Starfish

User Guide

For Faculty and Staff

SOUTH TEXAS COLLEGE

Contents

Welcome to Starfish

Starfish gives you a convenient way to keep track of your students—raising flags when you observe a pattern of behavior that concerns you, ensuring that the people on campus who can intervene are aware. It also allows your students to easily book an appointment with you or someone else who can help.

Getting started is easy. Accessible through your existing systems, this includes Jagnet, Blackboard, and the South Texas College website. In addition, Starfish will automatically display all students you have been assigned or enrolled in your courses.

> You can log in directly to Starfish by going to:
> https://academicaffairs.southtexascollege.edu/starfish/

From there, you can raise flags about students, review flags, resolve flags, raise referrals, raise To-do's, leave notes on student files, take attendance, and complete progress surveys.

This guide highlights the steps for completing four common tasks in Starfish:

- Essential Features: Tracking Items, Workflow, Progress Survey Schedule
- How-to-Guide:
  - Setup Your Profile
  - Setup Your Office Hours
  - How to Manage Appointments
  - Respond to a Progress Survey
  - Raise A Flag/Tracking Item
  - Closing a Tracking Item
  - Filtering Student Lists
  - Taking Attendance
  - Frequently Asked Questions
- Additional Resources

Essential Features:
Tracking Items, Workflow, Progress Survey Schedule

Tracking Items: Instructional Faculty

As instructional faculty, most of your work in Starfish will be raising tracking items. Tracking items, such as flags, kudos, and referrals, allow you to provide students with feedback about their performance in your course. Each Tracking item has a unique workflow associated with it.

Tracking Items: Primary Guided Pathways Specialist, Student Success Specialist, Academic Coaches

The purpose of a Starfish Advisor is to monitor the Starfish Early Alert Retention System, connect with faculty and students, and resolve ongoing student issues related to academic progress. The best way to imagine the role of the Starfish Advisor is to think of an OnStar operator. A student is moving down their path toward a destination. When there is trouble on the path, the OnStar operator calls to notify of an emergency or to ask if the student needs assistance. The advisor then connects the student to resources or sends help to get the student back on track.

Tracking Item Workflows

Once a tracking item is raised for a student, it can be assigned (gives user ability to assign items to themselves or others) and managed (gives the users the ability to view the item, make comments on it, and close the item) by certain roles.

As a retention initiative, we will strive to take action upon tracking items to ensure students are receiving the best service South Texas College can offer, in return, giving students the best opportunities for success. Below are STC's guidelines for tracking items.

Workflow and Case Management Guidelines
- Tracking items will be raised by instructors, staff support, and students themselves through different means including progress surveys, ad-hoc reporting and the "raise your hand" feature
- All staff support roles have the ability to manage basic tracking items in Starfish
  - Staff support roles can only manage the tracking items of students they have connections with
- All advisor roles have permission to assign raised items
  - Advisors are encouraged to self-assign tracking items before acting on the items
  - Tracking items can be assigned to other roles with connections to the student. This should only be done if it is expected by the by the person being assigned.
- A tracking item should be cleared or closed once confirmed communication has been made with the student (email, phone call, in-person meeting) or two attempts have been made at communication
- Advisors are expected to follow up and determine resolution on tracking items.

Communication and Consistency Guidelines

- When writing comments be aware that the corresponding student as well as roles with connections to the student will be able to view the comments. Comments can be added when:
    - An item is raised
    - Anytime as part of the workflow after an item has been raised
    - An item is completed or cleared
- Comments should be added when:
    - Raising an item. Provide detailed context of why it is being raised.
    - Communication has been made. Include highlights of discussion and any resolution
    - Communication has been attempted. Include date and form on communication
    - Item is closed or cleared. Include why and any resolution established

Types of Tracking Items and Workflow Examples

Instructor Managed Flags are both raised and closed by the instructor in a given course. These tracking items are designed to facilitate conversation between the student and the instructor. These flags should be closed when a concern is resolved or escalated, and include:
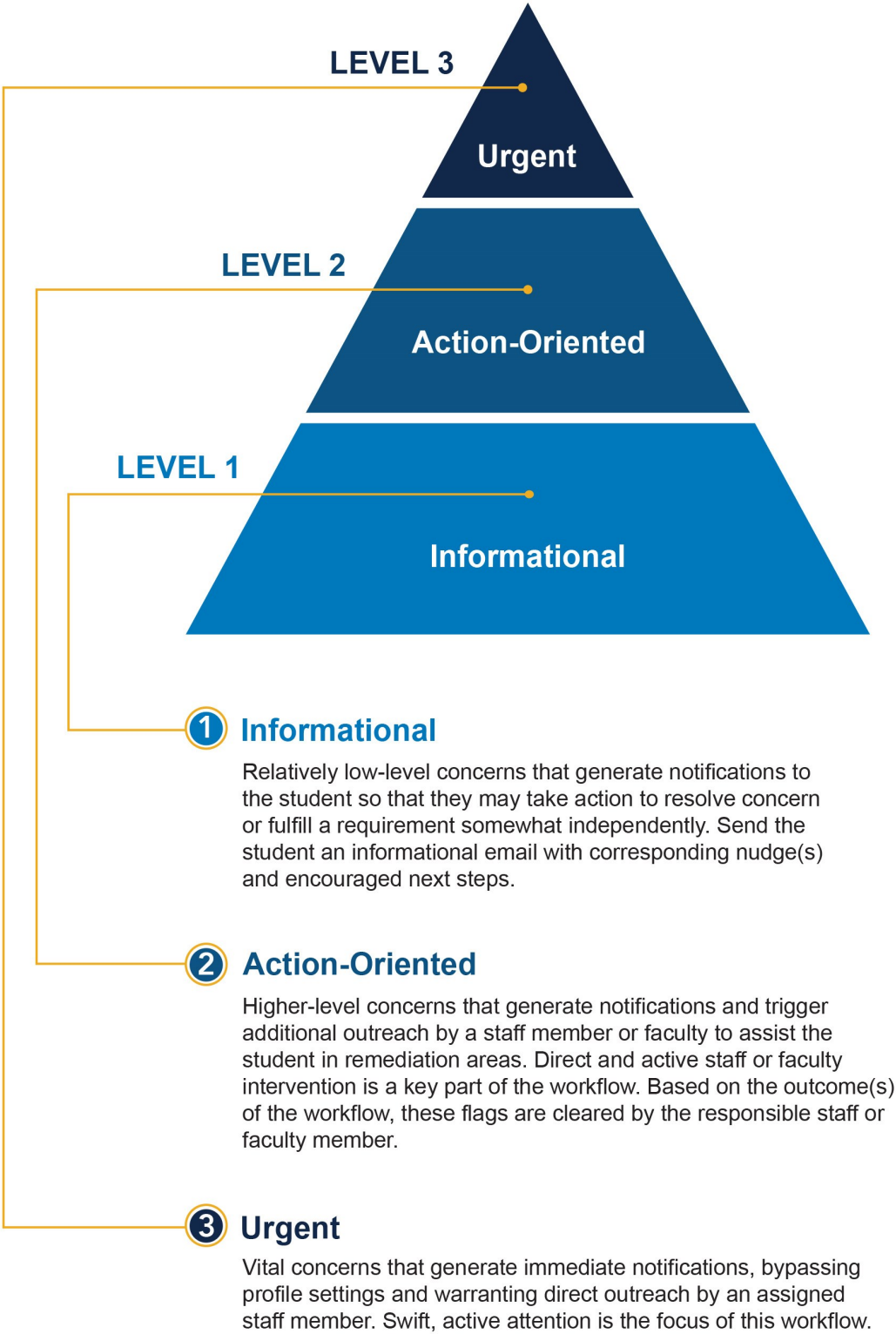
- **Attendance Concern**
- **Missing/Late Assignments**
- **Participation Concern**
- **Student is at Risk**
- **No Show**

Flags are designed to alert students to an area of concern. Students receive an email message that include any comments added by the raiser. Some flags also generate an email to the student's assigned Guided Pathways Specialist. Comments are associated with the flag and are recorded in the Notes tab of the student folder.

We have designated three general levels that group the guidelines of specific flags. The level pertaining to each flag will help guide who needs to act, what type of action should be taken, when this should be done, and any other expectations pertaining to the different roles.

Starfish Triage Approach for Flags

LEVEL 3

Urgent

LEVEL 2

Action-Oriented

LEVEL 1

Informational

① Informational

Relatively low-level concerns that generate notifications to the student so that they may take action to resolve concern or fulfill a requirement somewhat independently. Send the student an informational email with corresponding nudge(s) and encouraged next steps.

② Action-Oriented

Higher-level concerns that generate notifications and trigger additional outreach by a staff member or faculty to assist the student in remediation areas. Direct and active staff or faculty intervention is a key part of the workflow. Based on the outcome(s) of the workflow, these flags are cleared by the responsible staff or faculty member.

③ Urgent

Vital concerns that generate immediate notifications, bypassing profile settings and warranting direct outreach by an assigned staff member. Swift, active attention is the focus of this workflow.

Workflow level	Tracking item Name(s)	Role	Raise	View	Manage	Assign	Email
1	Attendance Concern Participation Concern Missing/Late Assignment	GPS		y	y	y	
		Instructor	y	y	y		
		Student		y			y
2	Resource Concern No Show	GPS		y	y	y	
		Instructor	y	y	y		
		Student		y			y
3	I Need Help I Need Help with Course I Need Help w/ Online Course	GPS		y	y	y	
		Instructor		y	y	y	y
		Student	y	y			y
3	Student is at Risk	GPS		y	y	y	
		Instructor	y	y	y		
		Student		y			y

Level 1: Student Action Process
- Students will be notified by email when the flag is raised with a defined action to be taken.
- Students can and should follow-up to resolve issue.
- We recommend advising roles reach out to students regarding flag or take time to discuss.
- Student sees the item, and any comments included when it was raised
- Self-assignment should take place before communication takes place
- Flag-cleared after a resolution plan is discussed or two communication attempts made
- All open flags will be automatically cleared at the end of the semester

## Level 2: Email and Supportive Outreach
- Students will be notified by email when the flag is raised with a defined action to be taken
- Advising roles will be responsible for follow up for each item/group of items including clearing/ completion
- Some level 2 flags will be managed by other roles for specialty flags or specialty roles
- Advising roles are expected to reach out to students or others within 2 weeks of flag being raised
- Advising roles will assign the item to themselves and initiate outreach to the student
- Flag should be cleared after a resolution plan is discussed with student or two attempts at communication have been made.
- All open flags will be automatically cleared at the end of the semester.

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Level 3: Urgent Intervention Required
- Advising roles with connection to student will receive immediate email notification
- Advising roles are expected to contact the student ASAP to discuss a resolution plan or notify the correct service
- Advising role will assign the item to themselves and initiate outreach to the student

- Flags should be cleared after resolution plan is discussed with student or they have been transferred to the proper service

Referrals and To-Dos are designed to alert a service area when a student needs additional support. These items are raised and closed by the instructor in a given course, the primary Guided Pathways Specialist, or by the service area. Instructors or GPS can expect to receive a communication from the service area after the service is rendered, letting them know if/how the concern was successfully addressed. Referrals and related To-Dos include the following areas:

- Center for Learning Excellence (Tutoring)
- Career Services
- Meet with Guided Pathways Specialist
- Meet with Faculty during office hours
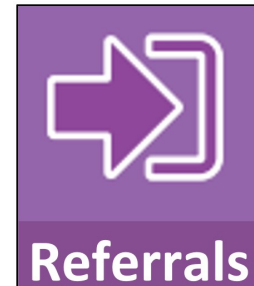
To-Do—To Dos give students a specific task that needs to be completed.

Referral—Referrals point students to a particular office where they need to take some action.

Both can include a due date. The student receives an email message that includes any comments added by the individual or department that raised the To-Do/Referral. Comments are associated with the referral/to-do and are recorded in the Notes tab of the student folder.

- Students are expected to act
- If the completion of this item is communicated with their GPS, the GPS can close the To-do
- Before closing a Referral/To-do GPS should assign the item to themselves and record any outcomes in the comments
- All open referral/to-dos will be automatically cleared at the end of the semester

Example Workflows for To-Dos and Referrals

Type	Tracking Item Name	Role	Raise	View	Manage	Assign	Email
To-Do	Set-Up Starfish Profile	GPS	y	y	y	y	
		Instructor					
		Student		y			y
	Review Academic Plan	GPS	y	y	y		
		Instructor					
		Student		y			y
	Meet with GPS	GPS	y	y	y	y	
		Instructor	y				
		Student		y			y
Referral	Tutoring Referral	GPS	y	y	y	y	
		Instructor	y				
		Student		y			y
		CLE Staff		y	y	y	

Kudos provide a student with positive reinforcement and encouragement. They can be raised by a variety of individuals depending on context and will stay active on student's profile for the remainder of the semester. Kudos that you can raise as an instructor include:

- **Kudos. Great job**
- **Paws Up Jaguar! Keep up the Good Work.**
- **Showing Improvement**
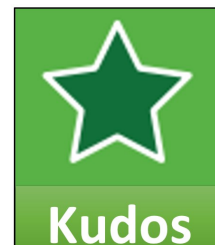
**Kudos** are designated to give students positive reinforcement when they are doing well.

