



SANTA ANA

C O L L E G E

Starfish
Email Message Templates

February 4, 2026

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Introduction

The following templates show the messages that are sent to students when an item is raised in Starfish, whether through a progress survey or individual submission. Items may be flags, referrals or kudos.

Fields that are merged into the message are indicated with square brackets: []. For example, notes from the person raising the item will be substituted into the message anywhere the [RaiseNotes] field is indicated.

Visit the [SAC Starfish webpage](#) for more resources and information on SAC's Starfish system.

Flags

Academic Concern

Subject: Don't go off your path! Action Required in [CourseName]

Dear [StudentFirstName],

We believe that you can be successful in your academic studies and participating in class is important! Interacting with the course material, and your peers, is one of the best ways to master the course content.

Here are some academic steps that your peers have taken to be successful:

1. Attend and participate in all class activities
2. Take **good notes**
3. **Study** frequently
4. Attend **tutoring**

If you haven't already done so, contact the Learning Center at 714-564-6569 or learningcenter@sac.edu. It is a great resource for tutoring.

[Meeting with a counselor](#) can also be very beneficial. Counselors can suggest other resources that may be helpful. Schedule an appointment by calling 714-564-6103.

[RaiseNotes]

Sincerely,

[RaiserName]

Attendance & Participation Concern

Subject: We miss you in [CourseName]

Dear [StudentFirstName],

Class isn't the same without you! You're a vital part of the community of this class and your voice matters.

A Success Coach will reach out to help identify services that support you in this class. In the meantime, we also have many free resources to support your success.

- [Health & Wellness Center](#): stress management
- [The Learning Center](#): scheduled appointments for Math and Science classes; English and writing assistance in all classes
- [Math Center](#): drop-in tutoring and math support

[RaiseNotes]

Sincerely,

[RaiserName]

Academic Concern - Failing

Subject: Don't go off your path! Action Required in [CourseName]

Dear [StudentFirstName],

Your success in this course is my priority.

I'm concerned that the grade you currently have is below passing in [CourseName], but there is still time to improve it.

It's common for students to go through challenges like this and overcome them. Contact me right away to discuss your options so we can develop a plan of action.

[RaiseNotes]

Santa Ana College offers a wide range of services to support your success. Visit the [Learning Center](#) or call 714-564-6569 to learn more.

Sincerely,

[RaiserName]

Non-Academic Concern

Subject: Santa Ana College cares about you!

Dear [StudentFirstName],

You've been flagged for Non-Academic Concern in [CourseName]

We believe that you can be successful in your academic studies and participating in class is important! Interacting with the course material, and your peers, is one of the best ways to master the course content.

Our institution has many resources that can aid your effort to improve academic performance and assist with personal concerns. Please reply to this email to contact your instructor, or consider contacting your counselor for resources and suggestions for improvement.

Below are your instructor's comments:

[RaiseNotes]

We care about your success!

Sincerely,
[RaiserName]

Referrals

Asian Pacific Student Program

Subject: You're Invited to the Asian Pacific Student Program

Dear [StudentFirstName],

The [Asian Pacific Student Program](#) (APSP) and Center supports Asian, Pacific Islander, and Desi American (APIDA) students in their journey to success. The program focuses on connecting students to their cultural heritage and community through engaging experiences that foster both academic and personal growth, while also encouraging your role as a community advocate.

The APSP Center, located in VL-107 (The Village), is a welcoming space for APIDA students and allies with valuable resources such a dedicated APSP counselor and a variety of events to celebrate your traditions and amplify your voices. Whether you're looking to unwind, study, or get involved in cultural activities, APSP is here for you.

If you have any questions or want to learn more about APSP, please email apsp@sac.edu or call (714) 564-6369.

Sincerely,
[RaiserName]

Basic Needs

Subject: Basic Needs Program Referral

Dear [StudentFirstName],

The [Fainbarg Chase Thrive Center](#) is a basic needs program providing students essential services that positively impact health and wellbeing to improve academic performance. The center connects students to short-term emergency relief and long-term assistance focusing on students' basic needs that includes food and housing security, financial stability, and more.

If you are experiencing challenges with your basic needs and would like to learn more about the resources available to you, we encourage you to click and complete the [Thrive Center Assistance Form](#). You can also contact the Thrive Center staff directly, if you have any questions, by calling (714) 564-6458 or email at thrivecenter@sac.edu.

Sincerely,
[RaiserName]

Counseling

Subject: Counseling Referral

Dear [Student First Name],

Did you know that students who use the campus support services in **My Success Network** in Starfish are more likely to pass their courses and complete their academic goal(s)?

