A man saw a boy collecting starfish and gently throwing them into the ocean.

“The tide is going out. If I don’t throw them back, they’ll die,” explained the boy.

“But look,” the man said. “There are miles and miles of beach and hundreds of starfish!”

The boy picked up another starfish, threw it into the surf, smiled at the man, and said:

“I made a difference for that one.”

Adapted from a story by Loren Eiseley
Starfish Instructor/Advisor Training
Agenda

• **Our Goals**
  • Measuring Success

• **Starfish**
  • What is Starfish?
  • Workflow
  • Expectations
  • Hands-On Tour

• **Wrap Up**
  • Support
Goals and Measuring Success?

• **Short Term**
  - Participation in Starfish – **Pilot** Fall 2016
  - Increased participation in improved Early Alert process – More automated, Less manual
  - Increased and prioritized advising/communication with students
  - Streamlined referrals to resources

• **Longer Term**
  - Increased year-to-year persistence/retention
  - Increased certificate and degree completion
  - Improved cross-departmental notes system
**What is Starfish?**

**Learn More, Earlier, About Your Students**
- Student concerns can be flagged when observed or through periodic *faculty friendly progress surveys*.
- Kudos can be raised on students to provide positive feedback.
- Referrals and recommendations can be directly communicated to the student.
- Appropriate personnel are informed when concerns (flags) are raised.
- Provides opportunity to prioritize outreach to students and advisees.

**Make it Easy for Students to Engage**
- Each student has personal “My Success Network” of instructors and staff.
- Service catalog of available campus support resources.
- Kiosk feature for services.
- Simple appointment tools that sync with Outlook calendars.
- Capture notes, tasks, referrals and Success Plans.

Priority = Participation in Progress Surveys

Starfish Success is largely dependent on the faculty feedback. Progress surveys will prompt you to share how students are progressing in your classes. Automatic workflows will then occur.
3 Easy-to-Use Tools in Starfish

1) Progress Surveys - twice per semester (early term and midterm):
   • Easily raise flags for students of concern in your course sections.
   • Congratulate students who are exceeding expectations with kudos.
   • Create referrals for students who would benefit from additional assistance.
     **First 3 Week Survey** - Announce 9/12/16 – Launch 9/15/16 – Due 9/23/16
     • Will include “Attendance Concern”, “Missing/Late Assignments”,
       “Tutoring Referral”, “Keep Up The Good Work” (KUDOS ARE IMPORTANT!)

2) Manually provide feedback:
   • Raise flags, kudos, referrals, to-do’s as appropriate, aside from scheduled
     progress surveys.

3) Student Information - via Student Folder:
   • Provides comprehensive view of student info, notes, success network, etc.

**IMPORTANT:** Initial comments when raising a flag are viewable to students
*These comments should be used as a DIALOGUE with the STUDENT.*
## Specific Expectations

<table>
<thead>
<tr>
<th><strong>Instructors</strong></th>
<th><strong>Assigned Advisors</strong></th>
<th><strong>Student</strong></th>
<th><strong>OPTIONAL</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>• Submit Progress Survey when emailed.</td>
<td>• Receive email notifications from Starfish.</td>
<td>• Receive and respond to email notifications when flagged.</td>
<td>• Complete your Profile so students know more about you.</td>
</tr>
<tr>
<td>• Raise and clear flags when appropriate.</td>
<td>• Notifications will allow you to <strong>prioritize</strong> outreach efforts with advisees and record actions in Starfish:</td>
<td>• Contact instructor directly or appropriate referral resource.</td>
<td>• Establish appointment availability via office hour blocks. (If you set office hours, students will be able to schedule appointments via Starfish)</td>
</tr>
<tr>
<td>• Refer students to services and resources on campus</td>
<td>• Schedule appointments and record meeting outcomes</td>
<td>• Take action based on recommended “to-do’s”</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Clear flags (when action is taken)</td>
<td>• Utilize online appointment scheduling (if available)</td>
<td></td>
</tr>
</tbody>
</table>

---

*Slide 7*
Our Tracking Items

SEE HANDOUT
4 “FLAGS” WITH NETWORK OF SUPPORT

- Attendance Concern
- In Danger of Failing
- Low Quiz/Test Scores
- Missing/Late Assignments

- Any role attached to the student can assign flag to self and take action.
- You will be emailed when a flag is assigned to another role.
- Flag is “resolved” once action is taken, not when student responds to action.
- Flags also can be resolved in bulk at the end of the semester.