- Student will receive email notification of Kudo which includes any comments
- GPS can comment on Kudos
- No further action required

- Open Kudos will be cleared each semester

Example Workflows for Kudos

Type	Tracking Item Name(s)	Role	Raise	View	Manage	Email
Kudos	Keep Up the Good Work Paws Up Jaguar Showing Improvement	GPS	y	y	y	
		Instructor	y	y	y	
		Student		y		y

Closing the Loop Workflow

Each Flag and Referral has a unique workflow built in to facilitate resolution of the issue at hand. The graph below demonstrates the basic workflow for Support Service flags and most referrals. When these tracking items are raised, the student will receive an email from Starfish that includes your comments, along with pre-defined language depending on the item. These comments are a crucial opportunity for you to provide information to the student and/or the service area about why you are raising the item. Please be aware that in many cases, such as the Progress Concern (Academic) flag, the ability of the service area to resolve your concern successfully depends on the information you provide in you comment.
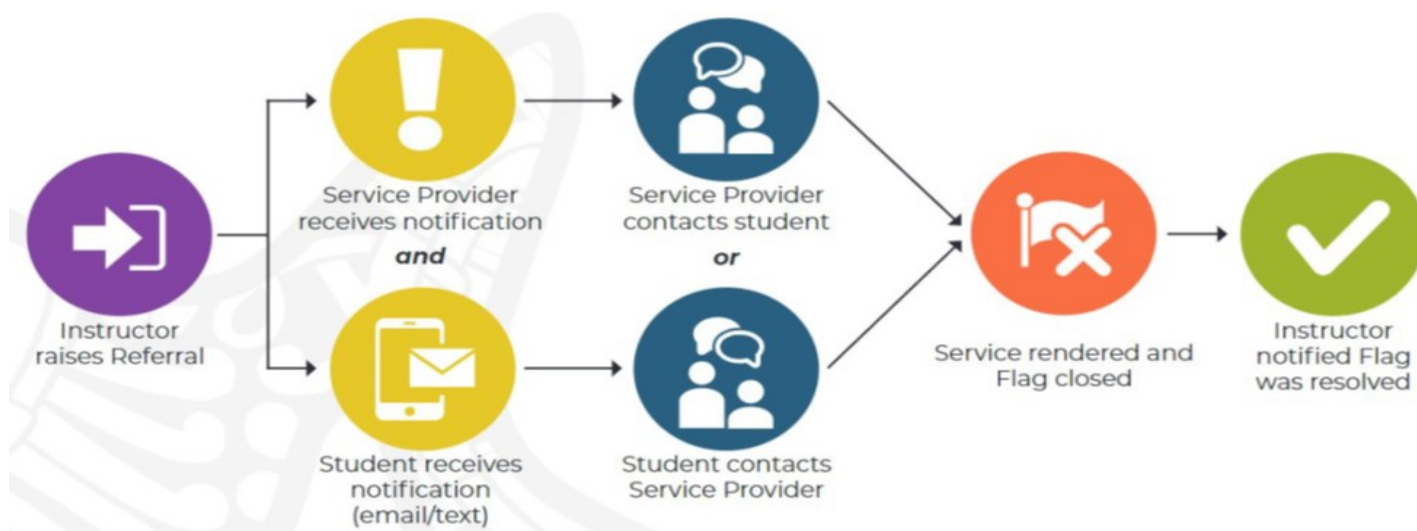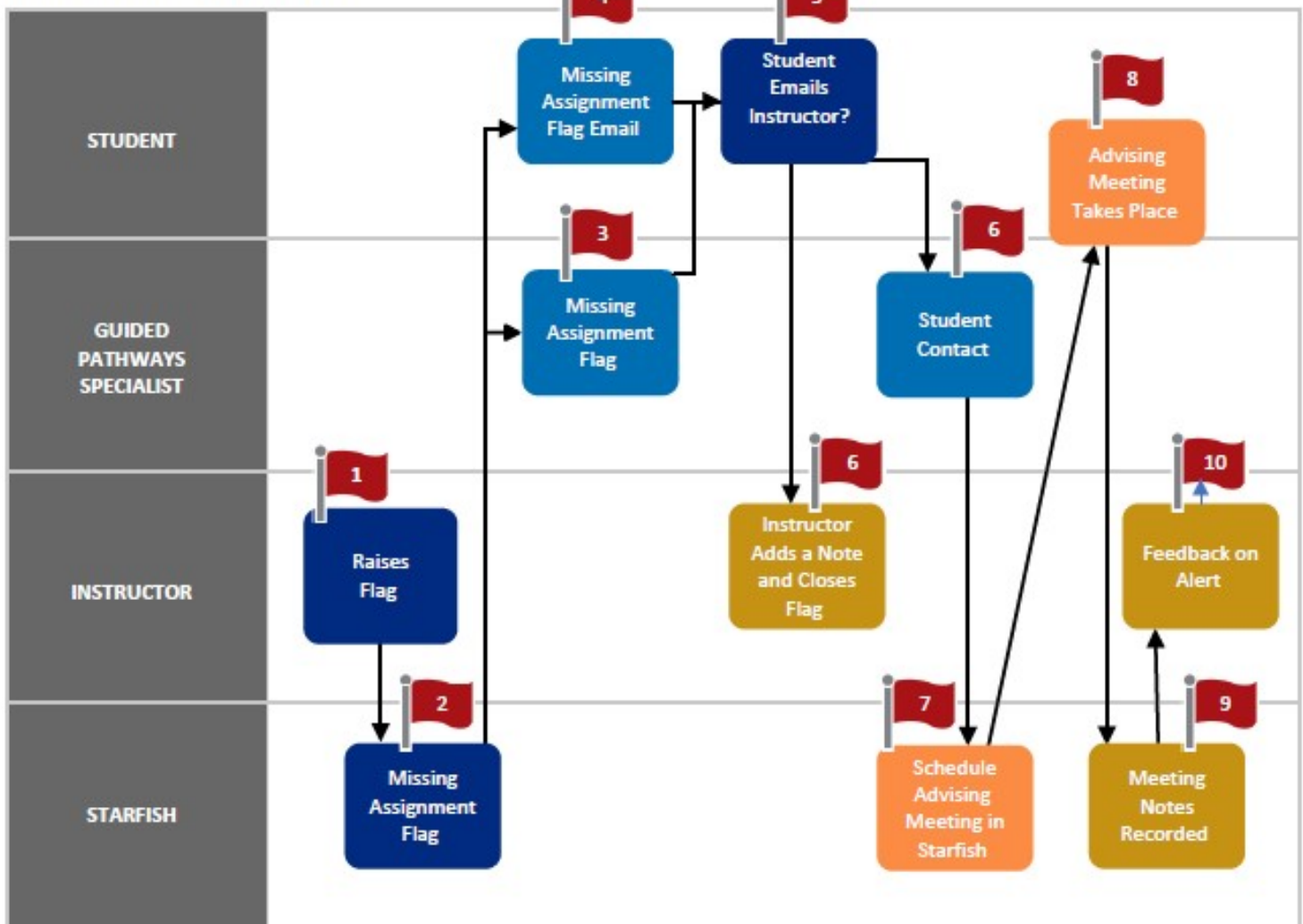
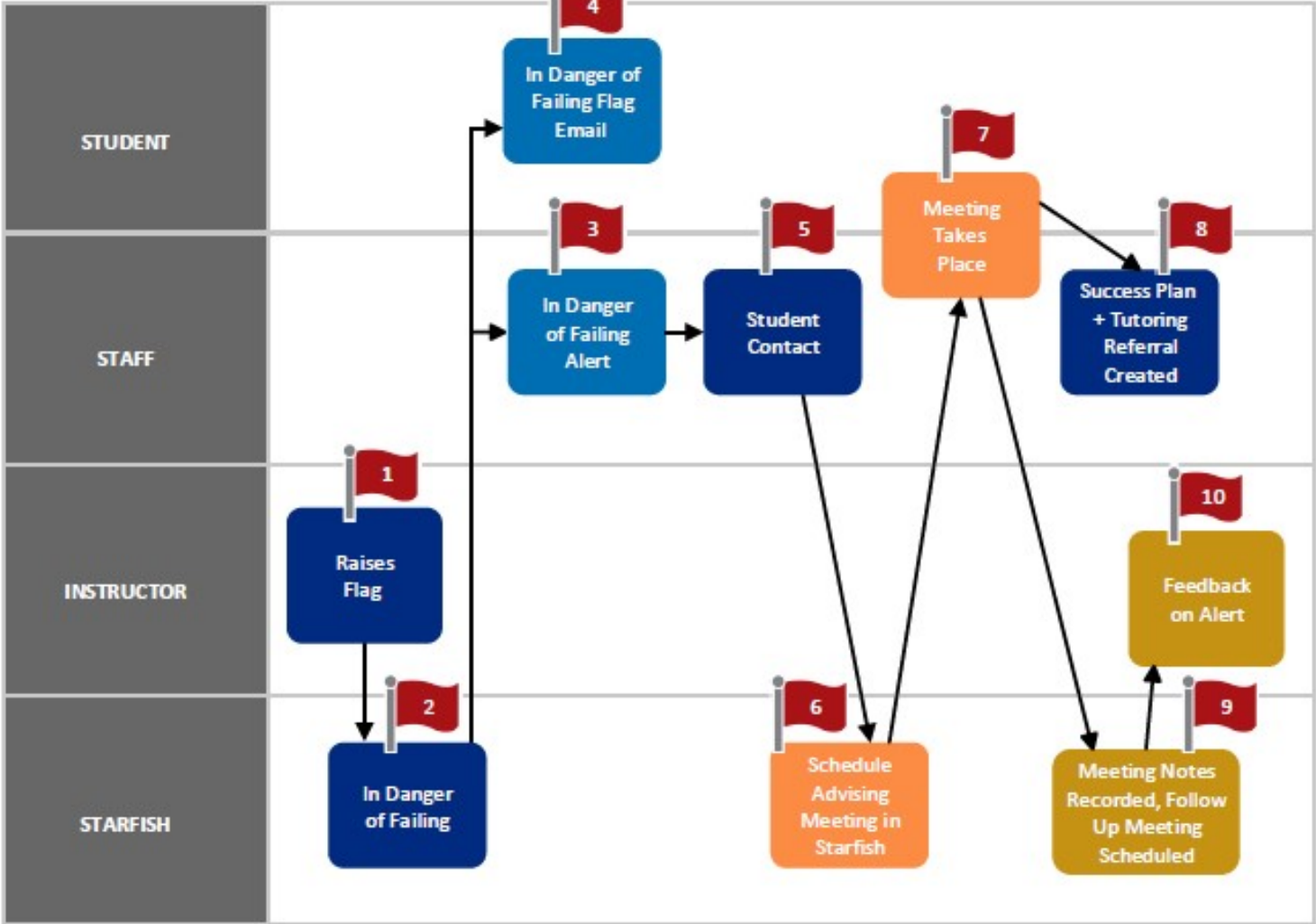# Starfish Triage Approach and Workflow for Flags

Late/Missing Assignment

| Action | Notify | Meeting | Document |

LEVEL 1 EXAMPLE

STUDENT	4. Missing Assignment Flag Email → 5. Student Emails Instructor?	8. Advising Meeting Takes Place
GUIDED PATHWAYS SPECIALIST	3. Missing Assignment Flag	6. Student Contact
INSTRUCTOR	1. Raises Flag	6. Instructor Adds a Note and Closes Flag	10. Feedback on Alert
STARFISH	2. Missing Assignment Flag	7. Schedule Advising Meeting in Starfish	9. Meeting Notes Recorded

Starfish Triage Approach and Workflow for Flags

In Danger of Failing

Action	Notify	Meeting	Document

LEVEL 2 EXAMPLE

STUDENT		4 — In Danger of Failing Flag Email	
STAFF		3 — In Danger of Failing Alert → 5 — Student Contact	7 — Meeting Takes Place → 8 — Success Plan + Tutoring Referral Created
INSTRUCTOR	1 — Raises Flag		10 — Feedback on Alert
STARFISH	2 — In Danger of Failing	6 — Schedule Advising Meeting in Starfish	9 — Meeting Notes Recorded, Follow Up Meeting Scheduled

Starfish Triage Approach and Workflow for Flags

"I need help."

