



# Starfish: The College's New Early Alert System

## Faculty Training



# Starfish Streamlines the Early Alert System



- ✦ Connects students directly with faculty
- ✦ Students can immediately respond to faculty
- ✦ Student support staff are aware of the early alerts received by students they are connected to and can intervene
- ✦ Referrals can be made to Academic Advising, Counseling, Learning Labs Financial Aid and Library
- ✦ Faculty can give students positive feedback (kudos)
- ✦ Faculty can share specific information with students using comments feature
- ✦ In one place, students can see who is in their Student Success Network
- ✦ Faculty and staff can track student action

✦ Starfish connects us so we can work together effectively to increase student success!

# The Purpose of Starfish Connect



- Starfish Connect is a communication tool
- It should not change any of the best practices you already use in the classroom
- It is meant to increase communication with students at vital times during the semester
- It is also designed to get the attention of support staff on campus who can assist students

# Specific Expectations

## \*Instructors

- Raise flags/kudos/referrals when appropriate.
- Submit progress survey when emailed.

## Academic/ Student Support

- Monitor notifications from Starfish.
- Reach out to students.
- Record follow up actions in Starfish:
  - Add notes
  - Schedule appointments
  - Clear flags
  - Close the loop

## Students

- Receive email notifications.
- Respond directly to faculty.
- Contact appropriate support office.

## Everyone

- Complete your Profile so students know more about you.

\*Instructors: Please include a Starfish statement in your syllabus and upload a *Student Getting Started Guide* to Canvas. Electronic versions of the statement and guide are available on the Starfish Connect Resource webpage on the College's website.

# Goals for Today's Training



Learn How to:

- 1) Create your Profile
- 2) Learn how to respond to a Progress Survey for students in your courses
- 3) Learn how to raise a flag, give a kudo or make a referral

# Accessing Starfish

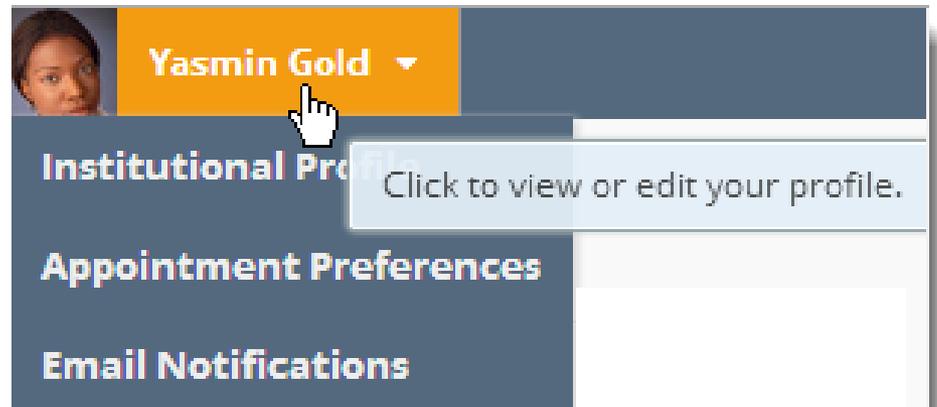
- Starfish is optimized to work with Mozilla Firefox and Google Chrome
- Starfish Early Alert “lives” in Canvas LMS
- If you do not have a Canvas account
  - Create a password <http://www.ccp.edu/academic-offerings/online-learning/online-learning-support>
  - Your profile will include:
    - Contact Information
    - Photo (optional but recommended)
    - General Overview
    - My Biography
    - Email Notification

# Setup your Profile

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

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.



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

Edit your **Phone Number**. CCP does not offer the option for an alternative email. 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.



[Upload Photo](#)

## Yasmin Gold

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

Login Page:

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

Phone:  Alternate Email:  [mobile Users ?](#)

mobile:

Video Phone:

Send my correspondence to:  
 Institution Email  Alternate Email  Both

Time zone:

Display all time zones

# Setup Profile

Add information to the **General Overview** and **My Biography** sections to let students know a bit more about you.

This information will appear to students who can make appointments with you in Starfish.