Below you will find a referral to the [Counseling Center](#). Please follow up with them as soon as possible to get the assistance you need quickly. Our Counseling Center and Virtual Front Desk can be accessed online by going to www.sac.edu/counseling and clicking on the "Contact Counseling Online" button or call (714) 564-6013.

Course: [Course Name]

Comments: [RaiseNotes]

Due Date (if applicable): [Due Date]

Sincerely,

[RaiserName]

Cyber Center Initiative

Subject: Cyber Center Initiative — APPLY TODAY

Dear [Student First Name],

Explore the boundless opportunities in Computer Science and Information Systems for high-demand careers. Here is an avenue to consider:

Cyber Center Initiative is a dynamic cohort learning experience fostering community, creativity, leadership, and progress in education and career development.

Learning Enrichment:

1. Workshops
 - Resume development.
 - Mock interview opportunities
2. Events
 - Project Showcase opportunities
 - Industry Experienced Speakers
3. Activities
 - Cohort Coffee Chats: Brew Ideas Together!

Supported Certification Programs:

1. Programming Certificate
2. IT Support Specialist Certificate
3. Cybersecurity Certificates

Who Should Apply:

- Students: Aspiring Programmers, IT Support or Cybersecurity professionals.
- IT Professionals: Gain certifications for career advancement or transition into Computer Science or CIS fields.

Eligibility Requirements:

- Must be a student at Santa Ana College
- Maintain a cumulative G.P.A. of 2.0 or higher.
- Participate in Cyber Center Initiative workshops, events and activities.
- Establish an academic plan for one of the Cyber Center Initiative supported certification programs.

Register at www.tinyurl.com/SAC-CS. For inquiries, email cyberci@sac.edu or call (714) 564-6787. Unlock your potential and become a cyber leader! Join us at our next Cohort Coffee Chats.

We look forward to hearing from you soon!

Sincerely,

[RaiserName]

Digital Dons Laptop Loan Program

Subject: Digital Dons Laptop Loan Program Referral

Dear [StudentFirstName],

You are being referred to the Digital Dons Laptop Loan Program. Digital Dons is a FREE program designed to meet student technology needs and achieve more equitable course completion. Through this program, eligible credit students may borrow a FREE laptop and keep it for the entire term. For questions and assistance on our Digital Dons Laptop Loan Program, email us at castro_victoria2@sac.edu.

Sincerely,

[RaiserName]

Disabled Students Program & Services (DSPS)

Subject: Disabled Students Program & Services (DSPS) Referral

Dear [StudentFirstName],

Did you know that students who use the campus support services in My Success Network in Starfish are more likely to pass their courses and complete their academic goal(s)?

Below you will find a referral for [Disabled Students Program & Services](#) (DSPS) for academic accommodations that may help you. Please follow up with this office as soon as possible to get the support you may need.

Please contact the DSPS office at DSPS@sac.edu or call (714) 564-6295. DSPS is located in the Johnson Student Center, JSC-108 and the office hours are: Monday through Thursday, 8:00am - 5:30pm and Friday, 8:00am - 12:00pm.

Comments: [RaiseNotes]

Sincerely,

[RaiserName]

Financial Aid

Subject: Financial Aid Referral

Dear [StudentFirstName],

Did you know that students who receive financial aid are more likely to pass their courses and complete their academic goal(s)?

al have referred you to the Financial Aid Office. Please follow up with the Financial Aid Office incase they are unable to contact you. Our Financial Aid Specialists are located in the Johnson Student Center, JSC-201. Hours are 8:00am – 5:00pm (8:00am – 12:00pm on Fridays). Phone numbers, Live Chat and Email can be found on their webpage: sac.edu/financialaid

Comments: [RaiseNotes]

Sincerely,

[RaiserName]

Foster Youth

Subject: You have been recommended to Guardian Scholars

Dear [StudentFirstName],

You've been recommended to participate in the Guardian Scholars program. This opportunity is available to any student who is either currently or previously in the Foster Care system. Guardian Scholars participants are eligible for book grants, academic support services, and counseling to help you succeed in your educational pathways.

Please follow up with this office as soon as possible to get the support you may need. Please contact the Guardian Scholars either by email: guardianscholars@sac.edu or call (714) 564-6302. Guardian Scholars program is located in the Johnson Student Center, JSC-215 and the office hours are: Tuesday, 8:00 am – 2:00 pm and Thursday, 2 pm – 7:00 pm.

Sincerely,

[RaiserName]

Health & Wellness Center

Subject: Health & Wellness Center Referral

Dear [StudentFirstName],

Based on your current grade, you're not yet passing, but you can change that. A struggle is just an opportunity for growth, and it's common for students to go through challenges like this and overcome them.

