



## Flags and Kudos Training Packet

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2. What happens after raising flags and kudos?
3. Samples of student notification
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5. Using the progress survey to raise flags and kudos
6. Resolving/lowering flags

### Questions?

Website: [www.losmedanos.edu/lmconnect](http://www.losmedanos.edu/lmconnect)

Email: [LMCConnect@losmedanos.edu](mailto:LMCConnect@losmedanos.edu)



# LMC Kudos and Flags



**KUDOS**  
Positive reinforcement  
and recognition of  
achievements



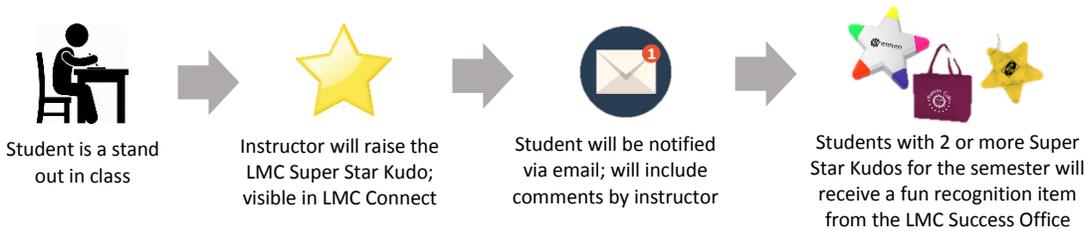
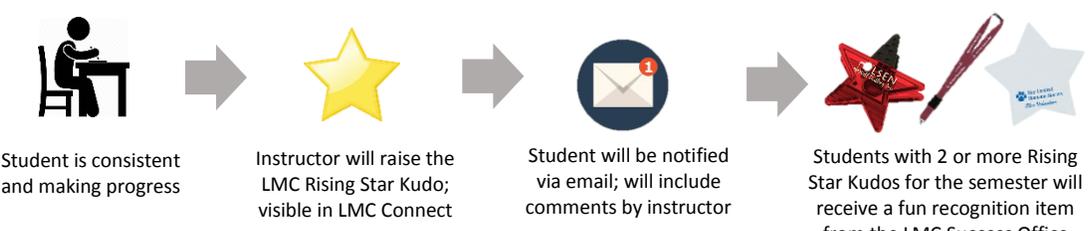
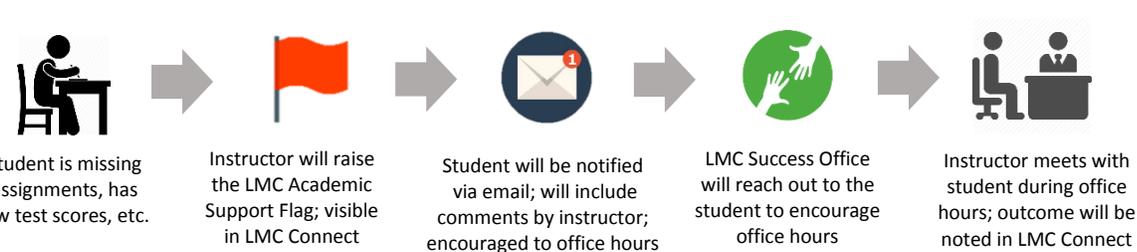
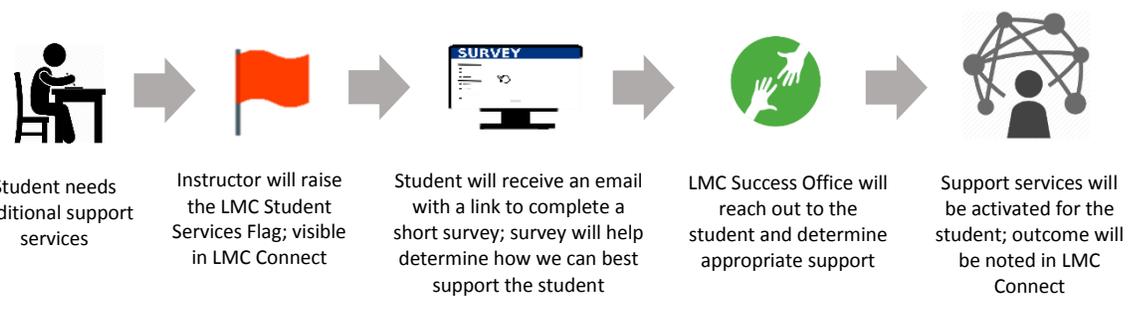
**FLAGS**  
Opportunity  
for additional  
support