| Action | Notify | Meeting | Document |

LEVEL 3 EXAMPLE

STUDENT	Raises Flags [1]	Basic Needs Flag Email [3]			
FACULTY		Basic Needs Flag Email [3]	Student Contact (Same Day) [4]	Referrals Initiated Based on Situation [5]	
GUIDED PATHWAY SPECIALIST				Referrals Visible to Advisor [6]	Student Outreach Next Week [8]
STARFISH	Basic Needs Flag [2]				Basic Information Recorded [7]
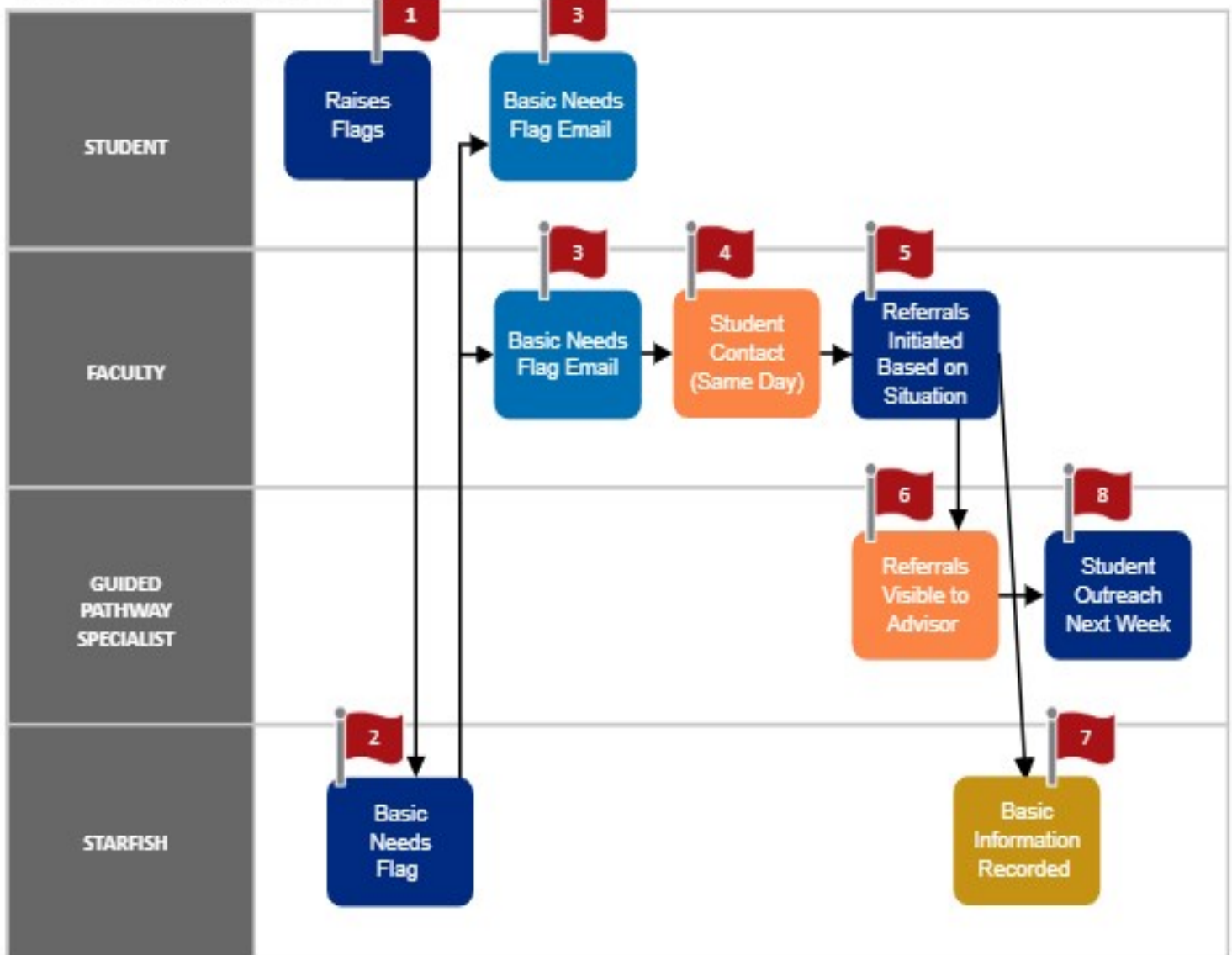
How to Guide for Common Tasks

This guide will show you common tasks that you will use within Starfish. Register for training sessions on South Texas College OPOD system. https://www.southtexascollege.edu/profdev/ Attend on campus or virtually will provide a hands-on tutorial and instructor/GPS/Student demo videos are also available at

Log into Starfish

Access to the Starfish system is available in three locations:

- STC Website: Starfish page Blue Log In button
- Jagnet: Tools
- Blackboard: Tools Menu

https://academicaffairs.southtexascollege.edu/starfish/

Setup your Profile

Some of your profile, such as your contact information, is imported from your LMS or SIS.

1. Click on your name in the Top Navigation bar and select the **Institutional Profile** tab.

2. Help students put a face to your name by using the **Upload Photo** link beneath your existing photo or placeholder to upload a photo.

   > Browse to a photo file (.jpg, .png, or .gif), and then click the **Upload Now** button to update your photo.

3. Edit your **Phone** and add an **Alternate Email** address to have Starfish send email to an address other than your institution email. Select the **Both** radio button to receive email at both accounts.

Setup your Profile Continued

Please fill out as much of your profile as possible; students will see this information.

Yasmin Gold [Last Login: 1:10 PM April 29, 2014]

Login Page: Default Login Page

Login: **yasminG**   Institution Email: yasmin@starfishsollege.edu

Phone: 703-555-1212   Alternate Email: schmidt_patty@hotmail.com   mobile Users

mobile: Send my correspondence to:

Video Phone: ○ Institution Email ○ Alternate Email ⦿ Both

Upload Photo

Time zone: (GMT-05:00) Eastern Time

☐ Display all time zones

4. Double check that the **Time zone** selected matches your time zone. This time zone will be used when including appointment times in emails from Starfish.

5. Add information to the General Overview and My Biography sections to ley students know a bit more about you. This information will appear to students who can make appointments with you in Starfish.

6. Click the Submit button to save your changes.

General Overview

A general message should go here. Tell people how you can help them during your office hours.

I teach English Composition and Creative Writing and am also an advisor. Please feel free to stop by or schedule a meeting during my posted office hours. When you sign up for your meeting, be sure to select the reason that best describes what you'd like to talk about. I can help you think through topic choices and outlines and help connect you to reference materials particular to your chosen subject. I can also help you decide which English courses are the best options to meet your degree requirements and career aspirations.

My Biography

Use this space to tell others about yourself. You can include your educational background, work experience, areas of research and study, or any other information that would be relevant to others on campus. Students are more likely to reach out to you if they know a little about you.

I came to Excellent University in 2011. My research and teaching interests include twentieth-century and contemporary American literature and documentary film and the use of historical fiction as a teaching support in elementary education. In my free time i work with several local organizations focused on promoting literacy and creative writing for youth. I completed my undergraduate studies at Indiana University of Pennsylvania, and my graduate and doctorate degrees from George Mason University in Virginia.

Setup your first Office Hours block

The first time you log in to Starfish, Starfish will provide a 'wizard' to walk you through setting up your office hours, which enables students to schedule time with you. If you do not wish to complete the wizard just yet, check the box labeled "**Show me this Office Hours Setup Page again next time I login if I don't have any Office Hours**", and then click the **Close** button.

If your office hours recur: Complete the fields present to specify:

- **What day(s) do you have office hours?** - check the boxes for each day.

- **What time are your office hours?** - enter a start and end time.

- **Where are they?** - select the **Type** of setting and enter the **Details** in the field provided (e.g. the building and room number of your office). Location may be loaded into the profile appointment preferences tab. Select add location and multiple locations can be added.

- If relevant, provide **Instructions** for students who make appointments with you.

Notes:

To setup additional office hours or make any changes, use the buttons on your **Home** or **Appointments page** to add Office Hours, Add Appointments, Add Group Sessions, Reserve Time or use the Scheduling Wizard.

* Start/End date default to never. Review Start/End dates on all office hours.

* If you have previous office hours showing in calendar, please review the Start/End date for removal.

How To Manage Appointments

Appointments in Starfish allow users to document narrative notes, speed notes, appointment duration (both scheduled and actual). These functions enable reporting of time and topics covered during meetings. Appointments also allow students to check in for meetings on a Starfish kiosk.

Users can choose whether appointments are on a walk-in basis within a time range or scheduled for a specific student for a particular duration of time. Users can add student appointments one at a time or can open blocks of appointment time for students to select themselves.

Adding a single appointment

1. Log into Starfish
2. Click the Appointment button.
3. Then Add Appointment form opens.
4. Type the Students name into the Student drop down list box.
5. Select the desired student from the matches presented by Starfish.
6. Specify When the meeting will take place (date, start time, end time.
7. Select the location from the options available in the Where drop down list.
8. Select a Reason for the meeting.
   *Note: The available reasons are based on the student's relationship to you and the appointment types available to you through your Starfish role(s).
9. If relevant to the meeting, select a Course from the list presented.
10. Always leave the Shared radio button selected.
11. If desired, type a Detailed Description for the meeting that will be visible to the student and anyone else viewing the appointment.
12. Click the Submit button to schedule the meeting.

* Both the student and calendar owner will receive an email for any **future** appointments. Appointments created to document prior meetings will not send an email. If you do not receive an email, check your email notification preferences.

* The student is automatically sent a reminder of this appointment the morning of the scheduled meeting. If you set email notification preferences to receive reminders about your upcoming appointments, you will also receive an automatically generated reminder email.

The appointment will appear on the calendar owner's Starfish calendar in the selected date and time and is visible on the calendar owner's **Home** page in the **Appointments** and **Recent Changes** panels.

The appointment will also appear on the **Meetings** tab of the student folder for anyone that has permission to view the appointment. If you included a detailed description, it will be listed on the Meetings tab.

Document outcomes from a meeting

1. Locate the appointment in your Starfish calendar under the **Appointments** tab.

2. Hover over the **Appointment icon** () associated with the appointment.

3. A pop up card opens. This card contains appointment details and four buttons: Outcomes, Edit, Cancel, or View.

4. Select the **Outcomes** button.

5. The **Outcomes tab** of the **Edit Appointment form** opens.

6. If the student is a no-show for a meeting, check the Attendance box labeled "Student missed appointment".
    *Note: This triggers an email to the student.

7. Enter narrative notes to summarize pertinent content from your meeting.

8. Click the **SpeedNotes tab**.

9. SpeedNotes are preconfigured appointment activities that can be checked off to quickly capture recurring meeting outcomes.

10. **Check** the SpeedNotes that apply, if any.

11. Click the **Submit** button to save the updates.

Note: Your updates will be available in the student folder on the Meetings tab for this appointment.
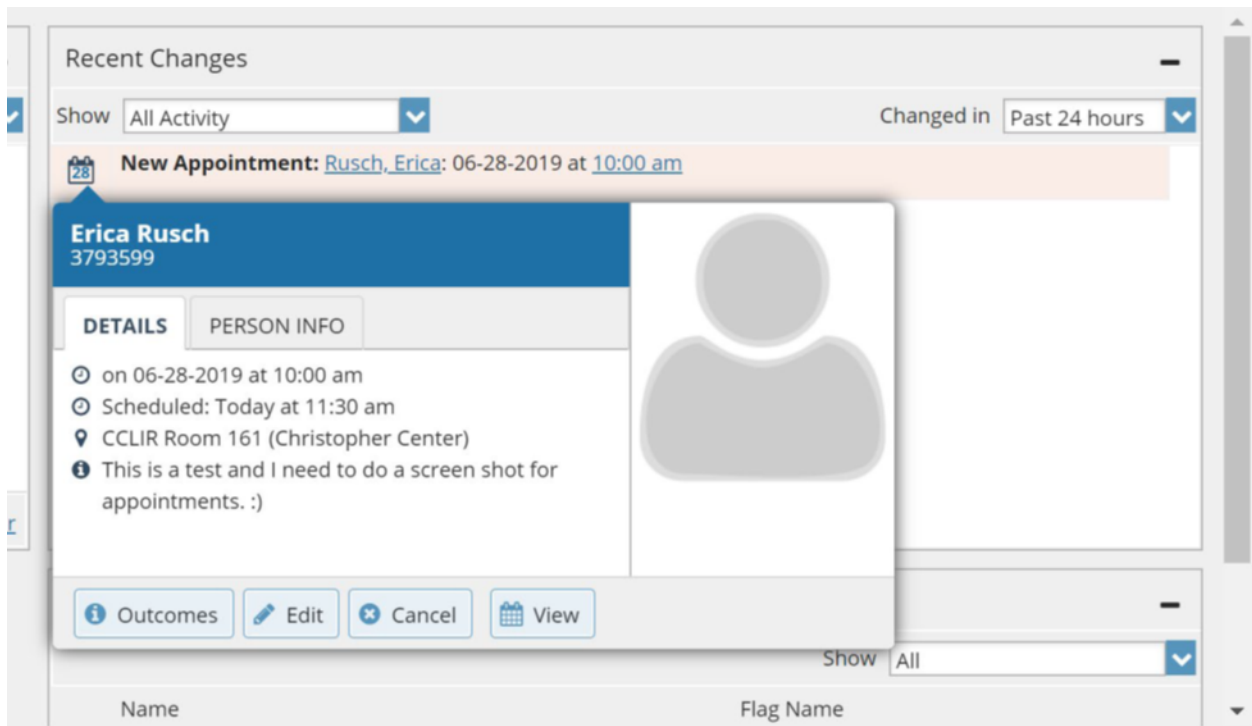
Modify scheduling details of an appointment

1. Locate the appointment in your Starfish calendar under the **Appointments** tab.

2. Hover over the **Appointment icon** ( ) associated with the appointment.

3. A pop up card opens. This card contains appointment details and four buttons: Outcomes, Edit, Cancel, or View.

4. Select the **Edit** button.

5. The **Scheduling tab** of the **Edit Appointment form** opens.

6. Change the information needed.

    -   When and Where the meeting will occur.

    -   The Reason associated with the meeting.

    -   The Course associated with the appointment.

    -   The Detailed Description of the meeting.

7. Click the **Submit** button to save the changes.

An updated calendar attachment will be emailed to the student. The calendar owner will also receive the updated appointment if the calendar owner's email notifications preferences are set to notify when changes are made to an existing appointment.

Cancel an appointment

1. Locate the appointment in your Starfish calendar under the **Appointments** tab.

2. Hover over the **Appointment icon** ( ) associated with the appointment.

3. A pop up card opens. This card contains appointment details and four buttons: Outcomes, Edit, Cancel, or View.

4. Select the **Cancel** button.

5. The **Cancel Appointment form** is displayed.

6. Type a note explaining the reason for the cancellation (optional but recommended).

   ** Best Practice: include an explanation for the cancellation and provide guidance on how to reschedule or connect to other available resources.

7. Click the **Submit** button to cancel the appointment and send a cancellation email to the student. The calendar owner will also receive a message for the cancellation if the calendar owner's email notifications preferences are set to notify when changes are made to an existing appointment (recommended).

