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.

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*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](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.

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.
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.
<table>
<thead>
<tr>
<th>Flags</th>
<th>Early Alert Flag</th>
<th>Kudos</th>
<th>Referrals</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Attendance Concern</strong></td>
<td>*Showing Improvement</td>
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<td>Advising Referral</td>
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<tr>
<td><strong>Missing/Late Assignments</strong></td>
<td>Keep Up the Good Work</td>
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<td>Counseling Referral</td>
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<td><strong>Low Quiz or Test Scores</strong></td>
<td>*Outstanding Academic Performance</td>
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<td>Financial Aid Referral</td>
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<tr>
<td>*In Danger of Failing</td>
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<td>Learning Labs Referral</td>
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<tr>
<td><strong>General Concern</strong></td>
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<td>Library</td>
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</table>

*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.

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<thead>
<tr>
<th>Name</th>
<th>No Feedback</th>
<th>Attendance Concern</th>
<th>Low Quiz/Test Scores</th>
<th>Missing/Late Assignments</th>
<th>In Danger of Failing</th>
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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.

<table>
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<tr>
<th>Concern</th>
<th>Contact</th>
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<tbody>
<tr>
<td>Disability</td>
<td>Center on Disability</td>
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<tr>
<td>Mental Health</td>
<td>*Starfish Counseling Referral</td>
</tr>
<tr>
<td>Disruptive Behavior</td>
<td>Behavior Reporting Form - Dean of Students</td>
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</tbody>
</table>

* 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 be made at any time in the term
What happens after flags are raised?

Instructor raises Flag/Kudo via Progress Survey or Manually

- Student receives email directly from faculty
- Flag/Kudo appear on Starfish Connect Dashboard

Student Support Staff view Flag/Kudo

Outreach to Student

Flag cleared after Intervention/Referral to Campus Services

Student Support Staff *Close the Loop* with Flag Raiser
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, 215-751-5555, W4-5. You can also contact me by replying to this email.

Sincerely,
Frank Starfish
How to make a Referral

Click the box next to student’s name
Creating a Referral

Using drop down menus:
Choose referral type and course context

See “how to make effective comments” document.
What happens after a referral is made?

Instructor makes Referral

Student receives email directly from faculty
Referral appears on Starfish Connect Dashboard

Student receives an automated acknowledgement of referral from the respective office with location and hours. Encouraged to use resource.

*Outreach to student from campus office

When student visits the service, support staff clear the referral.

Student Support Staff *Close the Loop* with Referral Initiator
The Role of Support Staff

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

*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

In *Students*, *Tracking* tab hover the cursor over the blue flag. A dialog box will open giving you the option to *Clear*.
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.
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
- History of calendar remainders, course assignments and notifications
- Anyone directly connected to a student is a part of their success network
- Academic work plans for improvement
Student Dashboard with Kudo
Student View - Dashboard

Student Dashboard with Flag
Services

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.

267-299-5010
Monday - Thursday 9 am - 4 pm
Main 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, Reserve 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
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)
Congratulations!

You are ready to begin utilizing Starfish!
Questions:

Team Leads

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X6077        X8136
tdicamillo@ccp.edu  lsutherland@ccp.edu

Email Starfishconnect@ccp.edu

Coming Soon! Starfish Connect Student Success Plans
Thank you for your willingness to use our new Early Alert System!
Welcome to Starfish Connect!