



Instructor Start Guide

Starfish Retention Solutions

Welcome to Starfish

Starfish is a communication tool to assist the campus in improving student success and retention. Starfish intends to provide faculty with an easy-to-use tool for communicating with and identifying students who are in need of support. Students are alerted when there are concerns in a particular course and informed of the resources available to help them succeed. The ultimate goal of Starfish Early Alert is to retain students and help them realize their academic goals. Starfish Early Alert is part of the campus approved 2015-2016 Student Success Plan and is being coordinated by the Counseling Department.

Starfish gives you a convenient way to assist your students. By raising tracking items when you wish to provide feedback about a student in the form of an alert, kudo, and/or referral, you are ensuring students are made aware of your concerns and informing the appropriate service area that intervention may be needed.

This guide highlights common tasks in Starfish Early Alert as follows:

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You can access Ohlone's Starfish Early Alert tool using your WebAdvisor credentials in one of two ways:

- From the WebAdvisor homepage: you will see a "Starfish" link at the bottom left corner of the screen, click "Starfish" to open the program
- From the Canvas "courses" tab: Click "Starfish" at the bottom of the menu bar

Starfish Faculty/Staff Dashboard

New user display:

The screenshot shows the 'Office Hours Setup Wizard' interface. At the top, there is a navigation bar with 'Home', 'Appointments', 'Students', and 'Services' tabs, a search bar for students, and a user profile for Sara McConville. The main content area is divided into two columns. The left column contains introductory text about Starfish and a button to 'Set up Office Hours'. The right column is the wizard itself, with three steps: 1. 'What day(s) do you have office hours?' with checkboxes for M, T, W, T, F, S, S; 2. 'What time are your office hours?' with input fields for start and end times; 3. 'Where are they?' with a dropdown for 'Type' (set to 'in an office'), an input field for 'Details', and a text area for 'Instructions'. A checkbox at the bottom allows the user to see this page again on the next login. 'Close' and 'Set up Office Hours' buttons are at the bottom.

Existing user display:

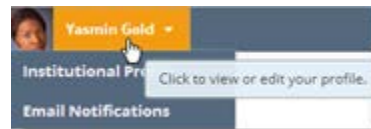
The screenshot shows the main dashboard for an existing user, Trudy Moore-Harrison. The navigation bar includes the same tabs as the previous screen, plus a user profile icon and 'help | support | logout' link. Below the navigation bar is a row of icons for 'Office Hours', 'Appointment', 'Group Session', 'Scheduling Wizard', 'Reserve Time', and 'Record Attendance'. The main content area features a header for 'Appointments' with a 'Next 7 days' dropdown and a 'Recent Changes' section with a 'Last day' dropdown and an 'All Activity' dropdown.

1. **Office Hours Set Up** (We recommend setting up User Profile before setting up Office Hours.
2. **Appointments** tab to view upcoming appointments on your calendar.
3. **Students** tab to view your list(s) of students connected to you.
4. **Services** tab to view catalog list of student support services.
5. **Search Bar** to search for students by name, ID, or username.
6. **User Name** that connects to **User Profile**.
7. **help/support** options to Starfish resources (please email Starfish@ohlone.edu with questions).
8. **Appointments** area: lists any upcoming scheduled appointments you have. You will only see appointments related to your calendar in this area. Clicking on a student name will take you directly to their student's folder.
9. **Recent Changes** lists all the recent tracking items raised on students in your courses.

Profile Set up

Some of your profile, such as your contact information, is imported from Canvas or Colleague. You have the ability to edit other parts of your profile, such as your biography and phone number.

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



2. Edit your **Phone** and add an **Alternate Email** address if you would like Starfish to send email to an address in addition to your institution email. Your

name and other contact information is pulled-in from Colleague. (Edits to this information must go through Colleague).

3. 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.
4. Help students put a face to your name by clicking the **Upload Photo** link beneath the existing photo or photo placeholder (Colleague ID photos will default here).