Respond to a Progress Survey

You will receive an email reminder when there is a new survey for you to complete. Each individual survey presents a student roster for one course section on whom you can raise flags.

1. Select the progress survey link on your Starfish **Home** page to go the **Progress Surveys** tab. (only visible when you have active surveys).
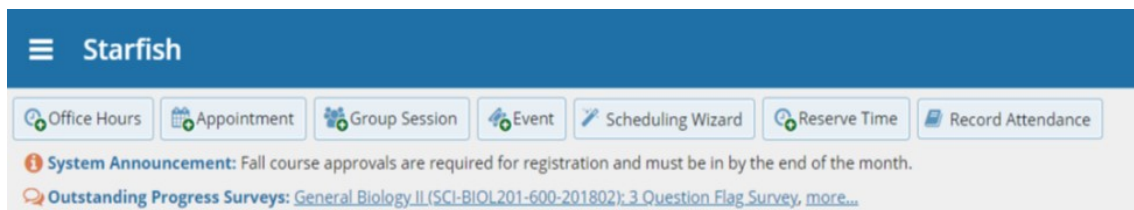
The selected survey opens, listing your students on the left, and items you may raise across the top.

2. Check the box for each desired item/ student combination.

Click the comments icon ( ) to open a text box for your notes.

Click the information icon ( ) associated with an item to verify whether or not the student can view the flag and related comments.

Once you have submitted the survey you will not have an opportunity to add to or undo the items you raised. Use the **Save Draft** option if you aren't ready to submit your survey.

3. Click the **Submit** button *only* when you are finished providing feedback. The items you selected will be raised for your students when you submit the survey.

Notes:

You may be asked to submit more than one course survey if more than one of your courses has been included in the survey plan for your institution. They will be listed in the drop-down menu on the **Progress Surveys** tab.
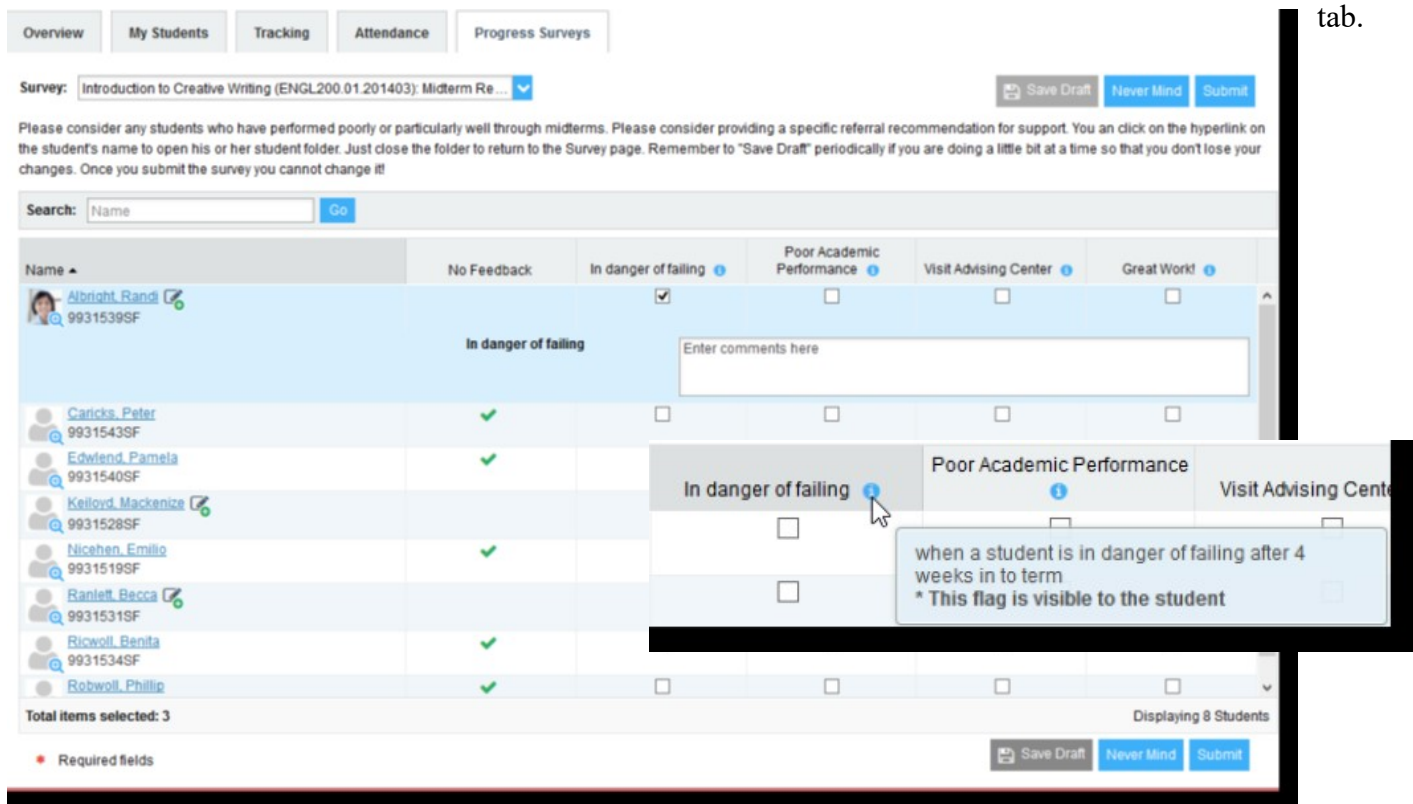
Progress Surveys: Timeline Example

In addition to being able to raise tracking items individually at any time, **progress surveys** allow you to provide feedback to all of your students at once with ease. These surveys are launched at key points throughout the semester, and include a selection of flags, referrals, and kudos for you to choose from.

Each semester we will be launching three progress surveys, during weeks **1-2, 5-6, 10-11** of the semesters. The progress surveys will be open for two weeks each time for regular course. In minimester courses, there will be two progress surveys, during week 1 and week 3 that will be open for one week.

These surveys will be identified as:

- Week 1-2 Attendance Survey (Financial Aid or Dual Credit)
- Week 3 MiniMester Progress Survey (minimester courses and CBE)
- Week 5-6 Progress Survey #1
- Week 10-11 Progress Survey #2

Note: Detailed schedule available each semester on STC Website

SOUTH TEXAS COLLEGE — Starfish Calendar of Trainings
Semester Timeline

Activity	Weeks	Description
1	1 – 2	Training on updating Starfish Profile and office hours.
2	1 – 2	Starfish Overall Training
3	1	Starfish Attendance Survey Training
4	2	Clearing of the Flags Training
5	5 – 6	Progress Survey Training
6	7 – 9	Clearing the Flags Training
7	10 – 11	Progress Survey Training
8	12 to end of semester	Clearing the Flags Training
9	End of Semester	Closing out & Preparing for next semester.

*Timeline is tentative and subject to change.
*One on one or department meetings available all semester. Just contact Starfish office to set up trainings.

Activity 1: Starfish Training on how to set up your profile and office hours or how to updating your profile and office hours. Review of important Starfish dates and Calendar.

Activity 2: Training on Starfish Overall and any up to date or changes in Starfish. Review of important Starfish dates and Calendar.

Activity 3: Training on how to complete and the importance of the Starfish Attendance Survey issued by Financial Aid.

Activity 4: Offering Starfish Open Lab from 9am to 4pm to answer any questions and assist on clearing flags.

Activity 5: Offering 4 trainings 2 in the morning and 2 in the afternoon on different days. Training on how to process, filter, and complete the survey.

Activity 6: Offering Starfish Open Lab from 9am to 4pm to answer any questions and assist on clearing flags.

Activity 7: Offering 4 trainings 2 in the morning and 2 in the afternoon on different days. Training on how to process, filter, and complete the survey.

Activity 8: Offering Starfish Open Lab from 9am to 4pm to answer any questions and assist on clearing flags.

Activity 9: Starfish Training on closing out the semester and preparing for next semester.

Questions?

We're here to help, reach out to Starfish today!
Email: starfish@southtexascollege.edu
Phone: (956)872-8363

Raise a Flag on one of your students

When you have a concern with a particular student, raise a flag, to-do, or referral to communicate your observations. The appropriate individuals will be automatically notified when you save the item.

1. Click on the **Students** navigation item to see your list of students.

2. Find the desired student by typing the name into the **Search** box.

3. Click on the student's name to bring up the **Student Folder**.

4. Click the **Flag** button. A list of flags that you have permission to raise on this student is displayed.

5. Select the desired **Flag** from the list.

6. If relevant, select a course from the **Course Context**, drop down list, and enter notes in the **Comment** box.

7. Click the **Save** button.

Notes:

The **Student View:** indicates whether the student can view the flag and the notes you include in the
        Comment box.

The **Permissions** area lists roles that have permission to view the selected flag and the notes you include in the **Comment** box.
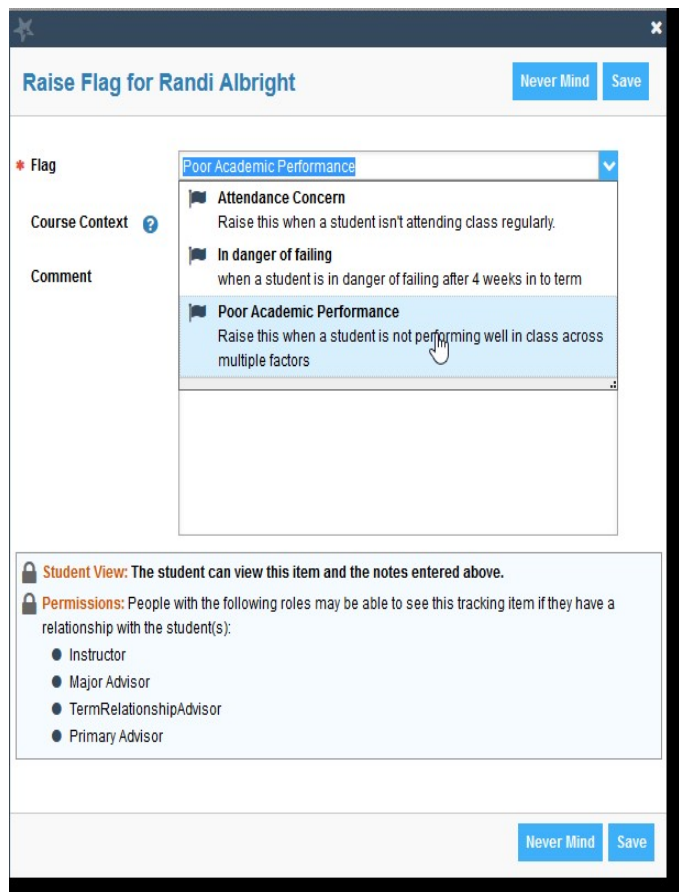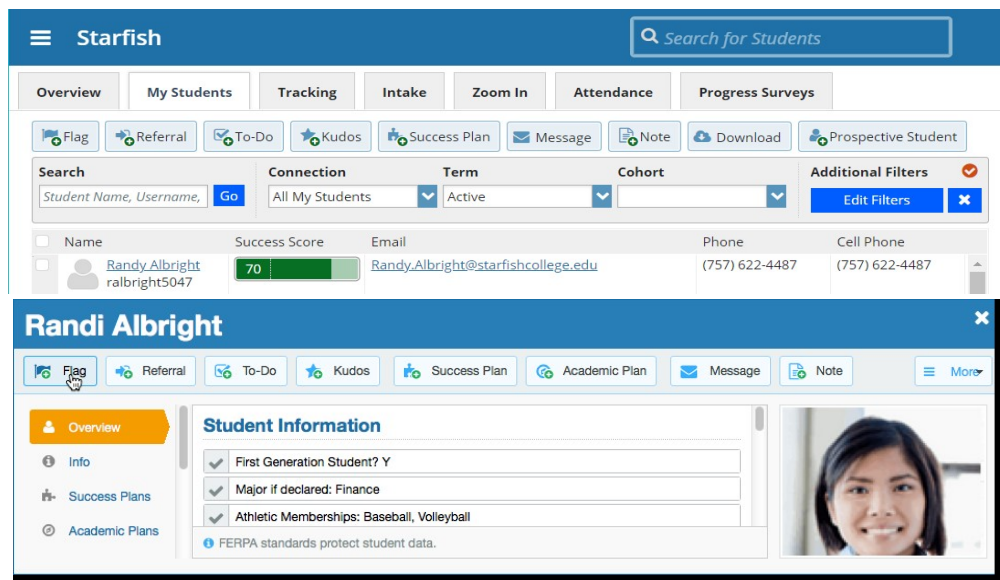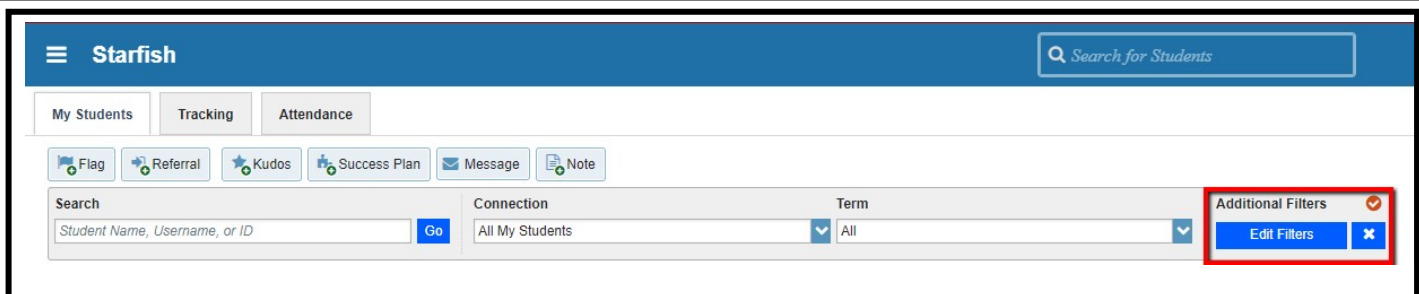
Filtering Student Lists

Starfish comes equipped with filters that can help you target specific students in your course (s) based on various criteria.