## What are the different types of kudos and flags?

Type	Name	Description
	LMC Super Star	<ul style="list-style-type: none"> <li>Stand out student in class</li> <li>Active, engaged, collaborative, always prepared</li> <li>On track to get an A or B in the class</li> </ul>
	LMC Rising Star	<ul style="list-style-type: none"> <li>Showing consistent effort</li> <li>Making steady progress; showing improvement</li> <li>On track to get an B or C in the class</li> </ul>
	LMC Academic Support	<ul style="list-style-type: none"> <li>Low test scores, missing assignments, poor attendance</li> <li>On track to get a D or F in the class</li> <li>Student needs to visit office hours to discuss options</li> </ul>
	LMC Student Services	<ul style="list-style-type: none"> <li>Refer student for additional support</li> <li>Financial aid, disability support services, counseling, tutoring, EOPS, transfer/career, etc.</li> </ul>
	LMC Internal Communication	<ul style="list-style-type: none"> <li>Use this flag to note general concerns about a student that is not already captured with the other two flags</li> <li>For internal communication only</li> <li>Student will not be notified and cannot view this flag</li> </ul>



# What happens after kudos and flags are raised?

<p><b>LMC Super Star</b></p>	 <p>Student is a stand out in class</p> <p>Instructor will raise the LMC Super Star Kudo; visible in LMC Connect</p> <p>Student will be notified via email; will include comments by instructor</p> <p>Students with 2 or more Super Star Kudos for the semester will receive a fun recognition item from the LMC Success Office</p>
<p><b>LMC Rising Star</b></p>	 <p>Student is consistent and making progress</p> <p>Instructor will raise the LMC Rising Star Kudo; visible in LMC Connect</p> <p>Student will be notified via email; will include comments by instructor</p> <p>Students with 2 or more Rising Star Kudos for the semester will receive a fun recognition item from the LMC Success Office</p>
<p><b>LMC Academic Support Flag</b></p>	 <p>Student is missing assignments, has low test scores, etc.</p> <p>Instructor will raise the LMC Academic Support Flag; visible in LMC Connect</p> <p>Student will be notified via email; will include comments by instructor; encouraged to office hours</p> <p>LMC Success Office will reach out to the student to encourage office hours</p> <p>Instructor meets with student during office hours; outcome will be noted in LMC Connect</p>
<p><b>LMC Student Services Flag</b></p>	 <p>Student needs additional support services</p> <p>Instructor will raise the LMC Student Services Flag; visible in LMC Connect</p> <p>Student will receive an email with a link to complete a short survey; survey will help determine how we can best support the student</p> <p>LMC Success Office will reach out to the student and determine appropriate support</p> <p>Support services will be activated for the student; outcome will be noted in LMC Connect</p>
<p><b>LMC Internal Communication Flag</b></p>	 <p>Instructor has a general concern about a student</p> <p>Instructor will raise the LMC Internal Communication Flag; visible in LMC Connect but student will not be notified</p> <p>LMC Success Office will reach out to appropriate parties to resolve the flag on a case by case basis</p>



## Samples of student notification

Students will receive the following notification when you raise flags and kudos:

### LMC Super Star notification to student

**From** Instructor's name here  
**Reply To** Instructor's name here  
**BCC**  
**Subject** LMC Super Star in Introduction to Microbiology!

Dear Rachel,

Congratulations! You are a Super Star in Introduction to Microbiology!