- 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

# Flags

Early Alert Flag	Kudos	Referrals
Attendance Concern	*Showing Improvement	Advising Referral
Missing/Late Assignments	Keep Up the Good Work	Counseling Referral
Low Quiz or Test Scores	*Outstanding Academic Performance	Financial Aid Referral
*In Danger of Failing		Learning Labs Referral
General Concern		Library

\*These flags/kudos are not included on the progress survey but can be raised manually at any time.

- The 50% point in a term is the recommended time for raising the In Danger of Failing Flag

# How are Flags Raised?

- Progress Surveys (early alert) will be sent to your Canvas account
- AND you can click on the Starfish link within Canvas to issue alerts or kudos at any time during the semester
- 20% Attendance and mid-term grades will still be done in Banner

# Progress Surveys – Early Alerts

- You will receive an email reminding you to complete a flag survey for your courses.
- Simply check the appropriate boxes and click *Submit*.
- You can save your work and return to finish later
- Text comments are optional with the exception of General Concern Flags

Home Appointments **Students** Services Search for Students John Joyce help

My Students Tracking Attendance **Progress Surveys**

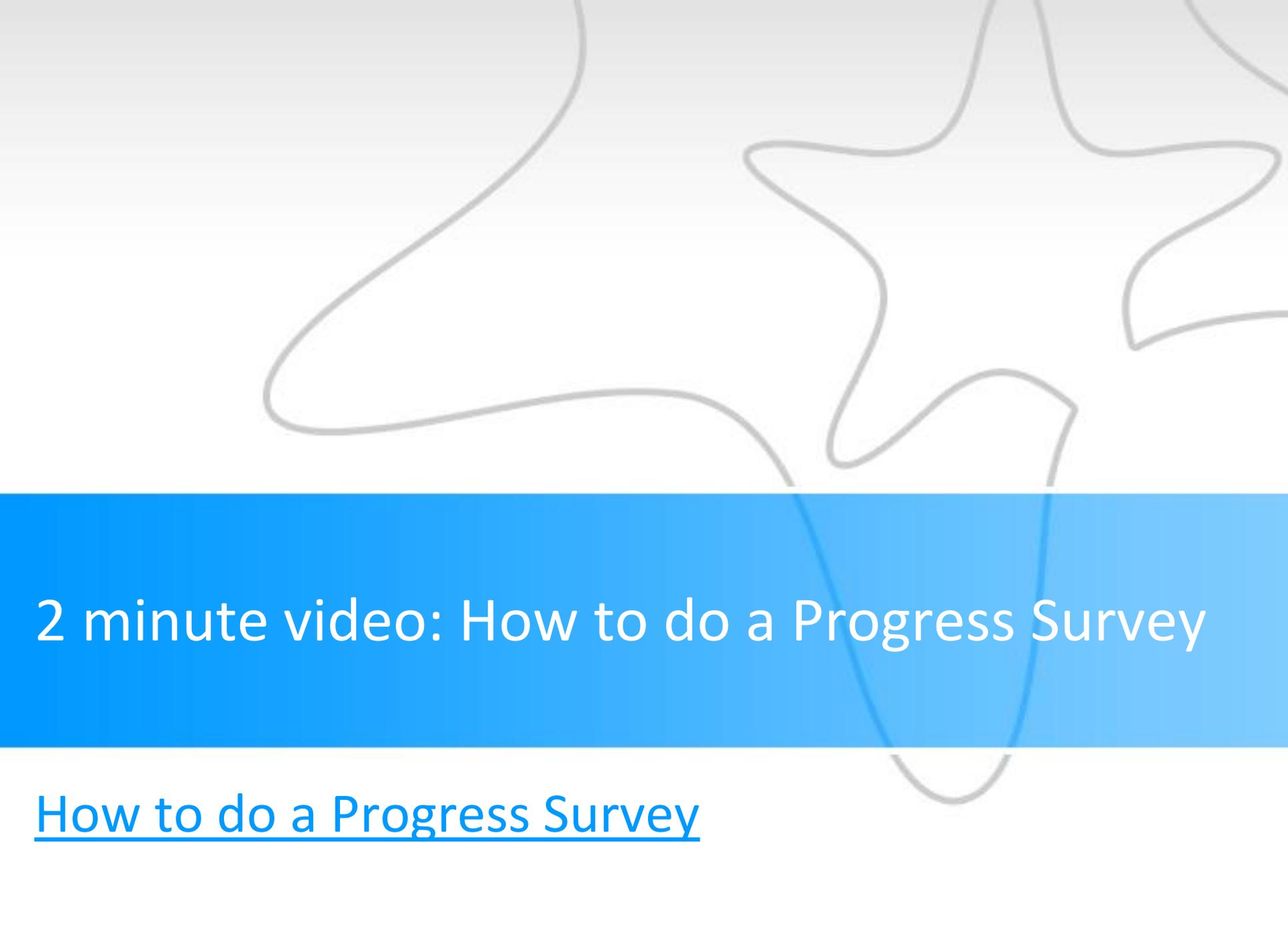
Survey: English Composition I (201510-11261-ENGL-101-050): Summer ... Save Draft Never Mind Submit