1. From the Students screen, use the Connection or Term drop-down menus to filter your student group based on those criteria. You may also select the **Tracking** tab at the top of this screen for more filters specific to tracking items.

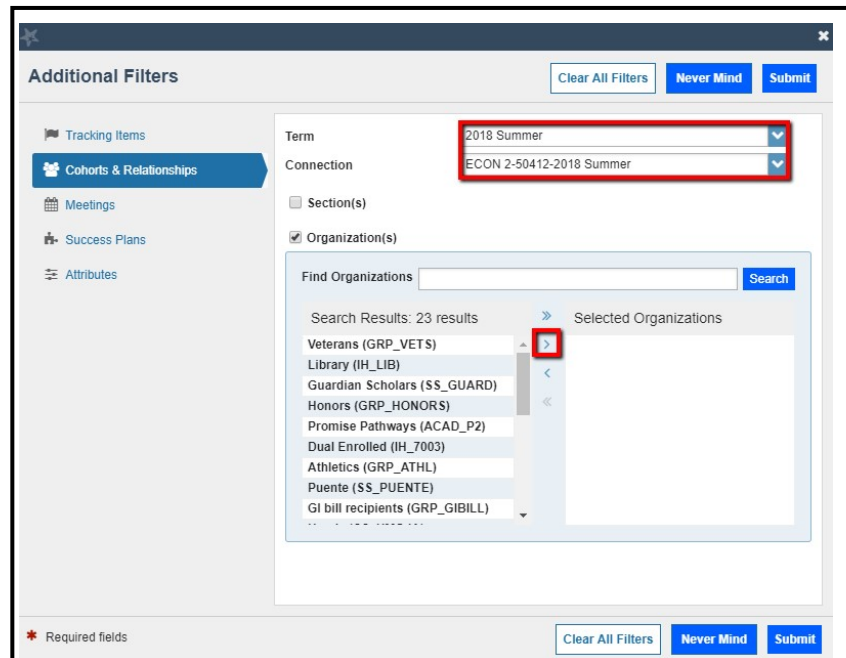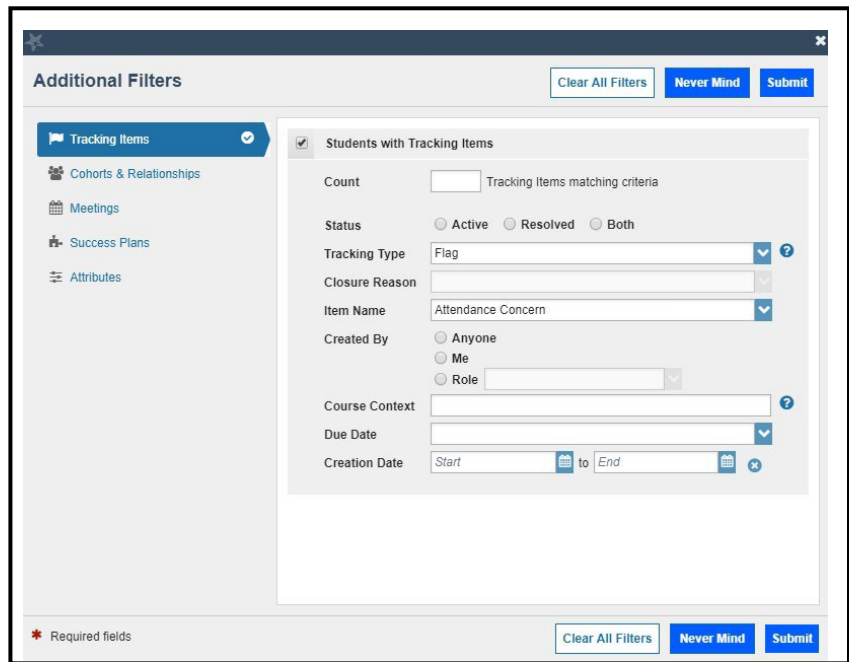2. To add more filters, click on the blue **Add Filters** button on the right-hand side of the screen. This will bring up the Additional Filters menu

3. The first screen will allow you to filter your students based on tracking items. You can view all students for whom you have raised a specific flag, whether still open or closed, as well as sort by creation date or a number of other criteria

4. Click the **Cohorts and Relationships** option in the left-hand menu of the Additional Filters window to sort your students based on membership in various organizations, (such as Honors, Athletics, or Veterans). You may select students in a specific section or sort through all of your students by selecting the appropriate option under Term and Connection. Select the organization on the left hand side and click the individual arrow button in the middle of the window to select that organization. Please note that some organizations have restricted access.
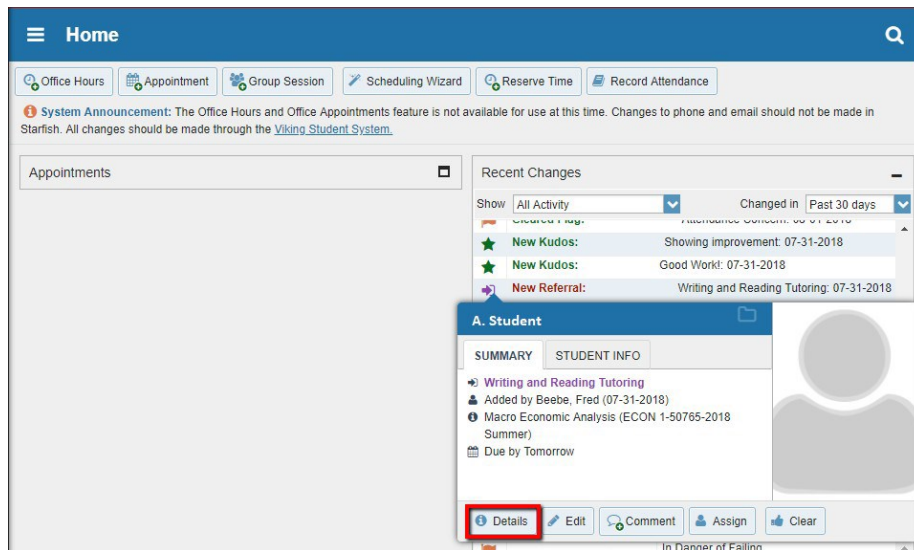
Important: Once you have added filters, they will remain active on the screen, regardless of whether you close the window/ log in and back out again. To remove the filters, select the X button to the right of the Edit Filters link:
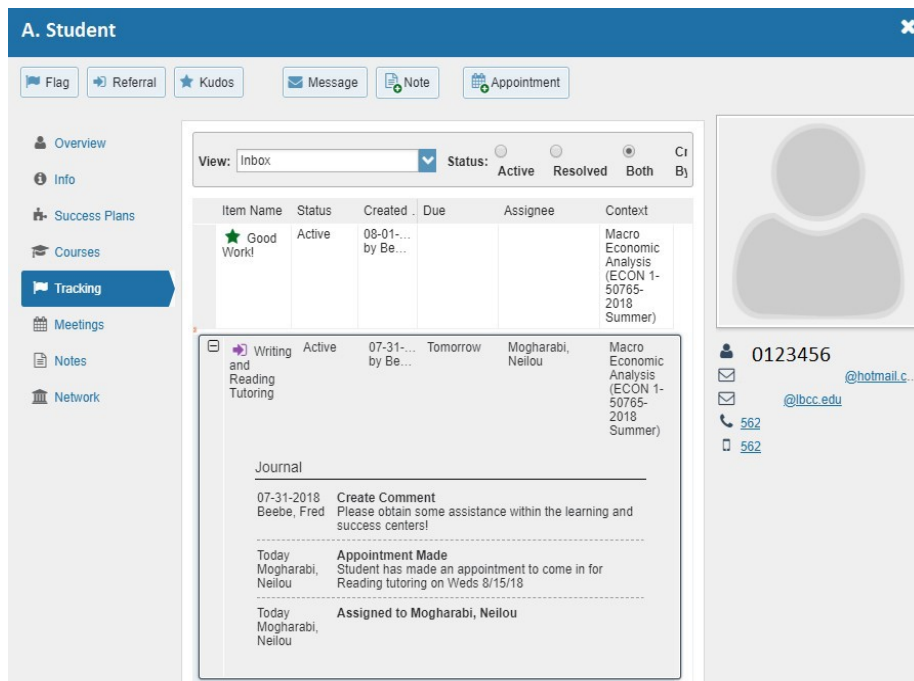
Checking Tracking Item Status

Progress Concern (Academic) flags and many referrals will be closed by advisors and/or service providers. Once closed, you will receive an email with any notes. You may also check the status of an open tracking item a number of ways:

1. From your Home page, find the student in your Recent Changes or Flags I'm Managing windows. Hover over the **Referral** or **Flag** icons to the left of a student's name to bring up the pop-up on the right.

2. Click the Details button at the bottom of this window to open the student's folder.

3. From this window, you can see when the item was raised, whether or not it has been assigned to anyone, and whether there are any notes from the service provider.

4. You can reach this same screen by searching for the student in the **Tracking** tab of your **Students** page, which is accessible from the main menu drop-down in the upper left-hand corner.

Closing Tracking Items

Instructors are responsible for closing instructor-managed flags and Success Center/Tutoring referrals once the concern has been addressed.

1. Click on the **Students** link in the menu on the left-hand side of the screen to see a list of all your students.

2. Find the desired student by typing their name into the **Search** box or adding filters on the right-hand side of the screen. You can also use the "View" drop-down menu to select your Flag Inbox.

3. Click the checkbox on the left-hand hand side of the student's name and choose resolve. You may select multiple students
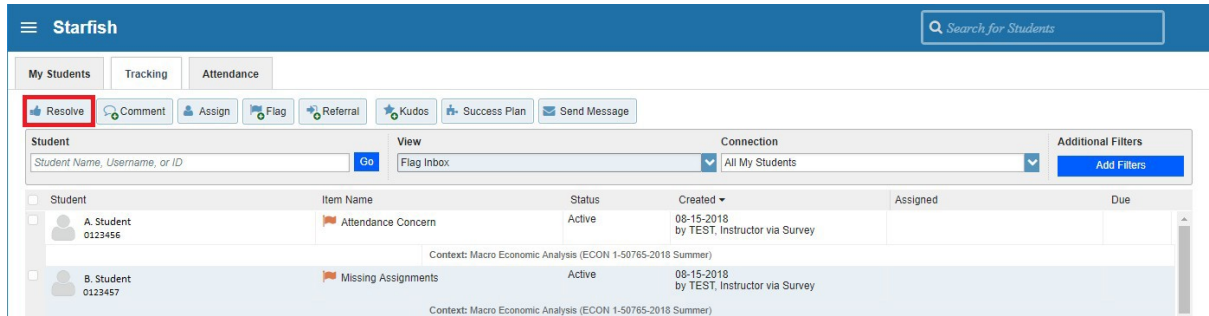
to close flags for them all at the same time by checking the box next to each student's name before clicking "Resolve."

4. If closing flags for multiple students at once, please note that the **same message will be sent to all students** if you are entering comments. Additionally, **If some items need to be closed as a successful intervention, and others as unsuccessful, they must be closed separately.**

Taking Attendance

Starfish

My Students | **Tracking** | **Attendance**
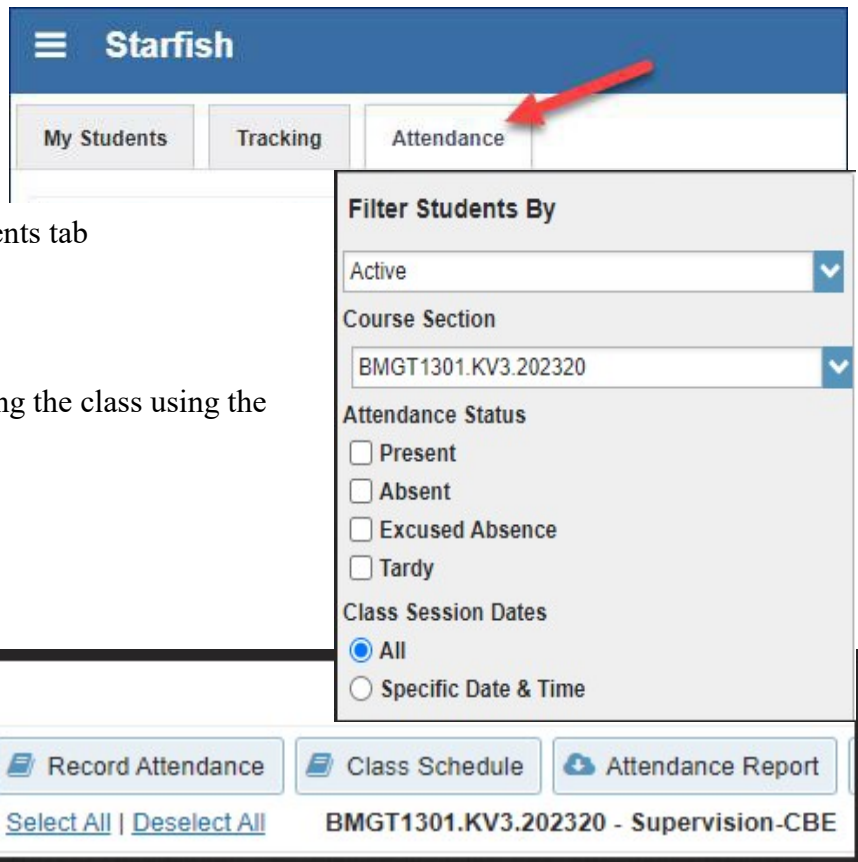
1. Choose the Attendance option under the Students tab