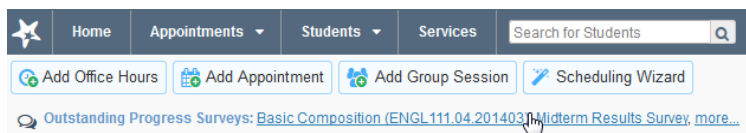
Browse to a photo file (.jpg, .png, or .gif), and then click the **Upload Now** button to update your photo.

5. Appointment Preference tab: Set minimum appointment length, set deadline for appointments, and add location for your office hours.
6. Email Notification tab: Set up appointment notification and reminders, sync your Starfish calendar and your Outlook Calendar, and set up tracking item notifications.
7. Click the **Submit** button to save your changes.

Progress Survey for students in your courses

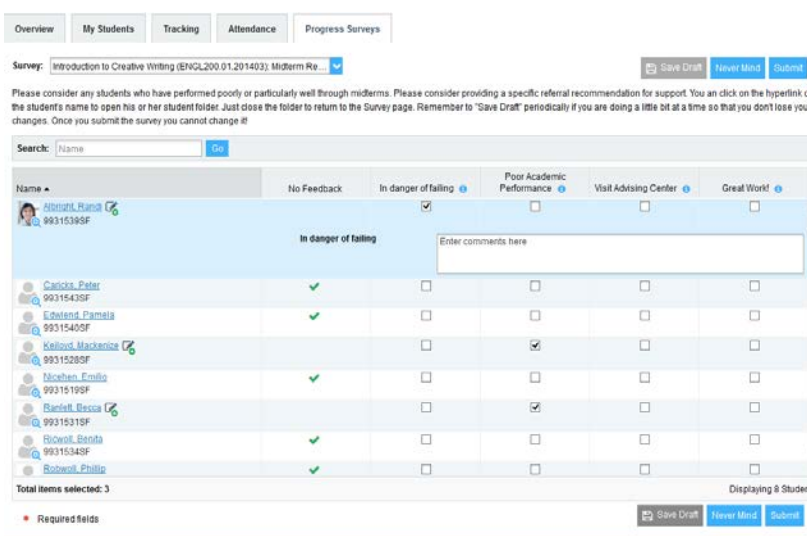
This is the main feature of Starfish Early Alert which Ohlone will be using. The Counseling Office intends to send 2 surveys a semester to aggressively track student performance. You will receive an email notification when there is a new survey for you to complete.

1. Select the progress survey link on your Starfish **Home** page to go the **Progress Surveys** tab (only visible when you have active surveys).



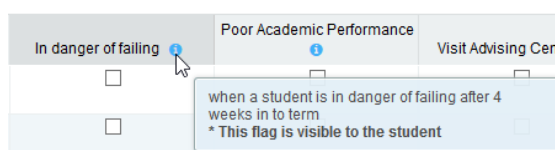
The selected survey opens, listing your students on the left and items you may raise across the top.