Please indicate if there are any alert indicators or kudos that you want to give for students in your courses by checking the box. Comments are optional for any alert or kudos. If you have nothing to indicate for a particular student than you have nothing to check.

Search Name Go

Name	No Feedback	Attendance Concern	Low Quiz/Test Scores	Missing/Late Assignments	In Danger of Failing	G
<a href="#">Azor, Jonathan</a> null	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<a href="#">Callison, Amanda</a> null	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<a href="#">Clark, Jahri</a> null	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<a href="#">Collazo, Gregory</a> null	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<a href="#">DeVine Jr, Isaiah</a> null	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<a href="#">Espinal, Reyna</a> null	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<a href="#">Filippello, Gina</a> null	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<a href="#">Harris-Robinson, Kvon</a> null	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<a href="#">Hernandez, Richard</a> null	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

\*



2 minute video: How to do a Progress Survey

[How to do a Progress Survey](#)



# Use Caution when making Comments

- *Comments should be directed to the student, not be about the student as students will see the comments in the email. Please do not write comments in the third person.*
  - *Do: Susan, you have missed 3 assignments*
  - *Don't: Susan has missed 3 assignments*

*Be cautious in using sarcasm in comments. Without tone of voice and only in written form, sarcasm can be perceived as more hurtful than helpful.*

**Remember, students see all comments. Other faculty and staff the student is connected to can also see comments. Counseling referrals are seen only by the referring instructor, student, counselor and appropriate student support staff.**

**Please see “How to make effective comments” document.**

# General Concern Flag

## General Concern:

This flag is appropriate when no other flag fits your concern. You must use the comments feature when raising this flag but please do not use this flag if you are concerned about a disability, mental health and/or disruptive behavior.

Concern	Contact
Disability	Center on Disability
Mental Health	*Starfish Counseling Referral
Disruptive Behavior	Behavior Reporting Form - Dean of Students

\* Do not use Starfish for a mental health concern that requires an immediate response.

# How to manually raise a flag, kudo or referral

- Progress surveys are deployed at the 20% point of the term
- A flag, kudo or referral can also be made at any time in the term