Filter Students By

Active

Course Section

BMGT1301.KV3.202320

Attendance Status
- ☐ Present
- ☐ Absent
- ☐ Excused Absence
- ☐ Tardy

Class Session Dates
- ◉ All
- ○ Specific Date & Time

2. To record attendance for a class, begin by finding the class using the filter (select the term and the course).

3. Next, click on class schedule.

📄 Record Attendance | 📄 Class Schedule | ☁ Attendance Report

Select All | Deselect All   BMGT1301.KV3.202320 - Supervision-CBE
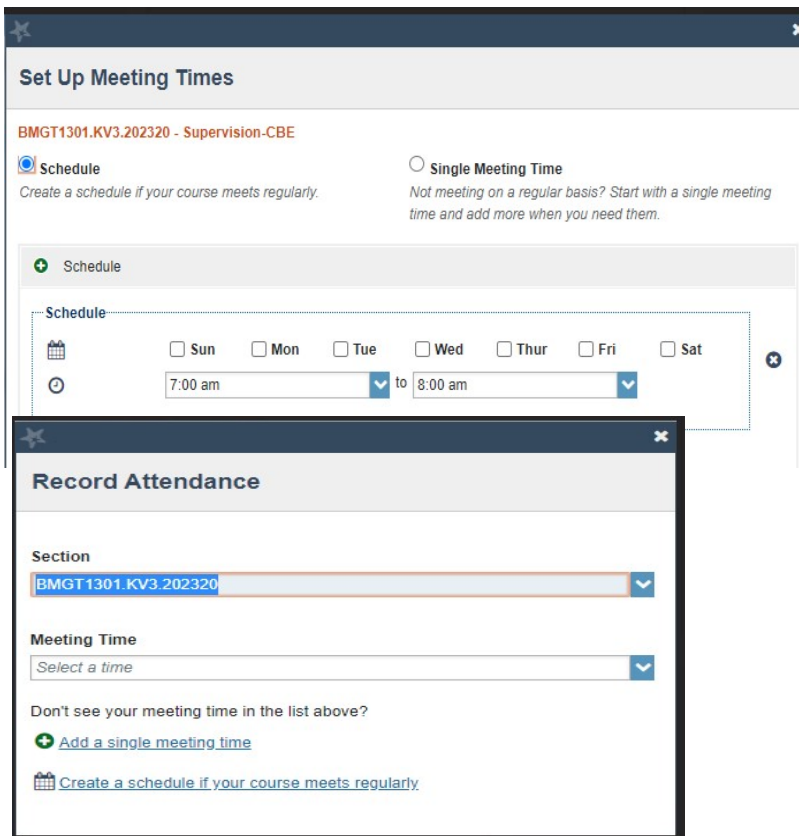
4. Note that if there were multiple meeting times, they could be entered by clicking on the + symbol and a single meeting (e.g. a special meeting time like an evening talk) option is available.

Set Up Meeting Times

BMGT1301.KV3.202320 - Supervision-CBE

◉ **Schedule**
Create a schedule if your course meets regularly.

○ **Single Meeting Time**
Not meeting on a regular basis? Start with a single meeting time and add more when you need them.

➕ Schedule

Schedule

| 📅 | ☐ Sun | ☐ Mon | ☐ Tue | ☐ Wed | ☐ Thur | ☐ Fri | ☐ Sat |

🕐   7:00 am   to   8:00 am

5. Once the schedule is built for a class, to record attendance for a specific day begin by filtering by the class then click record attendance. Select the meeting time that is setup in the schedule (note, single meetings can be added one at a time)

Record Attendance

Section
BMGT1301.KV3.202320

Meeting Time
Select a time

Don't see your meeting time in the list above?

➕ Add a single meeting time

📅 Create a schedule if your course meets regularly
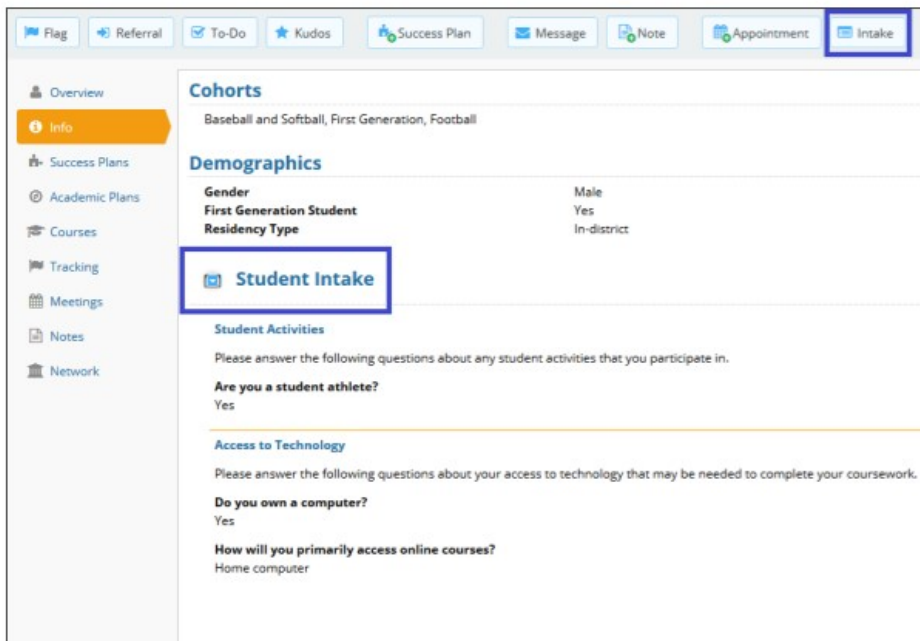
6. Class attendance is ready to be recorded.

Record Attendance

Section
University Experience: Math (GS_100_DA06_2018FA_614690)

Meeting Time
08-22-2018 from 12:00 pm - 12:50 pm   Delete this meeting tim

Students

Search

	Present	Absent	Excused	Tardy
👤	●	○	○	○
👤	●	○	○	○
👤	●	○	○	○

Student Surveys (Intake Survey)

The student surveys (Intake Survey) allow students to self-identify with resources they are interested in obtaining. In addition, the survey provides support staff to follow up with student questions, connecting them with activities information or individual needs. The Intake tab is listed on the Students Page, and answers are viewable on the Student's Overview data page.

Users whose roles allow them to edit the form will also see an **Intake** [Intake] button at the top of the **Student Folder**.

| Flag | Referral | To-Do | Kudos | Success Plan | Message | Note | Appointment | Intake |

Cohorts

Baseball and Softball, First Generation, Football

Demographics

Gender	Male
First Generation Student	Yes
Residency Type	In-district

Student Intake

Student Activities

Please answer the following questions about any student activities that you participate in.

Are you a student athlete?
Yes

Access to Technology

Please answer the following questions about your access to technology that may be needed to complete your coursework.

Do you own a computer?
Yes

How will you primarily access online courses?
Home computer

Sidebar navigation: Overview, Info, Success Plans, Academic Plans, Courses, Tracking, Meetings, Notes, Network

The South Texas College Student Survey comprises several questions with checkboxes, multiple choice, and text boxes. These questions are customizable and change from Fall to Spring semesters. All data for student identifications are available thru the Starfish Office Data Portal Ticket system.

Custom Intake Questions

Create your own questions for use in the Student Intake form. These will appear in the list of questions you can choose from when building the form.

[Question] [Student Intake]

Question	Question Type
Are you any of the following? Please select all that apply.	Checkboxes
Do you have access to a computer at your resident?	Multiple Choice
Have you talked to an advisor or expert at South Texas College about your chosen major or career?	Yes or No
How did you hear about the Starfish system?	Multiple Choice
How satisfied are you with the Starfish system?	Multiple Choice
How will you primarily access online courses?	Multiple Choice
I am interested in: (mark all that apply)	Checkboxes
My academic goals include: (mark all that apply)	Checkboxes
Please select your type of program, major, or meta-major.	Multiple Choice
Please tell me which types of classes you prefer: (Select all that apply)	Checkboxes
What are the career opportunities for your chosen major?	Long Text
What is your educational goal in your current program of study?	Multiple Choice

Student Surveys (Intake Survey) continued

Filtering Students Lists by Survey Form Responses

If your role has permission to download student lists, you will see a **Download** button at the top of the page. Select **Download** to download a report of the filtered results. The download will include the students in the filtered list and their answers to every intake question.
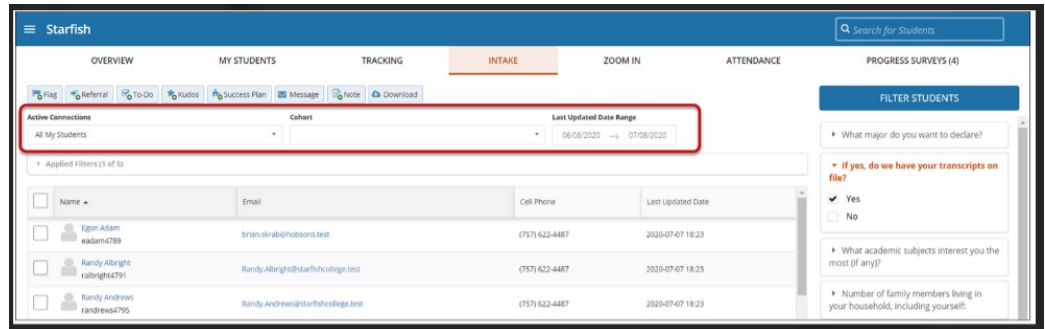
To apply these question filters on the Intake tab:

1. Select an intake question to display the answers available for that question.
2. Select one or more answers to apply as filters. The associated question will turn orange to indicate that it is being used in the filter.

3.If you apply a filter for a particular Intake question and select to filter by students who answered "yes," the result will filter the students list to the students who answered the question and selected "yes" as the answer. If you select both "yes" and "no" for that question, the list will be filtered to include every student who answered the question with either answer.

4.If you would like to apply answers to a different question, repeat the steps above.

5.You may select up to five questions to apply as filters. If you try to filter using more than five questions, you will receive a message indicating that you have reached the limit. You would need to deselect another question in order to select another question.

6.Select **Filter Students** to apply the filter to the student list. This button is only enabled once you have selected at least one question filter to apply.

7.The Applied Filters above the student list will also be updated to reflect how many filters have been applied. Click that menu to view the active filters and remove one or more of them.

If you adjust your filter selections, click **Filter Students** to apply the new selections. To quickly clear all filters select **Clear All Filters** from the Applied Filters section.
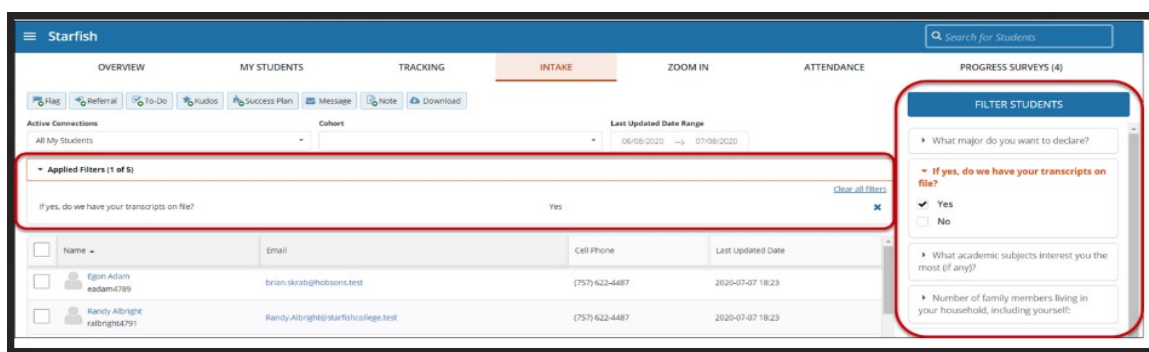
Student Dashboard

The student dashboard or student view is similar to faculty and staff. The student will update the profile with the same steps for all other users. On the Dashboard, calendar events, notifications, connections, and services will display. For example, the Calendar will indicate class times and assignments' scheduled due dates. The notifications area provides flags, To-do's, and other information for students to view easily. The connections and services area will include instructors, support staff, and additional resources for students to access quickly.
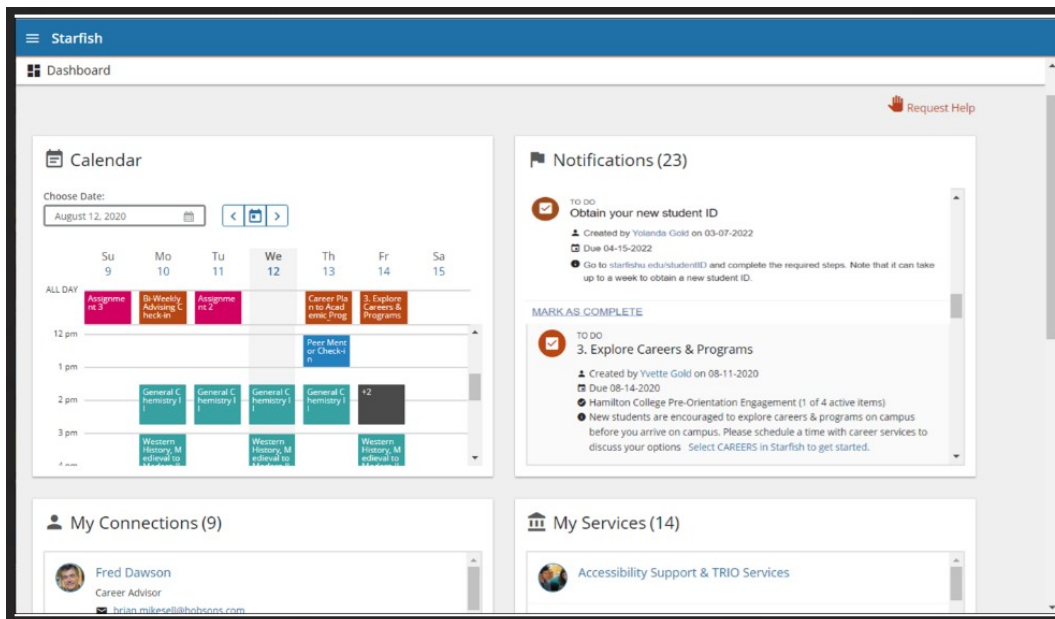
My Success Network