GOAL – Reach those who need help the most! 😊
IMPORTANT: SITE IS LIVE!
Hands-On Tour Agenda

🌟 Your View

🌟 Add Office Hours (OPTIONAL)
🌟 Profile – Institutional, Appointment Preferences, Email Notifications (OPTIONAL)
🌟 Homepage (set homepage)
🌟 Students – My Students Tab, Tracking, Connection
🌟 Student Folder - Info, Courses, Success Network, Flags
🌟 Tracking – Resolve, Comment, Assign, Filter
🌟 Appointment Outcomes (only viewable to students if you check a box)

🌟 Progress Survey – 3 emails (announce, deploy, remind)

🌟 Student View

🌟 Student Homepage
🌟 My Success Network – Term specific
## Starfish Navigation

### Students Navigation

The Starfish Navigation tool allows educators to manage and track their students. The interface includes options for navigating and searching for students. Key features include:

- **Search for Students**
- **Students Dropdown Menu**
- **Overviews**
- **My Students**
- **Tracking**
- **Zoom In**
- **Attendance**
- **Progress Surveys**

### Students List

<table>
<thead>
<tr>
<th>Name</th>
<th>Success Score</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Horn, Summer</td>
<td>100</td>
<td><a href="mailto:shorn@starfishcollege.edu">shorn@starfishcollege.edu</a></td>
</tr>
<tr>
<td>Tyson, Marbel</td>
<td>100</td>
<td><a href="mailto:myson@starfishcollege.edu">myson@starfishcollege.edu</a></td>
</tr>
<tr>
<td>Montoya, Murray</td>
<td>100</td>
<td><a href="mailto:mmontoya@starfishcollege.edu">mmontoya@starfishcollege.edu</a></td>
</tr>
<tr>
<td>West, Lane</td>
<td>100</td>
<td><a href="mailto:west@starfishcollege.edu">west@starfishcollege.edu</a></td>
</tr>
<tr>
<td>Alvarez, Cindy</td>
<td>100</td>
<td><a href="mailto:calvarez@starfishcollege.edu">calvarez@starfishcollege.edu</a></td>
</tr>
<tr>
<td>Landry, Dewey</td>
<td>100</td>
<td><a href="mailto:dlandry@starfishcollege.edu">dlandry@starfishcollege.edu</a></td>
</tr>
<tr>
<td>Sherman, Jamie</td>
<td>100</td>
<td><a href="mailto:jsherman@starfishcollege.edu">jsherman@starfishcollege.edu</a></td>
</tr>
<tr>
<td>Mayo, Erin</td>
<td>100</td>
<td><a href="mailto:emayo@starfishcollege.edu">emayo@starfishcollege.edu</a></td>
</tr>
</tbody>
</table>

This tool is integral for tracking student progress and managing educational intervention plans.
Respond to a Progress Survey

You are an important part of student success! Please provide feedback on the following students.

<table>
<thead>
<tr>
<th>Name</th>
<th>No Feedback</th>
<th>Good Work in Class</th>
<th>Attendance Concern</th>
<th>Poor Participation</th>
<th>Improve Coursework</th>
</tr>
</thead>
<tbody>
<tr>
<td>Abigail Hardy</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Andrew, Randy</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Taylor, Alex</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cheryl, Jeff</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Eric, John</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Gail, Mary</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Linda, Sara</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Nick, Dale</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

https://www.youtube.com/watch?v=3zXxAFw-jd0
### My Students

The image shows a section of a user interface for managing students. It includes a table with columns for Name, Success Score, Email, Phone, and Cell Phone. The table contains student data such as names, email addresses, and contact numbers. The interface also includes options for flagging, referring, to-do tasks, kudos, and success plans.
Filtering the Students list

Additional Filters

- Tracking Items
- Cohorts & Relationships
- Meetings
- Success Plans
- Success Scores
- Attributes

Students with Tracking Items

- Count: 3
  Tracking Items matching criteria
- Status: Active
- Tracking Type: Flag
- Item Name: Failed Assignment, Low Average, Poor Attendance
- Created By: Anyone

Course Context

Due Date

Creation Date: Start to End

Submit
Student Folder
Close The Loop

Rachel Lands

Flag

Referral

To-Do

Kudos

Success Plan

Academic Plan

Message

Note

Appointment

File

Intake

Overview

Info

Plans

Courses

Tracking

Meetings

Notes

Network

Good Work in Class

Refer to Tutoring

Behavior Concern

Flag Menu

Clear Flag

Reassign Flag

Add Comment

Edit Flag

Flag:

No Show in 1st Week

Raised by: Matt, Don on 09-02-2014

Assigned To: Gold, Yasmine

Course: Microbiology (Biol201.109.01)

- Maintenance Concern

Mark 1 Flag as Cleared

Are you sure you want to mark the No Show in 1st Week flag for Lands, Rachel as cleared?

Comment:

Add comments indicating why the flag is being marked as cleared.

I’m helping Rachel get set up with a local ride share program so she can get to class each week.

Close the Loop:

Write a message in the field below to the person who created the flag (Matt, Don) to let them know that the flag is being marked as cleared and why. If this field is left blank, no message will be sent.

Thanks for alerting us to this issue, Don. We are working closely with Rachel to remedy the problem.
Add Office Hours

Title: Office Hours

What day(s)?
- Weekly
  - Repeats every 1 week(s)

What time?
- 0:00 AM to 11:00 AM

Where?
- Note: You may select more than one location to give students a choice.
- Anders Hall, Room 301
  - Please check in with the front desk.
- Call 703-555-1111
  - Please call me at your scheduled time.
- Collaborate
  - Login to attend at the time of the appointment and click Join Session link.

