

1:15 PM (0 minutes ago) ☆



to me ▾

Dear Wendy,

I encourage you to visit and apply for Extended Opportunity Programs and Services ([EOPS](#)), which offers eligible students book grants, meal vouchers, tutoring, personalized academic counseling, and personal support. EOPS is located in the Student Services Building room 240.

You must be a CA resident or AB 540 and qualify for the BOGFW in order to be eligible.

Joining the EOPS community, and taking advantage of its award-winning services, will enhance your college experience.

Sincerely,

Christy Grant

## Gateway Tutor Referral Email:

The subject, salutation, and closing are not editable for the auto-generated email and you will not see them when you make a referral, but the text of the email, all of which you are able to see in the comment box, may be changed in any way you wish. This is the default language for a Gateway Tutor Referral:

Please see the Gateway tutor for our class. This service is free and important to your success.

I want to see you succeed.

The example below shows an email to a student named "Randi." When Rae generated this referral for Randi she edited the above comment to read *After our discussion in lab today, please make sure you see the Gateway tutor for our class. This service is free and important to your success. The schedule and location for the tutor is available on our class Canvas page. I want to see you succeed.* She purposely did not choose a due date.

Email Subject: Gateway Tutor for Introductory Chemistry for Randi <Last Name>



rlnapoleon@pipeline.sbccc.edu via starfishsolutions.c

3:15 PM (3 minutes ago) ☆



to me ▾

Dear Randi,

After our discussion in lab today, please make sure you see the Gateway tutor for our class. This service is free and important to your success. The schedule and location for the tutor is available on our class Canvas page.

I want to see you succeed.

Sincerely,  
Raeanne Napoleon

## Math Lab Referral Email:

The subject, salutation, and closing are not editable for the auto-generated email and you will not see them when you make a referral, but the text of the email, all of which you are able to see in the comment box, may be changed in any way you wish. This is the default language for a Math Lab Referral:

Please see an SBCC Math Lab tutor. These tutoring services are free. You may drop in to IDC-111 (Summer 2017 Location), located on the bottom floor of the [Interdisciplinary Center](http://www.sbccc.edu/map/map.php?loc=IDC) on West Campus. No appointment necessary.

I want to see you succeed.

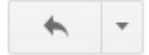
The example below shows an email to a student named "Albert." When the instructor generated this referral, she did not make any edits to the content nor did she add a due date.

Email Subject: Referral: Math Lab Tutor for Introductory Chemistry for Albert <Last Name>



cogrant@pipeline.sbccc.edu via starfishsol

7:10 AM (0 minutes ago) ☆



to me ▾

Dear Albert,

Please see an SBCC Math Lab tutor. These tutoring services are free. You may drop in to IDC-111 (Summer 2017 Location), located on the bottom floor of the [Interdisciplinary Center](#) on West Campus. No appointment necessary.

I want to see you succeed.

Sincerely,

Christy Grant

## Writing Center Referral Email:

The subject, salutation, and closing are not editable for the auto-generated email and you will not see them when you make a referral, but the text of the email, all of which you are able to see in the comment box, may be changed in any way you wish. This is the default language for a Writing Center Referral:

Please see an SBCC Writing Center tutor. These services are free. You may call 805-965-0581 x2663 to make an appointment or drop in at the Writing Center, which is located in the [Learning Resources Center](http://www.sbccc.edu/map/map.php?loc=LRC) on West Campus.

I want to see you succeed.

This example referral shows an email to a student named “Milan.” When Rae generated this referral, she edited the above comment to read, “At our conference yesterday about your paper, we discussed you going to the writing center for additional feedback. As such, please do see an SBCC Writing Center tutor before August 1, 2017. These services are free. You may call [805-965-0581 x2663](tel:805-965-0581) to make an appointment or drop in at the Writing Center, which is located in

the [Learning Resources Center](#) on West Campus. I want to see you succeed.” She also added a due date of August 1, 2017.

Email Subject: Referral: Writing Center Tutor for Introductory Chemistry for Milan <Last Name>

 **cogrant@pipeline.sbcc.edu** via starfishsol 1:25 PM (3 minutes ago) ☆    
to me 

Dear Milan,

At our conference yesterday about your paper, we discussed you going to the writing center for additional feedback. As such, please do see an SBCC Writing Center tutor before August 1, 2017. These services are free. You may call [805-965-0581 x2663](tel:805-965-0581) to make an appointment or drop in at the Writing Center, which is located in the [Learning Resources Center](#) on West Campus.

I want to see you succeed.

Sincerely,  
Christy Grant

Due Date: [8/1/2017 8:59 PM PDT](#)