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



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

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



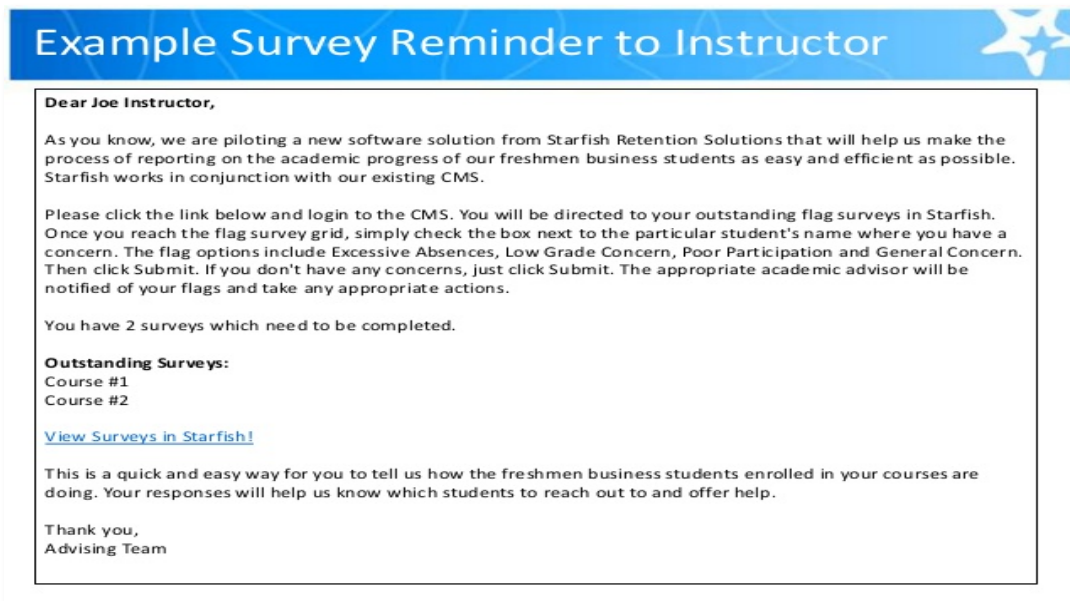
3. Click the **Submit** button **only** when you are finished providing feedback. The items you selected will be raised on your students when you submit the survey.

* Important *

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.

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.

Example of the Starfish Progress Survey email notice (see below).



Please note: Starfish student data is updated on a daily basis; therefore any roster changes may not appear in the Starfish environment for 24 hours.

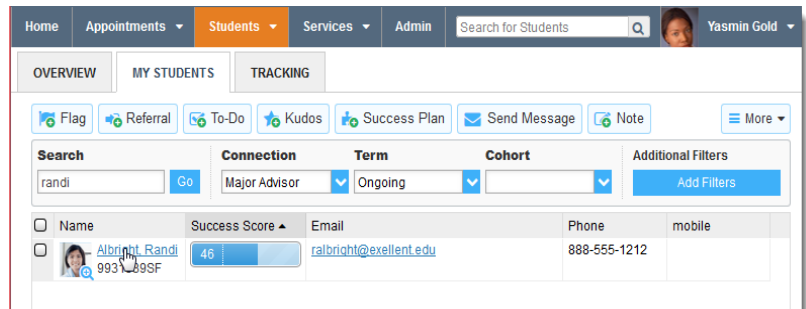
Watch the [Two Minute Tip on completing a progress survey](#) for a demonstration of this feature.

<https://www.youtube.com/watch?v=3zXxAFw-jd0>

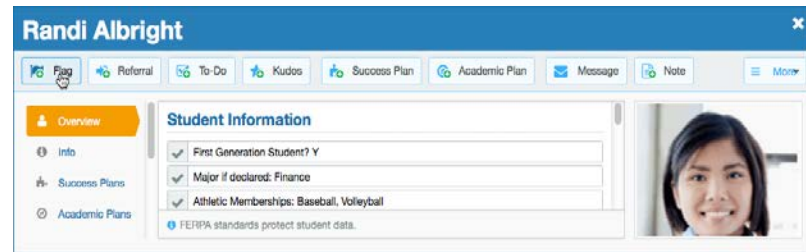
Tracking Items for Your Students

When you have a concern with a particular student outside of the Progress Survey periods, raise a flag, kudo, 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 applicable **Tracking Item** button.