Here are some academic steps that your peers have taken to be successful:

1. Attend and participate in all class activities
2. Take good notes
3. Study frequently
4. Attend tutoring

If your struggle is not class related, please contact me directly, or for a list of services, visit My Success Network in Starfish. Please remember that there are many student services available to you for support such as the Health & Wellness Center that offers both physical and mental health options for you. The Health & Wellness Center phone number is 714-564-6216 or email at SACHealth_Center@sac.edu.

Sincerely,

[RaiserName]

International Student Program

Dear [Student First Name],

You are being referred to the International Student Program. Please follow up with them as soon as possible to get the assistance you need regarding immigration, enrollment, and/or compliance matters. Our ISP office is in JSC-208, and you can set up an appointment [here in Starfish](#) or walk in anytime for help. You may also call (714) 564-6047.

Comments: [RaiseNotes]

Sincerely,

[RaiserName]

Math Center

Subject: Math Center Referral

Dear [Student First Name]:

I believe free SAC tutoring services will be of help to you to understand the course content better, complete your assignments, and prepare for tests. A tutoring specialist will be contacting you to discuss available online or in-person services.

Course: [Course Name]

Comments: [RaiseNotes]

Sincerely, [RaiserName]

Visit the websites of the Centers below to get more information about how to connect with a tutor.

[Learning Center](#): Dunlap Hall D-307

714-564-6569 or learningcenter@sac.edu

Services: tutoring for any writing assignment, math, science, child development, career/technical classes, social science and others, and directed online tutoring activity

[Math Center](#): Library Building L-204

(714) 564-6678 or lehman_candice@sac.edu

Services: drop in math tutoring

All services are free and many are available Monday-Saturday.

NSF Grant Funding Program

Subject: NSF Grant Funding Program — APPLY TODAY

Dear [Student First Name],

Explore the boundless opportunities in Computer Science and Information Systems for high-demand careers. Here is an avenue to consider:

NSF Grant Funding Program is a dynamic cohort learning experience fostering community, creativity, leadership, and progress in education and career development.

Learning Enrichment:

2. Workshops
 - Resume development.
 - Mock interview opportunities
3. Events
 - Project Showcase opportunities
 - Industry Experienced Speakers
4. Activities
 - Cohort Coffee Chats: Brew Ideas Together!

Supported Certification Programs:

2. Programming Certificate
3. IT Support Specialist Certificate
4. Cybersecurity Certificates

Who Should Apply:

- Students: Aspiring Programmers, IT Support or Cybersecurity professionals.
- IT Professionals: Gain certifications for career advancement or transition into Computer Science or CIS fields.

Eligibility Requirements:

- Must be a student at Santa Ana College
- Maintain a cumulative G.P.A. of 2.0 or higher.
- Participate in Cyber Center Initiative workshops, events and activities.
- Establish an academic plan for one of the Cyber Center Initiative supported certification programs.

Register at www.tinyurl.com/SAC-CS. For inquiries, email cyberci@sac.edu or call (714) 564-6787. Unlock your potential and become a cyber leader! Join us at our next Cohort Coffee Chats.

We look forward to hearing from you soon!

Sincerely,
[RaiserName]

School of Continuing Education

Subject: Welcome to SAC School of Continuing Education!

Dear [Student First Name],

You've been referred to [Santa Ana College's School of Continuing Education](#) — welcome! The SAC [SCE Welcome Center](#) is your go-to place for everything Continuing Ed, including technology support, student workshops, basic needs services, our snack pantry, and more. We'll be reaching out to you soon, but if you have any questions, feel free to contact us at 714-241-5704 or visit sac.edu/sce. You can also visit us in person at the Centennial Education Center, Room F-101, 2900 W. Edinger Ave., Santa Ana, CA 92704.

We look forward to supporting you on your journey!

Thank you!

[RaiserName]

STEM Core Program

Subject: SAC STEM Core Program - APPLY TODAY

Dear [Student First Name],

Are you considering a career in the field of STEM or engineering? Are you looking for resources and support during your academic journey? Would you like to be considered for paid internships to gain valuable working experience? If so, apply to the SAC STEM Core Program!

SAC STEM Core students receive the following benefits:

- Cohort classes that offer a sense of community and belonging
- Ongoing student support from a dedicated STEM Core team
- Academic benefits:
 - Priority registration in Math, Chemistry, and Engineering classes
 - Structured tutoring sessions
 - Hands-on STEM Core workshops
- Career development and networking:
 - Engineering industry site visits
 - Opportunities for paid internships
 - Resume review
- University campus tours

We welcome all SAC students who are interested in a STEM or engineering pathway, and highly encourage the participation of underrepresented minorities, women, and veterans.