Office hours Type:
- Scheduled And Walk-ins
  - Take either scheduled appointments or walk-ins

How long?
- 15 minutes minimum appointment length
- 45 minutes maximum appointment length

Appointment Types
- Select the types of meetings you will have in these office hours.
  - Class Related Meetings
  - Disability
  - Faculty Advising
  - General Advising
  - Supplemental Instruction
  - Test Tutoring
  - Tutoring

Instructions
- These will be sent to anyone who makes an appointment.
  - Please check in with the front desk assistant.

Submit
Profile – Institutional Profile

Yasmin Gold [Last Login: 2:00 PM May 22, 2015]

Login Page

Contact Information
- Login: ygold
- Institution Email: ygold@star1shcollege.edu
- Phone: 989-351-1362
- Alternate Email:
- Cell Phone: 989-251-2328
- Video Phone:
- Send my correspondence to:
  - Institution Email
  - Alternate Email
  - Both

General Overview
A general message should go here. Tell people how you can help them during your office hours.
Welcome students to my office! I've been with the McGraw Center for 14 years. In that time, I have helped a number of students with career decisions, internships, and graduate school selection, among other things. Of course, I'll gladly help you with assignments and papers as well.

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 entered 15 years in industry after receiving my PhD. Much of that time was with the Smithsonian and the US Government. At XYZ University, I still teach Biology courses, but I have been an advisor at the McGraw Center for 14 years.
Profile - Appointment Preferences

Basics
Please choose your default settings for your office hours blocks. You can change these whenever you add a block of office hours.

Minimum Appointment length: 15 minutes

Scheduling deadline:
- None
- 0:00 PM the day before the office hours
- 9:00 AM the day of the office hours
- 1 hour(s) before the office hours

Allow drop-ins after deadline has passed

My Locations
Enter locations for your meetings with students. Meetings can be in an office, online, over the phone, or anywhere else you like.

<table>
<thead>
<tr>
<th>Type</th>
<th>Name</th>
<th>Instructions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Office</td>
<td>Anders Hall, Room 301</td>
<td>Please check in with the front desk.</td>
</tr>
<tr>
<td>Phone</td>
<td>Call 703-555-1111</td>
<td>Please call me at your scheduled time.</td>
</tr>
<tr>
<td>Blackboard Collaborate</td>
<td>Collaborate</td>
<td>Login to starfish at the time of the appointment and click Join Session link.</td>
</tr>
</tbody>
</table>

Calendar Managers
Select people to manage your calendar. Calendar managers can add and edit your office hours and schedule and edit appointments in your calendar.

<table>
<thead>
<tr>
<th>Calendar Manager</th>
<th>Email</th>
<th>Integration ID</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adams, Garland</td>
<td><a href="mailto:gadam@starfishcollege.edu">gadam@starfishcollege.edu</a></td>
<td>garland</td>
</tr>
<tr>
<td>Berry, Warren</td>
<td><a href="mailto:wberr@starfishcollege.edu">wberr@starfishcollege.edu</a></td>
<td>wberr</td>
</tr>
</tbody>
</table>
**Profile - Email Notifications**

**Appointments Notifications**
- Do not send appointment notifications on weekends
- Send me a separate email reminder for each appointment
- Send one email reminder with all appointments
- Don't send me an email reminder
- Send Planning Reminders:
  - Time:
    - Day of
    - The day of
    - The appointments

**Appointment Alerts**
- Send me an email
  - 15 minutes before the start of an appointment

**Tracking Item Notifications**
- Send me a summary email of all tracking item activity:
  - Daily at 8:00 PM
  - Weekly on Monday at 9:00 AM

You may be notified of tracking items raised for the following rules created by the administrator. Note that for rules with emergency notifications, your personal notification preferences will be overridden and you will always be notified immediately when a tracking item is raised for that rule.

<table>
<thead>
<tr>
<th>Flag</th>
<th>Name</th>
<th>Category</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Poor Class Performance</td>
<td>ACADEMIC FLAG</td>
<td>This flag indicates the student does not have the skills to perform in the class or requires extra assistance. The student will be offered tutoring and other academic support.</td>
</tr>
</tbody>
</table>
Student View of Starfish
Key Message for Instructors

- Quickly provide feedback on students and help connect them with services

- Focus on:
  - Raising flags, responding to Progress Surveys
  - Using Starfish as a resource for referrals to services and support
Key Message for Advisors

• Reaching out to advisees who need help the most
• Promote use of existing services and resources
• Provide feedback! Starfish Success Team to be formed!
The following resources will be available to you:

- “help” link in Starfish
- [http://www.asnuntuck.edu/starfish](http://www.asnuntuck.edu/starfish)
- For additional support, contact as-starfishadmin@asnuntuck.edu
You are ready to begin utilizing Starfish!