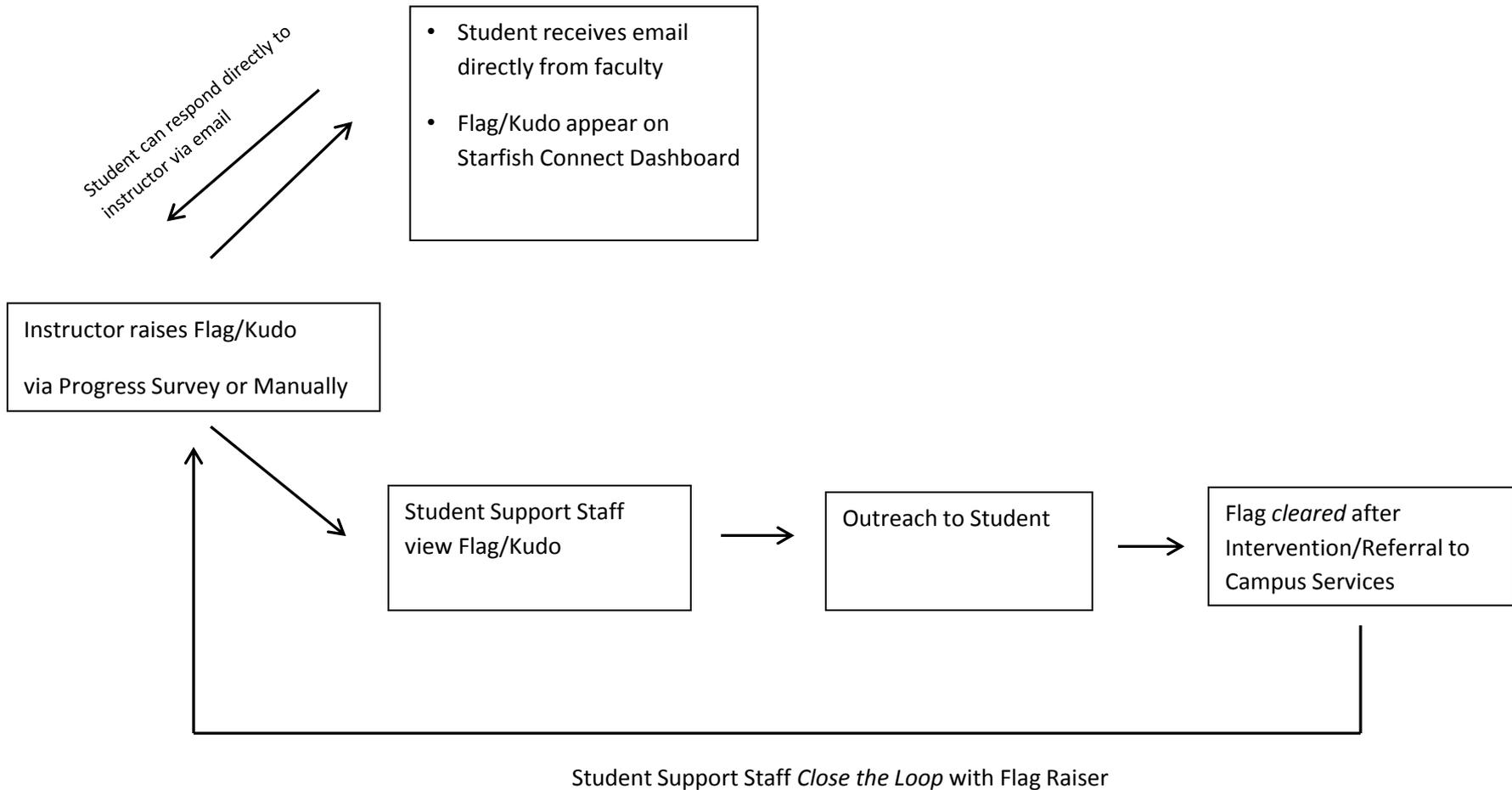
The screenshot shows the Canvas LMS interface for a user named Laura Davidson. The top navigation bar includes 'College of Philadelphia', 'Courses', 'Grades', 'Calendar', and the Canvas logo. Below this, the user is logged in as Laura Davidson. The main navigation menu includes 'Home', 'Appointments', 'Students', and 'Services'. The 'Students' page is active, showing a search bar and a list of students. The 'Flag', 'Referral', and 'Kudos' buttons are circled in blue. A blue callout box points to the checkbox next to the student name 'Ashley J0008' with the text 'Click the box next to student's name'.

<input type="checkbox"/>	Name	Email	Phone	Cell Phone
<input type="checkbox"/>	Ashley J0008			
<input type="checkbox"/>	Hiram J0018			2243816863
<input type="checkbox"/>	Stacy Anderson J01049808	sanders@college.edu		
<input type="checkbox"/>	Robert Au	rau@college.edu		

# What happens after flags are raised?



## Starfish Connect Flag Cycle





- Students receive an email directly from you

From and Reply-to: Frank Starfish  
Subject: Your Progress in English 101

Dear Danielle,

This is the time of semester when instructors are evaluating student progress in their classes. Your attendance in my English 101 course has been unsatisfactory. Attending class is the first step to accomplishing your goal of being successful in college. Missing class content can affect your grades and academic performance. Refer to your syllabus to review the policy regarding attendance for English 101.