I appreciate your engagement, collaboration, and overall preparedness in Introduction to Microbiology. You are doing great! Keep up the good work!

Additional Comments: **Your comments will be added here.**

If you need assistance or have any questions, come visit me during my office hours.

Sincerely,

Yasmin Gold

Instructor's name here

### LMC Rising Star notification to student

**From** Instructor's name here  
**Reply To** Instructor's name here  
**BCC**  
**Subject** LMC Rising Star in Introduction to Microbiology!

Dear Rachel,

Congratulations! You are a Rising Star in Introduction to Microbiology!

I appreciate your dedication and hard work in Introduction to Microbiology. You are doing great! Keep up the good work!

Additional Comments: **Your comments will be added here.**

If you need assistance or have any questions, come visit me during my office hours.

Sincerely,

Instructor's name here

## LMC Academic Support Flag notification to student

**From** Instructor's name here  
**Reply To** Instructor's name here  
**BCC**  
**Subject** Introduction to Microbiology

Dear Rachel,

I am reaching out to you because I am concerned about your academic performance in Introduction to Microbiology. I am available during office hours to discuss and develop a plan to help get you back on track.

Additional comments: **Your comments will be added here.**

I want to support and provide you with the resources you need to be successful in Introduction to Microbiology. Please don't hesitate to contact me.

I look forward to hearing from you.

Instructor's name here

## LMC Student Services Flag notification to student

**From** studentsuccess@4cd.edu  
**Reply To**  
**BCC**  
**Subject** Introduction to Microbiology

Dear Rachel,

We want to get to know you better and help connect you with opportunities and on campus resources. Please follow the link to complete a short survey: [LMC Student Support Survey](#)

Please note: You will only have to complete this survey once.

We look forward to connecting with you soon!

LMC Student Success

### How can we better support you at LMC?

Los Medanos has a wide variety of services and resources for students. Please complete this short survey to help us determine how we can better support you.

Your answers below will prompt a follow up response from the LMC community.

#### Name

First Last

#### Student ID Number

#### Email

#### Phone Number

 -  - 

### ## ####

#### Preferred method of communication:

- phone call  
 email  
 in person

Please indicate whether the following statements are accurate:

	YES	NO
I need a tutor for my class	<input type="radio"/>	<input type="radio"/>
I need help paying for tuition, books, etc.	<input type="radio"/>	<input type="radio"/>
I need help picking the right classes based on my major and educational goals	<input type="radio"/>	<input type="radio"/>
I would like to request accommodations due to a disability	<input type="radio"/>	<input type="radio"/>
I am interested in joining clubs at LMC	<input type="radio"/>	<input type="radio"/>
I want to learn more about the transfer process and requirements	<input type="radio"/>	<input type="radio"/>
I need help looking for a job and/or internships	<input type="radio"/>	<input type="radio"/>
I need help resolving a hold on my student account	<input type="radio"/>	<input type="radio"/>

Please use the space below to tell us how we can better support you at LMC.