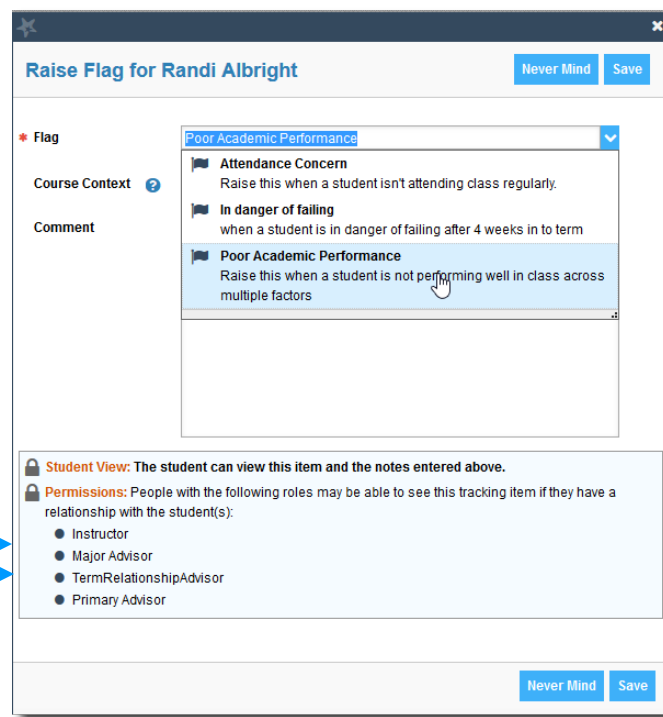


3. Click on the student's name to bring up the **Student Folder**.
4. Click the applicable **Tracking Item** button.



A list of items that you have permission to raise on this student is displayed.

5. Select the desired **Tracking Item** 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.



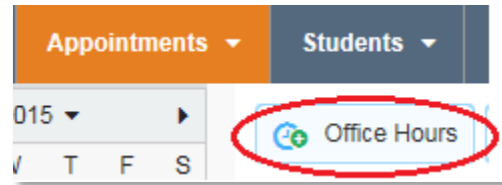
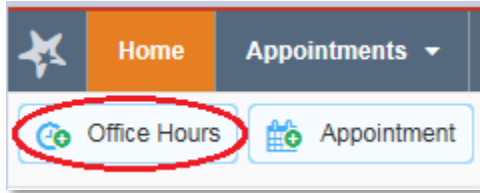
Notes:

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.

Appointment Availability

Office Hours: From the Home tab or the Appointments tab, click on Office Hours (Creation of Office Hours allows students in your courses to schedule an appointment with you)



Add Office Hours Never Mind Submit

Title

What day(s)? **Repeats every** week(s)

Repeat on: Mon Tue Wed Thu Fri Sat Sun

What time? to

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 starfish at the time of the appointment and click Join Session link.

Office hours Type

Take either scheduled appointments or walk-ins

How long? minimum appointment length
 maximum appointment length

Appointment Types Select the types of meetings you will have in these office hours.

- Class Related Meetings
- Faculty Advising
- Supplemental Instruction
- Tutoring
- Disability
- General Advising
- Test Tutoring

Instructions **Start/End Date**

These will be sent to anyone who makes an appointment.

Appointments Tab:

If you have set up your Starfish calendar to be synced with your Outlook calendar, the details from your calendar should be visible here (It takes an average of 1 minute for new details on your Outlook calendar to update in Starfish)

- **Monthly calendar** : on the left indicates office hours with the dates highlighted in bold
- **Office Hours tab:** for setting up availability for student appointments
- **Appointment tab:** to make an appointment with a student
- **Group Session tab:** allows for multiple students to schedule a group session with you
- **Scheduling Wizard tab:** allows the set-up of multiple types (i.e. phone, Skype, in-person) of Office Hours at one time for peak periods
- **Reserve Time tab:** Allows you to remove availability of Office Hours without having to edit or delete the entire block of Office Hours