Here are my additional comments: Danielle, you have missed 4 classes.

Please contact me at [fstarfish@ccp.edu](mailto:fstarfish@ccp.edu), 215-751-5555, W4-5. You can also contact me by replying to this email.

Sincerely,  
Frank Starfish

# How to make a Referral

of Philadelphia

🏠 > Lynne Sutherland

You are currently logged in as John Joyce (jjoyce).

★ Home Appointments ▾ Students ▾ Services

My Students Tracking Attendance

🚩 Flag **➕ Referral** ⭐ Kudos 🧩 Success Plan 📧 Message 📄 Note 📄 Download

Search:   Connection: 201540-41179-ENGL-115-001 Term: Active

<input type="checkbox"/>	Name
<input type="checkbox"/>	 Lee J001 <a href="#">du</a>

Click the box next to student's name

# Creating a Referral

Using drop down menus:  
Choose referral type and course context

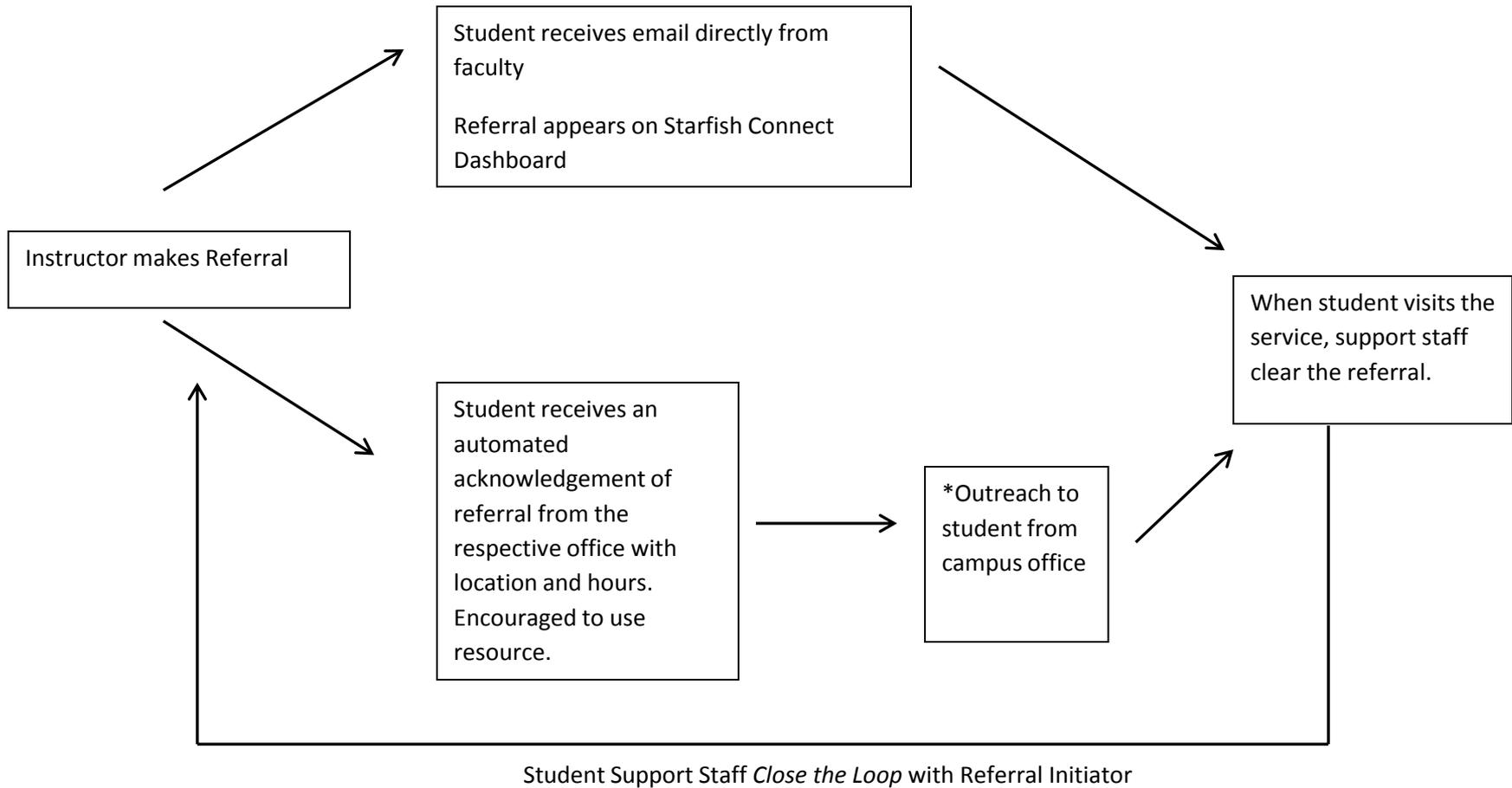
The screenshot shows a 'Create Referral' form with the following elements:

- Referral**: A dropdown menu.
- Course Context**: A dropdown menu with the placeholder text 'Select a Course...' and a help icon.
- Comment**: A text area with the placeholder text 'Add comments indicating why the Referral item is being created.' A blue callout box is overlaid on this area with the text: 'See "how to make effective comments" document.'
- Permissions**: A message box with a lock icon stating: 'Permissions: A tracking item must be selected to determine the sharing permissions'.
- Required fields**: A red asterisk icon followed by the text 'Required fields'.
- Buttons**: 'Never Mind' and 'Save' buttons are located at the top right and bottom right of the form.

# What happens after a referral is made?



## Starfish Connect Referral Process



# The Role of Support Staff



Flag	Email Direction to Student	Responder
Attendance	Contact Instructor Check Attendance Policy in Syllabus	<ul style="list-style-type: none"> <li>Cohort Leader may contact student, clear the flag, close the loop</li> </ul>
Missing/Late Assignments	Contact Instructor Review Syllabus	<ul style="list-style-type: none"> <li>Cohort Leader may contact student, clear the flag, close the loop</li> </ul>
Low Quiz or Test Scores	Contact Instructor Directed to Learning Lab	<ul style="list-style-type: none"> <li>Cohort Leader may contact student</li> <li>Learning Lab clears flags when students visit the Lab for tutoring</li> </ul>
In Danger of Failing	Contact Instructor Link to Withdrawal Policy Directed to Student Success Initiatives	<ul style="list-style-type: none"> <li>SSI will reach out to student via email/phone, clear flags and close the loop</li> </ul>
General Concern	Contact Instructor	<ul style="list-style-type: none"> <li>SSI will monitor general concerns and reach out to student if appropriate, clear flags and close the loop</li> </ul>
Referrals	Faculty has made a referral Contact Advising Counseling, Learning Lab Financial Aid	<p>**Automated Email will be sent from Advising, Counseling, Learning Lab, Financial Aid, and Library acknowledging the referral and providing information about services</p>

\*Cohorts (i.e. TRIO SSS, Gateway to College, Veterans, CME, COD)

Please do not use Starfish Connect to make a referral which requires an immediate response.

# Faculty can Clear Flags

The screenshot shows the Starfish Connect interface for a faculty member at Community College of Philadelphia. The 'Students' tab is active, and the 'Tracking' sub-tab is selected. A dialog box is open over a 'Missing/Late Assignments' flag, showing details for a student named Massimo Musumeci. The dialog box includes a 'Clear' button, which is the focus of the slide's instruction.

**Community College of Philadelphia** Courses ▾ Grades Calendar

Lynne Sutherland

Home Appointments ▾ **Students ▾** Services Admin Search for Students

My Students Tracking

Resolve Comment Assign Flag Referral Success Plan Send Message Download

Student:  Go View:  Connection:  Cohort:

Item Name	Status	Created
Missing/Late Assignments	Active	Yesterday

**Missing/Late Assignments**

- Raised by Musumeci, Massimo (Yesterday)
- Introductory French (201610-11603-FREN-101-003)

Details Edit Comment Assign Clear

In *Students*, *Tracking* tab hover the cursor over the blue flag.  
A dialog box will open giving you the option to *Clear*

# Clearing a Flag and Closing the Loop

**Mark 1 Flag as Cleared** Never Mind Submit

**Are you sure you want to mark the Attendance Concern flag for Brown, Shianna as cleared?**

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

I spoke to the student about the importance of attending class and recommended that she contact her instructor regarding missed class work.