For more information and to apply, visit our website at: <https://sac.edu/stemcore>

You can also call us at (714) 564-6418 or email stemcore@sac.edu .

We look forward to hearing from you soon!

The STEM Core Team

Transfer Center

Subject: Transfer Center Referral

Dear [Student First Name],

Did you know that students who use the campus support services in My Success Network in Starfish are more likely to pass their courses and complete their academic goal(s)?

The [University Transfer Center](#) provides information and assistance to students preparing for transfer to baccalaureate-granting institutions. They offer a range of transfer programs and services to prepare you for success here at SAC and beyond.

Please follow up with the [University Transfer Center](#) as soon as possible for assistance. You may reach them via the [Virtual Front Desk](#) during regular operating hours, through email at transfer_center@sac.edu, or through voicemail at (714) 564-6165.

Sincerely,

[RaiserName]

Tutoring

Subject: Tutoring Referral

Dear [Student First Name]:

I believe free SAC tutoring services will be of help to you to understand the course content better, complete your assignments, and prepare for tests. A tutoring specialist will be contacting you to discuss available online or in-person services.

Course: [Course Name]

Comments: [RaiseNotes]

Sincerely, [RaiserName]

Visit the websites of the Centers below to get more information about how to connect with a tutor.

[Learning Center](#): Dunlap Hall D-307

714-564-6569 or learningcenter@sac.edu

Services: tutoring for any writing assignment, math, science, child development, career/technical classes, social science and others, and directed online tutoring activity

[Math Center](#): Library Building L-204

(714) 564-6678 or lehman_candice@sac.edu

Services: drop in math tutoring

[Academic Computing Center](#): Cesar Chavez Bldg. A-106

(714) 564-6731

Services: tutoring for accounting, MS Office, engineering, computer science, English

All services are free and many are available Monday-Saturday.

U2 Scholars Center

Subject: You have been recommended to the U2 Scholars Program

Dear [Student First Name],

The Santa Ana College [U2 Scholars Center](#) supports Black/African American and other underrepresented students to thrive in their academic, personal, and professional pursuits.

The [U2 Scholars Center](#) is a space, open to all students, which provides academic counseling, referrals to financial aid assistance, and as a center for Black cultures. You will have access to a team of SAC educators and community leaders and allies, who assist you towards obtaining your goals.

Please contact the [U2 Scholars Center](#) as soon as possible for assistance by visiting the VL-108 (The Village) during regular hours of operation, through email at u2scholars@sac.edu or by calling (714) 564-6215.

In community,

[RaiserName]

Undocu-Scholars Center

Subject: You have been recommended to Undocu-Scholars

Dear [Student First Name],

The Santa Ana College [Undocu-Scholars Center](#) supports Undocumented, Refugee, Mix-Status, and/or students in a process of obtaining an immigration protective status to thrive in their academic, personal, and professional pursuits.

The [Undocu-Scholars Center](#) is a space, open to all students, which provides academic counseling, referrals to financial aid assistance, and free immigration legal consultations. You will have access to a team of SAC educators and community leaders and allies, who assist you towards obtaining their goals.

Please contact the [Undocu-Scholars Center](#) as soon as possible for assistance by visiting the VL-109 (The Village) during regular hours of operation, through email at Undocuscholars@sac.edu or by calling (714) 564-6282.

In community,

[RaiserName]

Kudos

Keep Up the Good Work

Subject: Keep up the good work in [CourseName]

Dear [StudentFirstName],

Way to go!

Your classmates and I appreciate your dedication and hard work in the classroom.

[RaiseNotes]

Continuing these good academic habits will lead to your success! Keep up the good work, and you'll go the distance!

Sincerely,
[RaiserName]

Outstanding Academic Performance

Subject: You are Outstanding in [CourseName]

Dear [StudentFirstName],

Congratulations!

Your outstanding dedication and hard work in the classroom is being recognized. Keep up the good work!

[RaiseNotes]

Sincerely,

[RaiserName]

Good Participation

Subject: Kudo Participation in [CourseName]

Dear [StudentFirstName],

Congratulations!

Your participation and dedication in the classroom has been recognized. Keep up the good work!

Sincerely,

[RaiserName]

Showing Improvement

Subject: Showing Improvement in [CourseName]

Dear [StudentFirstName],

Congratulations!

Your dedication and hard work is showing improvement in the classroom. I appreciate it. Keep up the good work!

[RaiseNotes]

Sincerely,

[RaiserName]

Thank You

Subject: Thank You!

Dear [StudentFirstName],

[RaiseNotes]

Sincerely,

[RaiserName]