Submit

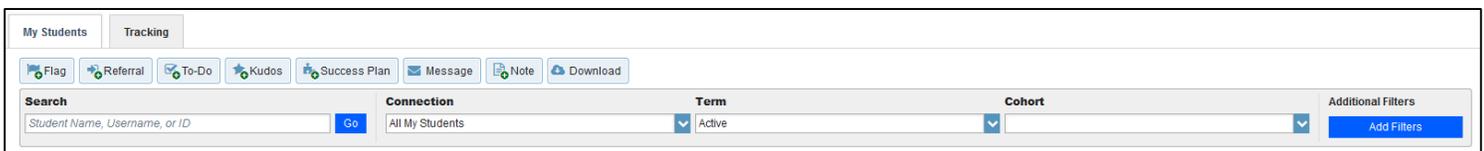


# Manually raising flags and kudos (Without a progress survey)

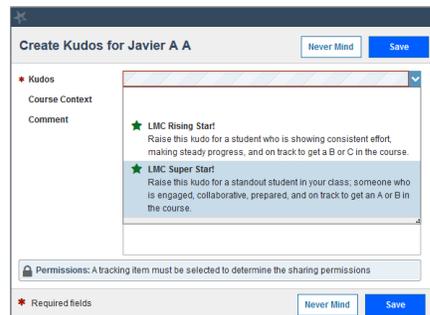
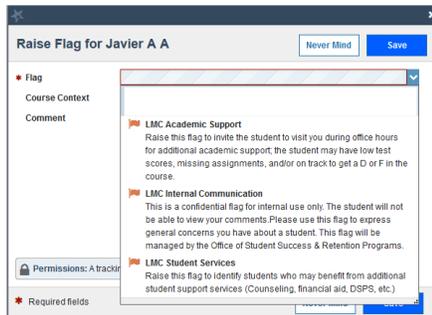
1. **Log in to LMC Connect** –see “How to log in to LMC Connect” for more instructions
2. Click the **drop down menu** at the top of the page (box with 3 lines next to the word Starfish)



3. From the menu, click “**Students**” – this will show you all students with whom you have a connection
4. Use the **search bar** to find a specific student. You may also add filters to narrow your search.



5. Select your student and click flags or kudos



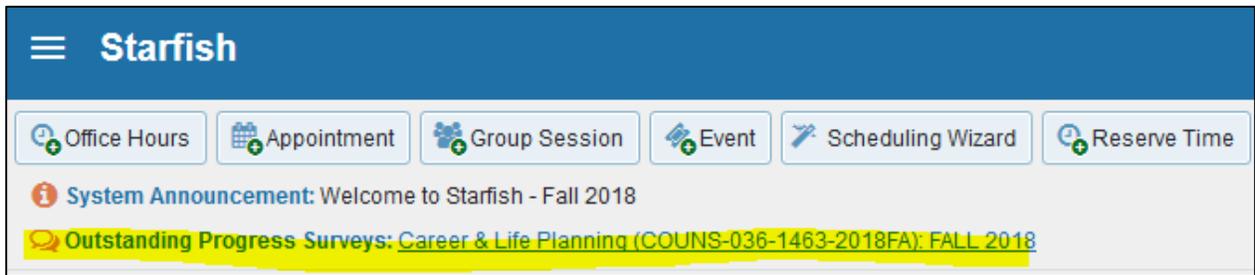
**Students are able to view your comments therefore they should be addressed accordingly (with the exception of the LMC Internal Communications Flag, which is confidential)**