**Close the Loop:**  
Write a message in the field below to the person who created the flag (Eriksen, Jamee) 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.

I met with the student and discussed the importance of attending class to her success in the course. She will schedule a time to meet with you to discuss what she has missed.

Never Mind Submit

Faculty have the option to clear flags they have raised once resolved with student

# Privacy Concerns

- The power of Starfish Connect is its ability to connect faculty, students and staff.
- Students do not succeed alone but need the help of all of their current instructors and the College's student support staff.
- Flags, Kudos and Referrals (plus comments) are seen by all instructors of a student's current enrollment
- Exception: Counseling referrals are only viewable by referring instructor, student, counselor and appropriate student support staff.

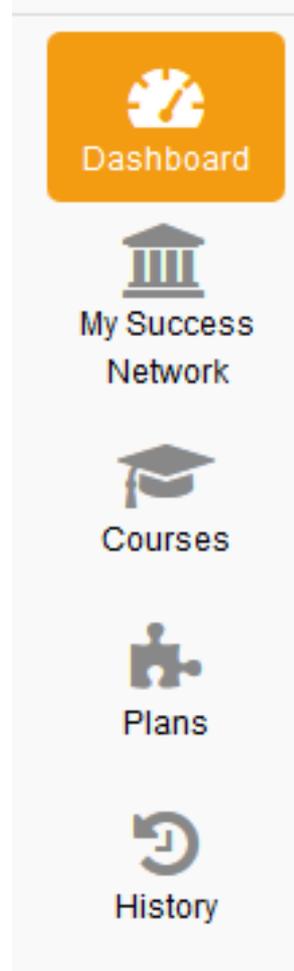
# Ferpa and StarfishConnect



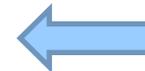
- The Family Educational Rights and Privacy Act (FERPA) gives colleges a lot of flexibility in terms of designating campus officials that can be allowed to see portions of a student's education records.
- "A school may share education records or information from education records, with anyone it has deemed a 'school official' and has determined to have a 'legitimate educational interest' in that information."
- At Community College of Philadelphia, current instructors, faculty advisors, counselors and other appropriate individuals who provide academic outreach have access to student information within Starfish Connect.

# Student Dashboard

Home page that displaying today's schedule, kudos, alerts & more



Courses the student is enrolled in for current term



Anyone directly connected to a student is a part of their success network

History of calendar reminders, course assignments and notifications



Academic work plans for improvement

# Student View - Dashboard

about:blank x S Community College of Philadelphia x Starfish Connect x

← → ↻ [https://ccp.instructure.com/users/3061370/external\\_tools/26395](https://ccp.instructure.com/users/3061370/external_tools/26395)

Lynne Sutherland | Inbox 3 | Settings | Logout | Help

Community College of Philadelphia | Courses ▾ | Grades | Calendar | canvas

Home > Lynne Sutherland

You are currently logged in as Lynne Sutherland

Home | Services | Student Dashboard with Kudo | 1 | logout

Dashboard | THURSDAY | TODAY | Display hidden items

**Academic Reading**  
(201540-41000-ENGL-108-293)  
! **Assignment Due:** Study for quiz on graphs and charts.  
Elisa McCool

**Fundamentals of Writing**  
(201540-42081-ENGL-098-293)  
! **Assignment Due:** Essay 4 Final  
Elisa McCool

**Recent Kudos**

- ★ Keep Up the Good... Outstanding Acad...
- ★ Keep Up the Good... Keep Up the Good...

4

There are currently no open items in need of your attention.  
Check back often for updates.