My Success Network is the link to show students the connections for additional resources at South Texas College. Each student is assigned a Guided Pathways Specialist based on the declared Meta Major. The Guided Pathways Specialist, Distance Learning Student Success Specialists, and other areas the student may have connections will display.   The student can quickly select the individual and schedule an appointment or obtain contact information. The Services area focuses on additional resource departments that can provide extra information or resources to students.
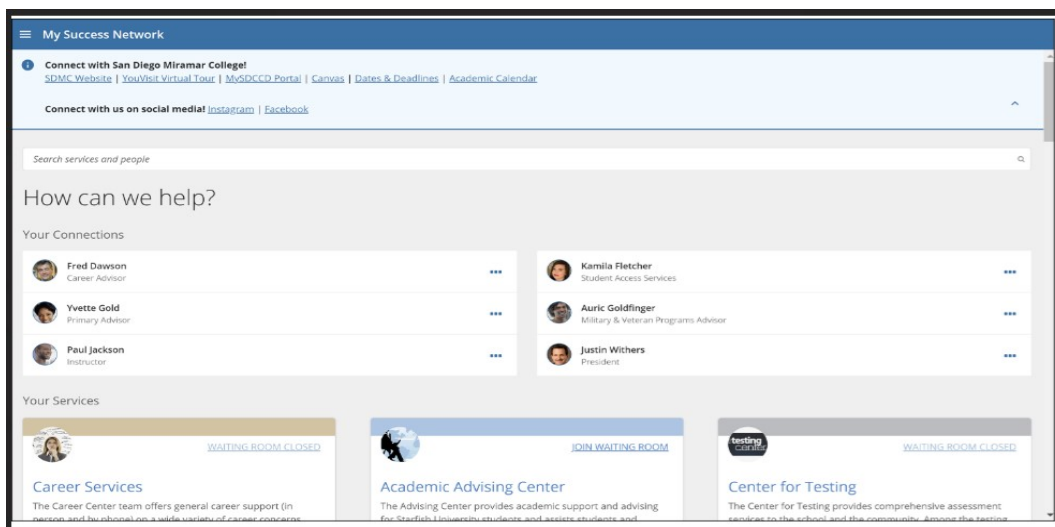
Use To-Dos, Referrals, and Success Plans

To-Dos and Referrals can also be combined into a Success Plan to direct a student to complete a set of activities.

Raise To-Dos and Referrals

Each institution can customize the set of To-Dos and Referrals that are available to their users of Starfish. For each item, your Starfish admin sets which roles can raise the item, which can view it, and who is notified when one is created or completed. Because To-Dos and Referrals are very similar in design, they differ primarily according to their intended use.

Raise a Referral to direct a student to make an appointment or visit a particular service on campus. Often a Referral may be created as a response to a Flag being raised on a student. For example, an advisor might create a tutoring Referral after a student is Flagged for poor grades. Typically an email would be sent to the student when the Referral is created, and when it is marked as completed.

Raise a To-Do to direct a student to complete a specific action, for example completing a career skills inventory or registering for a study skills seminar. Like Referrals, a To-Do may be assigned as a follow up to a Flag, or as a part of a standard work flow.

Referrals and To-Dos can be created manually at any time, and may be included on progress surveys along with Flags and Kudos. To-Dos and Referrals can also be combined into a Success Plan to prescribe a sequenced set of actions for a student.
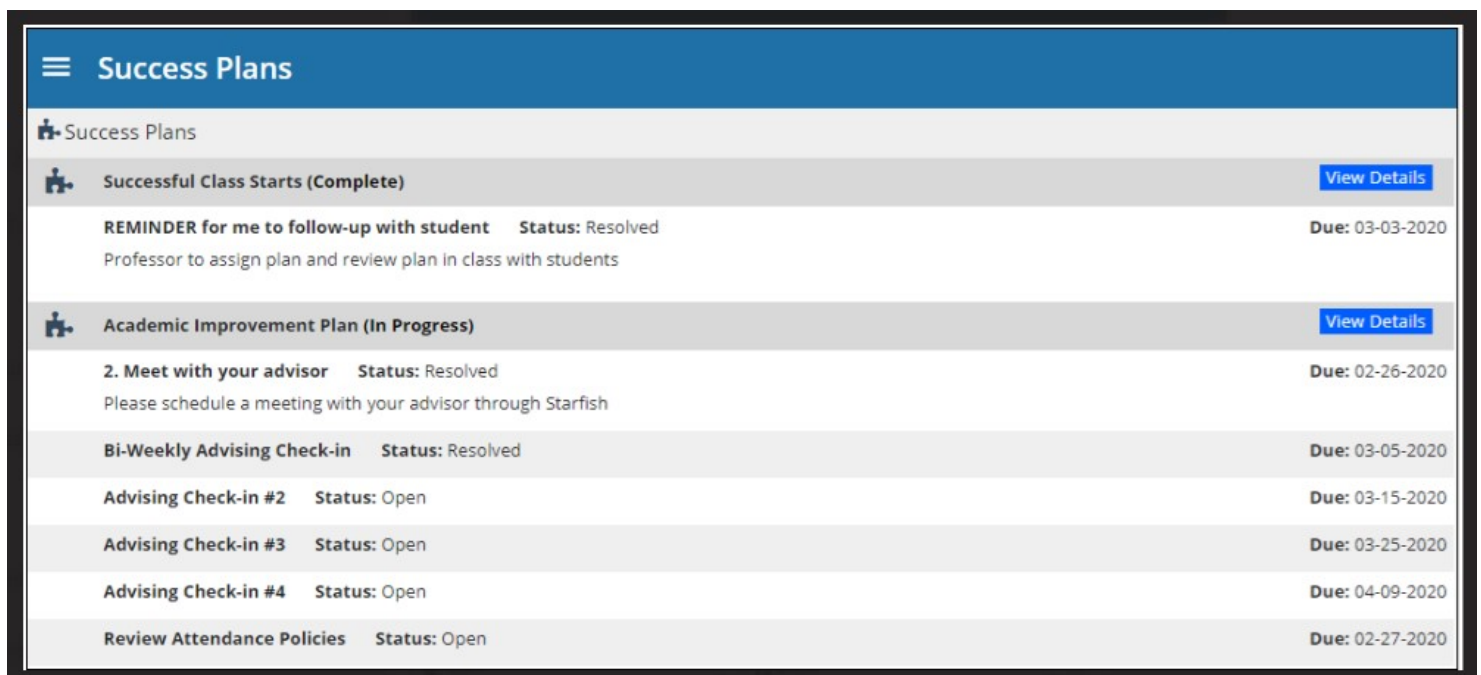
Assign and Customize Success Plans

A Success Plan is a prescriptive action plan for student success, whether the plan is designed to help the student get out of academic probation or to help a student identify and achieve their academic goals. Starfish Connect allows your Starfish administrator to create Success Plan templates that can then be used by faculty and staff to assign and/or customize for a student or group of students. Plans can be made visible to students and staff so that all are aware of the students' progress.

A Success Plan is essentially a set of existing tracking items, typically Referrals or To-Dos, that are put together in an ordered list. A due date can be assigned to some or all items in the plan. Administrators create plan types which include:

- The name, description, and permissions for plans of that type (e.g., Academic Recovery Plan) the type of plan to be created, and the new plan will be populated with contents of the template: tracking items with recommendations
- A template that specifies the default items that would typically be in plan of that type

When an advisor wants to create a plan for a student, the advisor simply selects the plan type and indicates additional information about completing the tasks and assigning due dates by which they must be completed. Once saved each of the items in the plan will be created for the student and the appropriate people, as specified by each tracking rule, will be notified of the creation of the item. As each item is resolved, it shows up as completed in the plan, and the plan will have a status of "Complete" once all items within it are resolved.

Financial Aid Letter

Each semester the Financial Aid Department must report attendance records. South Texas College utilizes the Starfish system to promote the accurate documentation needed for reporting by the Financial Aid Office. Faculty will receive the following letter from the Financial Aid office before deploying the attendance survey. All classes will receive the survey; if you do not receive a survey for your course, please get in touch with the Financial Aid office for assistance.

Attendance Roster Verification Process

The U.S. Department of Education requires that higher education institutions document that students are in attendance to finalize their Federal Pell Grant eligibility. South Texas College documents attendance for Federal Pell Grant purposes by collecting online early alert system (EAS) reports from all faculty. The faculty use the reports to indicate whether a student has attended or not. Students must attend each class in which they are enrolled at least once between the first day of classes and the Census Day of each term to be counted as being in attendance in that class for Federal Pell Grant eligibility purposes.

Student Financial Services is now utilizing "Starfish" to report attendance. All faculty (Full-time, Adjunct, and Lecturers) should use Starfish to report attendance during the first two weeks of the semester. At the beginning of the semester, faculty will receive an email from Starfish announcing the upcoming survey. Once Student Financial Services has launched the survey rosters, faculty may begin verifying attendance and submitting rosters. After the launch of the survey rosters, faculty will receive two deadline reminders. Verification of student attendance for financial aid is required for all course sections, except for sections that are exclusively for Dual Credit ("S" sections).

For all students who are reported as not attending during the first week but who start attending class during week two, faculty will have an opportunity to clear their "Financial Aid Not Attended" flag during the second week, before Census Day. This will allow Student Financial Services to clear Financial Aid holds and release final refunds to the students who have now started attending class.

In cases where students do not attend class at least once, Federal Pell Grant eligibility will be adjusted based on the enrollment status for the number of credits that they are actually attending. If this adjustment results in a student not having sufficient grant funds to pay for any charges or advances that they have incurred or received, that student will be responsible to pay South Texas College for the difference between their adjusted eligibility and the original amount of the cost of their tuition and fees as well as any advances that the student received.

Starfish Frequently Asked Questions

How do I change how I am emailed by Starfish?

Starfish will email you a calendar item for each appointment and a summary of flag activity for your students. Use the **Email Notifications** tab of your **Profile** to modify details of how and when you receive these notifications.
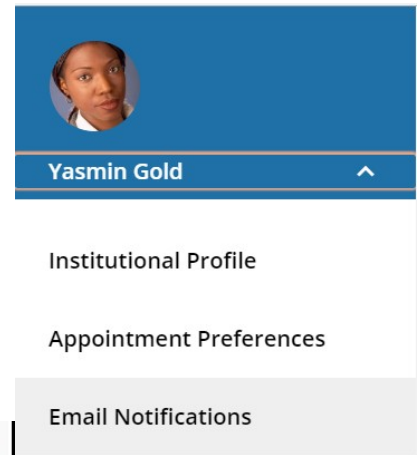
How do I get more detail on a student?

Click the hyperlink associated with the student's name wherever you find it to reach the **Student Folder**. (e.g. in the student list, on an appointment, or in a progress survey).
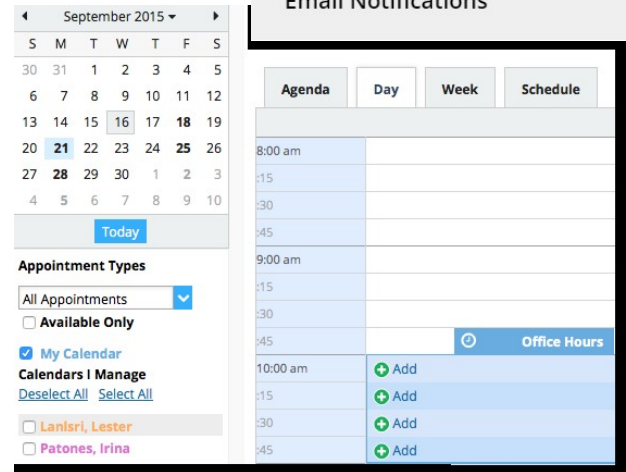
How do I cancel office hours?

Cancel one occurrence

Select the day from the calendar, and *hover* (don't click) over the icon associated with the **Office Hours** on the desired day(). Click the **Cancel button** and select**, "Just this one"** from the pop up **Office Hours** card presented.
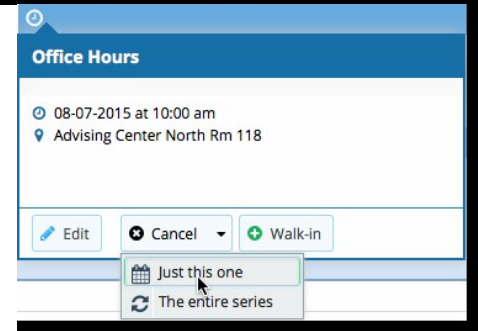
Cancel a series

From the **Agenda** view, *hover* (don't click) over the **Office Hours** icon () next to an office hour title.