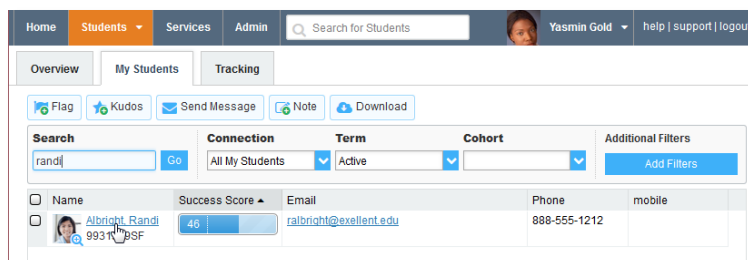
The screenshot displays the Starfish Appointments Tab interface. At the top, there is a navigation menu with 'Appointments' selected. Below the menu, there is a search bar and a 'Time Scale' selector set to '5 day'. The main area shows a weekly agenda for the period 06-07-2015 to 06-13-2015. The agenda is organized by day (Mon 6/8, Tue 6/9, Wed 6/10, Thu 6/11, Fri 6/12) and time slots (30, 45, 12:00 PM, 15, 30, 45, 01:00 PM, 15, 30, 45, 02:00 PM, 15, 30, 45, 03:00 PM, 15, 30, 45, 04:00 PM, 15, 30, 45, 05:00 PM, 15, 30, 45, 06:00 PM, 15). Existing appointments include 'Lunch (11:30 am)' on Tue 6/9, 'Dinner (3:00 pm)' on Mon 6/8, and 'Office Hours' on Thu 6/11. There are 'Add' buttons for creating new appointments.

***** Please note that setting up office hours and using the appointments tab are optional and not mandatory. *****

Frequently Asked questions

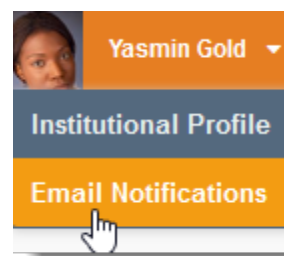
How do I get more details on a student?

Anytime you see a student's name as a hyperlink (e.g. in your student list, on an appointment or in a progress survey), this hyperlink takes you to the **Student Folder**.



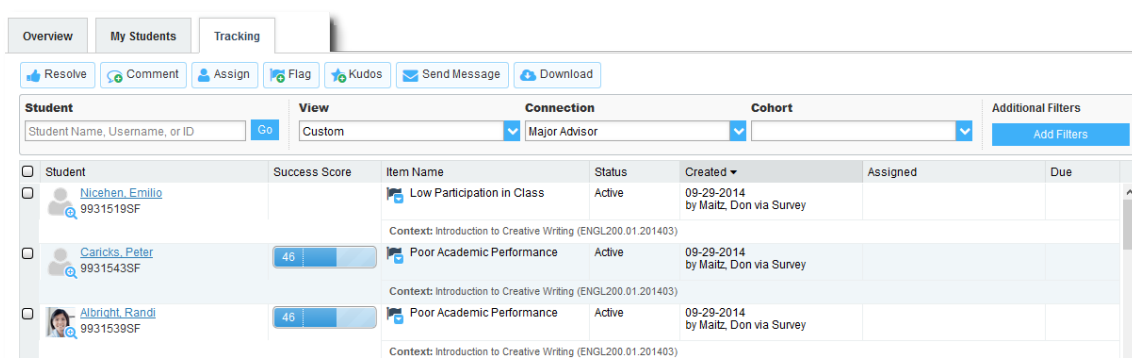
How do I change how I am emailed by Starfish?

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. For more information see this Two Minute Tip: [Update how you are emailed about Flags](#)



Where can I find information about flags raised on my students?

The **Tracking** tab within the **Students** area lists the flags (and kudos) that have been raised on your students. Use the filters provided to filter your list based on your connection to the students. For example, you can filter to your role as counselor vs. your role as instructor, or as an instructor to one of your specific course sections.



You can also go into the individual **Tracking** tab of any **Student Folder** to look at details of flags raised on that student. The details of what you see are based on your relationship to the student(s) and the privileges granted to your role.