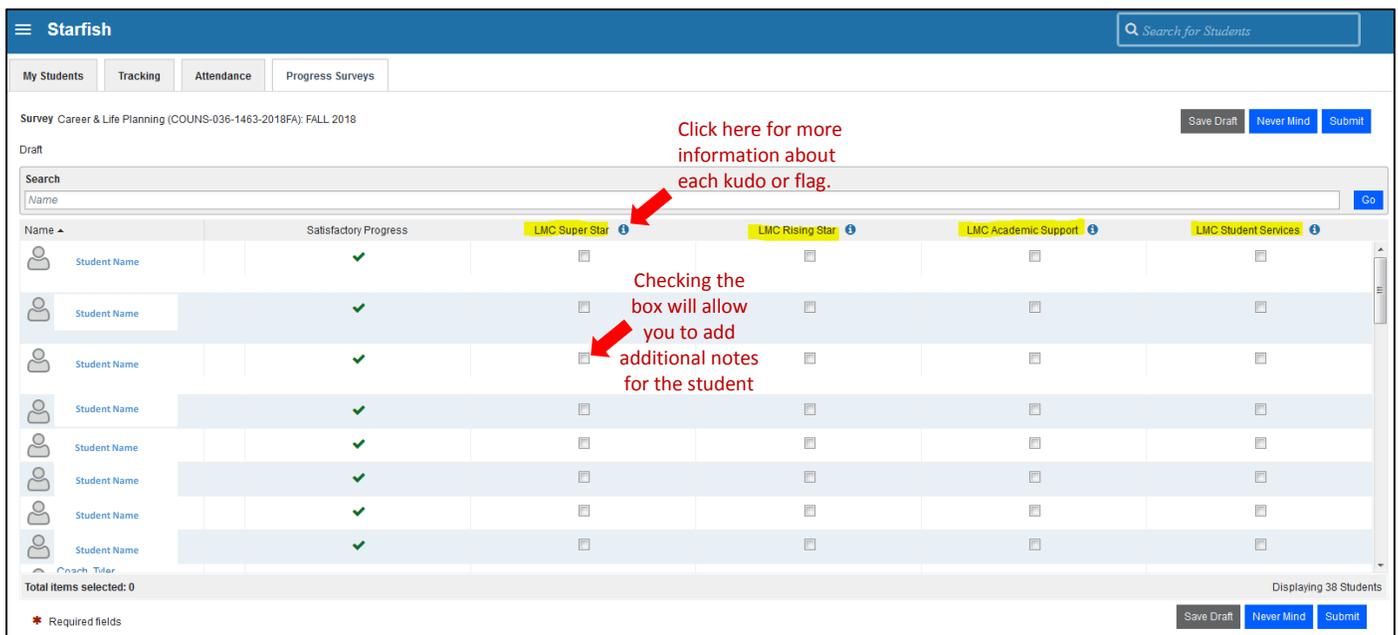
## How to complete the progress survey

**NOTE:** Progress surveys allow instructors to raise concerns (flags) and send positive reinforcement (kudos) related to a student's academic performance in each course. Progress surveys will be sent once per semester, however, instructors also have the option to raise flags and kudos before or after progress surveys are sent. Please see “How to manually raise flags/kudos and add notes” for more instructions.

6. **Log in to LMC Connect** –see “How to log in to LMC Connect” for more instructions
7. Outstanding progress surveys will be visible at the top of the page upon logging in; follow the link



8. Check the appropriate box based on each student’s performance in your class.



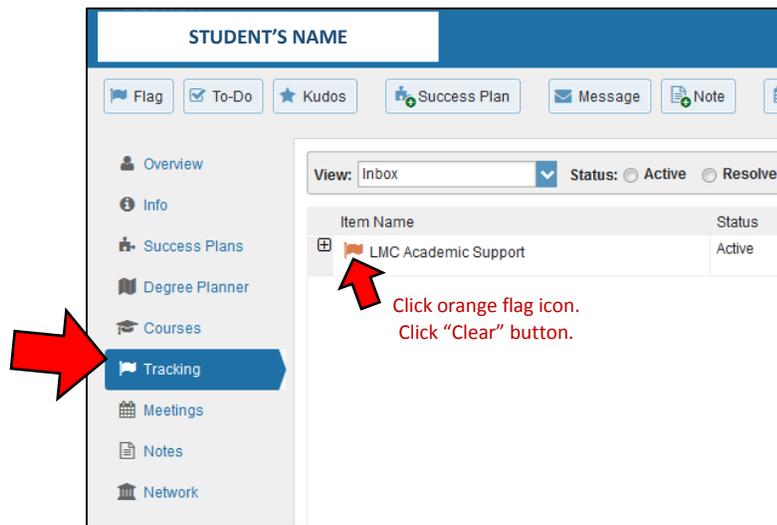


# Resolving/lowering flags

1. Log in to LMC Connect –see “How to log in to LMC Connect” for more instructions
2. Use the search bar to find your student



3. From the student profile menu, select “Tracking”



Clear flag for STUDENT'S NAME

[Show flag details](#)

Select a reason for clearing this flag: \*

The concern was successfully addressed

The concern was not successfully addressed

The flag was raised by mistake

Add a comment:

*Provide some more details about why you're clearing this flag.*

Send a message to \_\_\_\_\_ to close the loop

To: \_\_\_\_\_ [Copy my comment](#)

*Type a message for Landers, Mara about clearing this flag.*

\* Required fields

Never Mind Submit