

Starfish: The College's New Early Alert System

Staff 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 the 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!

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:
 - Clear flags
 - Close the loop
 - Make referrals
 - Address referrals**

Students

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

Everyone

• Complete your Profile so students know more about you.

*Advising, Counseling, Learning Lab, Financial Aid and the Library can address referrals.

Learn How to:

- 1) Create your Profile
- 2)Track student flags, kudos and referrals
- 3)Clear flags and close the loop

Accessing Starfish

- Starfish Early Alert "lives" in Canvas LMS
- If you do not have a Canvas account
 - Create a password <u>http://www.ccp.edu/academic-offerings/online-learning/online-learning-support</u>
 - Your profile will include:
 - Contact Information
 - Photo (optional but recommended)
 - General Overview
 - My Biography
 - Email Notification

Tracking Items: Flags, Kudos and Referrals

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		

* These tracking items are included in the 20% progress survey. Other flags, kudos and all referrals can be raised manually at any time during the semester.

How are Tracking Items Raised?

- Progress Surveys (early alert) will be sent to faculty at 20%
- Faculty will be sent an email at 50% (to raise In Danger of Failing flag, if appropriate)
- Faculty may also issue alerts, give kudos or make referrals at any time during the semester

Progress Surveys – Early Alerts

- Faculty will complete progress surveys at 20%.
- Text comments are optional with the exception of General Concern Flags
- Students receive a specifically worded email dependent on the tracking item raised in the survey.

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My Students	Tracking	Attendar	ice Prog	gress Survey	s					
Survey: English Composition I (201510-11261-ENGL-101-050): Summer 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 nothin to indicate for a particular student than you have nothing to check.										
Name -			No Fee	dback	Attendance Concern 👩	Low Quiz/Test Scores	Missing/Late Assignments 👩	In Danger of Failing 🐧	G	
Azor, Jona	athan		~							
Callison, Amanda			~							
Clark, Jahri null			~							
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- We are asking faculty to make comments directed <u>to</u> the student, not about the student as students will see the comments in the email.
 - Do: Susan, you have missed 3 assignments
 - Don't: Susan has missed 3 assignments

We are asking faculty to 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.

General Concern:

This flag is appropriate when no other flag fits a faculty concern. Faculty are asked not to use this flag with the concerns listed below.

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. Call the Counseling Center

What happens after flags are raised?

Starfish Connect Flag Cycle



Student Support Staff Close the Loop with Flag Raiser

Starfish Student Experience

Students receive an email directly from faculty

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 <u>fstarfish@ccp.edu</u>, 215-751-5555, W4-5. You can also contact me by replying to this email.

Sincerely, Frank Starfish

What happens after a referral is made?

Starfish Connect Referral Process



Student Support Staff Close the Loop with Referral Initiator

The Role of Support Staff

Flag	Email Direction to Student	Responder
Attendance	Contact Instructor Check Attendance Policy in Syllabus	• Cohort Leader may contact student, clear the flag, close the loop
Missing/Late Assignments	Contact Instructor Review Syllabus	• Cohort Leader may contact student, clear the flag, close the loop
Low Quiz or Test Scores	Contact Instructor Directed to Learning Lab	 Cohort Leader may contact student Learning Lab clears flags when students visit the Lab for tutoring
In Danger of Failing	Contact Instructor Link to Withdrawal Policy Directed to Student Success Initiatives	 SSI will reach out to student via email/phone, clear flags and close the loop
General Concern	Contact Instructor	• SSI will monitor general concerns and reach out to student if appropriate, clear flags and close the loop
Referrals	Faculty has made a referral Contact Advising Counseling, Learning Lab Financial Aid	**Automated Email will be sent from Advising, Counseling, Learning Lab, Financial Aid, and Library acknowledging the referral and providing information about services

*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.

Responding to a Flag

Options:

- 1) Click on <u>Details</u> to see any comments associated with flag
- Click on <u>Comment</u> to add information to the Starfish student record
- Click on <u>Clear Flag</u> when the issue has been resolved – this opens a dialog box with the option to clear the flag and/or close the loop
- 4) **Student support staff should not edit instructor comments
- 5) **We are currently not using the assign feature





2 minute video: Clearing Flags and Closing the Loop

Update as of spring term 2016: place cursor over flag to open up options to clear flag and close the loop

How to clear flags and close the loop

Tracking Tab

- Use features on tracking tab to specify desired information
 - View: Inbox, Flag inbox, Due date, Active and Resolved
 - Connections: Roles (i.e. instructor, counselor, retention coordinator)
 - Cohort: Student affiliations (i.e. Veterans)

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♠ > Lynne Sutherland							
👫 Home Appointments 🗸	Students - Services	Admin Q Search	for Students	Lynne Sutherland - help logout			
My Students Tracking							
Resolve Scomment Assign	🎰 Success Plan 🔽 Send	d Message 🚺 🕒 Downloa	d				
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Student Name, Username, or ID Go	Inbox	All My Students		Add Filters			
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Tracking Tab

- Use additional filters on tracking tab to view by:
 - Flags
 - Kudos
 - Referrals
 - Item name (i.e. attendance concern, advising referral)

Tracking Items	~	Students with Tracking	Items
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L Success Plans		Item Name	`
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			Kole
		Assigned To	All assigned and unassigned
			O Unassigned
			User Search for a user
			Role Select a role
		Course Context	
		Due Date	
		Creation Date	Start 💼 to End 💼 😒



Student Dashboard



Student View - Dashboard

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K Home	Services	You are currently logged in as F	Student with Kuc	Dashboard do
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Dashboard My Success Network	THURSDAY	Contract Con	TODAY	Recent Kudos Keep Up the Goo Keep Up the Goo Uutstanding Acad Keep Up the Goo There are currently no open items in need of your attention. Check back often for updates.
Plans Plans History		Fundamentals of Writing (201540-42081-ENGL-098-293) Assignment Due: Essay 4 Final Elisa McCool		
	SATURDAY		12-12-2015	

Student View - Dashboard

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Services

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Serv	rices			Search					
		Single Stop							
	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							
		Ø Monday - Thursday 9 am - 4 pm							
		Mint Building, Room M1-21							
		http://ccp.edu/student-support/single-stop							
		Veterans Resource Center		E					
		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 ④ Monday - Friday 8:30 am - 5 pm 							
		Sonnell Building, Room BG-43							
		C 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 Projec	zt,	Ŧ					



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Team Leads

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Thank you for your willingness to be the pioneers for our new Early Alert System! Welcome to Starfish!