Select **Cancel** from the pop up **Office Hours** card presented. (If the day you have selected on the calendar includes an occurrence, you will have the option to cancel "Just this one" or "The entire series")
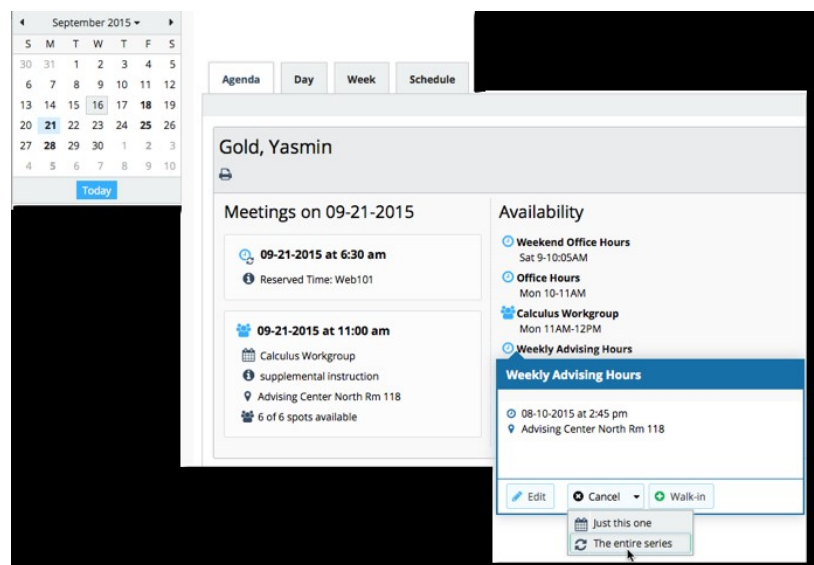
Starfish FAQ

Q1. What is Starfish and how does it support student success?

Starfish is a retention software that allows for an apparent collaborative effort among faculty, Guided Pathway Specialists, administrators, and staff, allowing us all to support student success and retention actively.

While it certainly does not replace individual outreach or face-to-face conversations with students, this new technology platform does promote meaningful interactions. In addition, it provides the space for quick and straightforward notification of support staff and others on the Starfish core team when there is a concern about a student. This enables the support providers to reach out promptly and effectively, leading to more efficient student services and increased student success.

Ultimately, Starfish supports South Texas College retention efforts by providing a purposeful, efficient method of sharing critical information across divisions, tracking students about whom there are concerns, and providing impactful outreach and support services.

Q2. What are flags?

A flag is a Starfish notification designed to raise an alert that a student is not meeting expectations in some form. Instructors raise flags for many academic reasons. When an instructor shares a concern about a student in Starfish by raising a "flag," the system alerts staff and faculty, who can respond to that flag and provide the support resources needed. Some flags also immediately notify the student, outlining the concern and directing them toward campus resources.

Flagging a student in Starfish creates a transparent communication trail that allows individuals working with the student to see a clear picture of the student's performance. All flags are stored in Starfish, even after they have been "resolved" or "cleared." All flags will be cleared at the end of each semester, but some flags are cleared as the student performance improves, or an issue is resolved.

Q3. What are Kudos?

Kudos are another Starfish notification designed to send positive feedback to students. Students are very responsive to kudos that let them know their efforts are recognized and appreciated. Faculty, staff, and administrators can send kudos to students for various reasons. Students are sent an immediate notification outlining the kudos and the reason for it.

Q4. What are referrals and when should I use them?

Referrals are designed to direct the student to a particular campus service. For instance, if you know a student is struggling in a course or with written assignments, you can refer them to Tutoring services. Or, if a student has questions about resumes, job opportunities after graduation, etc., you can refer them to the Career & Employer Services Office. Again, referrals are more of a suggestion to students rather than an assigned task.

Q5. What are progress surveys and when will I receive one?

Progress surveys provide instructors with a quick way to share information about a student's performance in their class. These surveys will be distributed to faculty at specific points each semester. Though there are only a few times that progress surveys will be used for all students, we can implement additional progress surveys for specific groups of students if needed.

Progress surveys include all students in each class an instructor is teaching. They allow flags and kudos to be created for each student and the option to have comments for each item.

Q6. Can I raise a tracking item (Flags & Kudos) outside of the progress surveys?

Absolutely! You can log into Starfish at any time to raise a flag or kudos for a student—you do not have to wait for a progress survey.

Q7. How do I change when and how I am emailed by Starfish?

Starfish will send you a daily summary email of academic progress items (flags or kudos) activity for the students with whom you have a relationship in the system. You can change these settings by clicking Profile and navigating to the Email Notifications tab.

Q8. I am a Guided Pathways Specialist and see a flag for one of my advisees. What should I do with it?

If one of your advisees receives a flag, we recommend you reach out to them. However, not all flags warrant immediate outreach. For instance, if a student receives a general academic concern in just one class, such as a missing/late assignment, there may not be a need to provide outreach. However, if there is a more high-level concern or multiple flags for one student, that might warrant quick outreach.

We hope these early alerts will make students more aware of areas in which they can improve and also improve communication between students, staff, and instructors. Any outreach you can provide, which might be as little as an email letting the student know you are there to help or as much as setting up a meeting to provide direct advice and support, will be helpful to the student!

Q9. How do I get more detail on a student?

Within the Starfish system, you can search for a specific student, or visit your "Students" tab. Anytime you see a student's name as a hyperlink, you can click on that to go to the student's folder. This folder contains the following information:

- The student's contact information (bottom right corner)
- General information (information tab)
- Courses in which the student is enrolled (courses tab)
- Tracking items (flags and kudos) and associated notes raised for the student [which tracking items you can view depends on the permission of your specific role]
- Notes shared by you or others [notes by others can only be viewed by some roles in the system]
- Student's Success Network

Q10. What is a Student Success Network?

A student success network is the group of faculty, staff, and resources a student has a relationship with on campus. This includes the student's Guided Pathways Specialist and all of their instructors. It may also include Student Success Specialist and Academic Coach for Distance Learning.

If you think there is a student with whom you should have a relationship but who is not present in your list of students, first ensure that no filters have been inadvertently set, and then reach out to starfish@southtexascollege.edu or contact Shannon Perales, Starfish Administrator, at 956-872-1954

Questions?

We're here to help, reach out to Starfish today!

Email: starfish@southtexascollege.edu

Phone: (956)872-8363

Starfish

Additional Resources

The next few pages consists of additional resources to assist you with the use of Starfish. Below are the topics addressed:

• Recommendations of Flag Level Intervention Strategies

• Suggested Strategies When Making Referrals

• Overview of Student Records/Notes Considerations

Recommendations of Flag Level Intervention Strategies

Level 1 Flags

Students are expected to follow up and resolve issue independently. An email message has been sent to the student through Starfish from the faculty raiser or Starfish System notifying them of the flag with comments from faculty and available resources.

Flag Names	Supportive Intervention
Level 1: Attendance Concern Level 1: Low Quiz/Test Scores Level 1: Missing/Late Assignments-Academic	1. Review Flag to determine if faculty have specified action. If Faculty request Advisor intervention, follow the steps below 2. Review student's file in Starfish including comments associated with this flag and any prior tracking items. 3. Call and/or email student to discuss the issue(s) and reinforce next steps for corrective action. 4. Make appropriate referrals, if necessary. 5. "Close the loop" immediately with comments to faculty raiser.
System Flags	Supportive Intervention
Level 1: Low Average in a Course	1. System flags are not reviewed and cleared immediately. System Flags serve as electronic notifications to guide students toward success. Students are responsible for taking action.

Level 2 Flags

Outreach to student for supportive intervention by an Support Staff. No email message has been sent to student. The Support Staff follows up on the concern and closes the loop.

Flag Names	Supportive Intervention
Level 2: Behavioral Concern Level 2: General Concern Level 2: Academic Performance Concern	1. Review student's file in Starfish including comments associated with this flag and any prior tracking items. 2. Call and/or email student to discuss the issue(s) and reinforce next steps for corrective action. 3. Make appropriate referrals, if necessary. 4. Add comments for Instructor and "close the loop" immediately.

Level 3 Flags

Outreach to student for supportive intervention by an Support Staff. Email message has been sent to student through Starfish from the raiser notifying them of the flag and including comments from faculty and available resources.

Flag Names	Supportive Intervention
Level 3: In Danger of Failing	1. Review student's file in Starfish including comments associated with this flag and any prior tracking items. 2. Call and/or email student to discuss the issue(s) and reinforce next steps for corrective action. 3. Make appropriate referrals, if necessary. 4. Add comments for Instructor and "close the loop" immediately.

"I Need Help" Flags

Outreach to student for supportive intervention by an Support Staff. Staff is to respond 48 hours of student request.

Flag Names	Supportive Intervention
I Need Help: General Question I Need Help: Paying For College	1. Review student's file in Starfish including comments associated with this flag and any prior tracking items. 2. Call and/or email student immediately to discuss the issue(s) and reinforce next steps for corrective action. 3. Make appropriate referrals, if necessary. 4. Add comments and "close the loop."

Student View of "I Need Help"

✋ **Raise Your Hand**

☰ **Raise Your Hand**

Need assistance with something?

STC students can use the Raise Your Hand feature to request academic assistance. Your request will be sent and you will receive a response within 48 hours (2 Class Days).

STC students can also set up an appointment to meet virtually with your course professor via the Starfish Connect feature. Virtual meetings will take place via Blackboard or Pronto.

STC students requesting advising assistance are encouraged to contact the Advising Center.

Starfish Help Desk

📞 (956) 872-8363   ✉ starfish@southtexascollege.edu   🖥 southtexascollege.edu/starfish
Click email to copy/paste   This link will open a new tab

* Type of help needed

Select the type of help needed   ▼

Course

🔒

Details

Suggested Strategies When Making Student Referrals

1. Provide a description of the goals and services of the referred office (don't assume the student already knows the purpose or function).

2. Personalize the referral by offering the student a **name** rather than just an office.

3. Reassure the student of the **qualifications** and **capability** of the person to whom you are referring.

4. Help the student identify what **questions** to ask and how to **approach** the resource person.

5. Make explicitly sure the student knows **where** to go and how to get there.

6. If possible, **phone** for an appointment while the student is in your presence.

7. **Walk** the student to the referred person's office whenever possible.

8. **Follow-up** the initial referral by asking the student if the contact occurred, how it went, and whether there will be future contact.

9. Praise the student for making the effort to seek support.

Adapted from: "Effective Advising: Defining It and Delivering It" by Joe Cuseo, September 16, 2015.

Overview of Student Records/Notes Considerations

Use of Starfish notes should be consistent with all federal and college policies, as well as the ethical standards of South Texas College:

• Respect for student confidentiality rights regarding personal information

• Understanding of the institution's interpretation of applicable laws such as the Federal Educational Rights and Privacy Act (FERPA)

• Accessing student information only when relevant to the educational process

• Entering or changing information on students' records only with appropriate institutional authorization to do so

• Documenting contacts adequately to meet institutional disclosure guidelines and aid in subsequent educational interactions

When creating a new record in Starfish, users can see which other Starfish roles are permitted to view this note. Users can choose to email students a copy of Starfish notes they create. Students may request to see their Starfish notes under their FERPA rights.

Self-Check Questions When Accessing Student Records

When accessing student records, ask yourself:

• Do I have a specific, job-related need to access this record?

Self-Check Questions When Entering Notes

When entering notes, assume others will read your notes. Ask yourself:

• Is this something another Starfish user connected with this student would need to know?

• Is this something the student would want other people to know?

• Are the details in my notes based on fact? Or are they observation and personal perspective? Is the distinction clear and written in a non-judgmental tone?

• Are my notes interpretable by someone else? Did I provide enough information for another to understand substance and context? Did I avoid using arcane acronyms?

Standard Topics to be Documented

Every substantial contact with a student or relating to a student should be documented and should include appropriate details and the date of the interaction. Typically, this documentation includes the content of discussion with students, including interpretations of policy, issues raised, and recommendations made.

Sensitive Subject Matter

Caution should be exercised when documenting topics that contain sensitive subject matter. These include: disability, religious and/or political affiliation, sexual orientation, medical diagnoses, or information that could be potentially detrimental to the student if it were revealed to a third party. South Texas College policy excludes records of the Police Services Records Division, records related to an individual's employment, and records made or maintained by a physician, psychiatrist, or psychologist from the educational record. Care should be taken to avoid posting diagnoses or revealing specific diagnoses in the educational record.

Official documents related to these topics are not to be kept in Starfish notes, even if necessary, for legitimate academic business. Records with medical or judicial content that are included in petitions to the Faculty Senate, should be kept separately from the educational record, in a different location.

Policies on Disclosure of Student Records

Records in Starfish are visible to others in Starfish who have a legitimate educational need for that information and depending on the user's Starfish roles and the permissions associated with the particular type of record. South Texas College FERPA policies (FERPA Statement) should be consulted regarding any release of Starfish records.

Starfish Team

Shannon Perales — Starfish Administrator

speral20@southtexascollege.edu

956-872-1954

Pecan Campus Building X 104

Angelica Trevino — Guided Pathway Specialist—Undeclared

atrev115@southtexascollege.edu

956-872-2136

Pecan Campus Building X 106

Francis Rosales — Starfish Administrative Assistant

ta_frosales@southtexascollege.edu

956-872-8363

Pecan Campus Building X 102

Starfish

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Questions?

We're here to help, reach out to Starfish today!

Email: starfish@southtexascollege.edu

Phone: (956)872-8363

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