SATURDAY | 12-12-2015

# Student View - Dashboard

The screenshot shows a web browser window displaying the Canvas LMS interface for a student. The browser tabs include 'about:blank', 'my ccp - Google Search', 'Community College of Philadelphia', 'Starfish Connect', 'Mail - Lynne Sutherland', 'Google Calendar - Week of Dec...', and 'End User Rollout: Impleme...'. The address bar shows the URL 'https://ccp.instructure.com/users/3061370/external\_tools/26395'. The top navigation bar includes the user's name 'Lynne Sutherland', 'Inbox 3', 'Settings', 'Logout', and 'Help'. The main header features the 'Community College of Philadelphia' logo, navigation links for 'Courses', 'Grades', and 'Calendar', and the 'canvas' logo. Below the header, the user's name 'Lynne Sutherland' is displayed, followed by a red bar indicating 'You are currently logged in'. A blue box with the text 'Student Dashboard with Flag' is overlaid on the right side of the page. The dashboard content includes a left sidebar with icons for 'Dashboard', 'My Success Network', 'Courses', and 'Plans'. The main area shows the date 'THURSDAY' and 'TODAY'. A prominent orange-bordered box highlights a notification for 'Fundamentals of Writing (201540-49096-ENGL-098-955)' with the text 'Assignment Due: Essay 3 Final Draft' and the name 'Amy Lewis'. To the right, a 'In Danger of Failing' section lists several alerts: 'Raised by Mamadou Kane', 'Raised Yesterday', 'Arithmetic (201540-45287-FNMT-016-009)', and 'Excessive absence. Will fail the class.' A 'Load more...' link is visible at the bottom of the notification area.

Home Services John Connors logout

Search



### Single Stop

Single Stop provides FREE and comprehensive social and financial services for all of the College's students including benefits screening, tax preparation and filing, healthcare enrollment assistance, legal counseling, financial education, and referral services to other resources within the college and in the community.

- 267-299-5910
- Monday - Thursday 9 am - 4 pm
- Mint Building, Room M1-21
- <http://ccp.edu/student-support/single-stop>



### Veterans Resource Center

The Veterans Resource Center serves students who are active duty, retired, Reservist or National Guard veterans, spouses of veterans and dependent children of Service-disabled veterans. A Veteran's Resource Coordinator answers your questions about programs and services offered to veterans, including the education benefits programs offered by the U.S. Department of Veterans Affairs.

- 215-751-8462
- [vets@ccp.edu](mailto:vets@ccp.edu)
- Monday - Friday 8:30 am - 5 pm
- Bonnell Building, Room BG-43
- <http://ccp.edu/student-support/veterans-resource-center>



### Women's Outreach and Advocacy Center

The Women's Outreach and Advocacy Center provides services that address the academic, social, emotional and personal development needs, as well as the health and safety concerns, of female students. Some of what is available includes individual consultations, referral to women's agencies and social service organizations, crisis assistance and prevention information, educational and issue awareness, advocacy within the College, Homeless Student Support Project,

# Preparing your students to use Starfish Connect



- Include a Starfish Connect Statement in your Syllabus
- Upload a Students Getting Started Guide to Canvas
- Let students know when you have completed 20% Progress Surveys
- Motivate students to log into Starfish Connect  
(For example, give kudos or extra credit points for students who log in and take a screen shot of their Starfish Connect Student Dashboard)

File

Home

Insert

Design

Transitions

Animations

Slide Show

Review

View



Paste

Clipboard



New Slide



Layout

Reset

Section

Slides

36

A<sup>+</sup> A<sup>-</sup>**B***I*U**S**

abc

AV

Aa

A

Font



Paragraph



Shapes



Arrange



Quick Styles



Shape Fill



Shape Outline



Shape Effects

Drawing



Find



Replace



Select

Editing

# Congratulations!



**You are ready to begin utilizing Starfish!**

Slide 21



Questions:

## ***Team Leads***

Tom DiCamillo

X6077

tdicamillo@ccp.edu

Lynne Sutherland

X8136

lsutherland@ccp.edu

Email [Starfishconnect@ccp.edu](mailto:Starfishconnect@ccp.edu)

Coming Soon! Starfish Connect Student Success Plans

# Questions?



**Thank you for your willingness to use our  
new Early Alert System!  
Welcome to Starfish Connect!**