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!
Specific Expectations

<table>
<thead>
<tr>
<th>Instructors</th>
<th>Academic/ Student Support</th>
<th>Students</th>
<th>Everyone</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Raise flags/kudos/referrals when appropriate.</td>
<td>• Monitor notifications from Starfish.</td>
<td>• Receive email notifications.</td>
<td>• Complete your Profile so students know more about you.</td>
</tr>
<tr>
<td>• Submit progress survey when emailed.</td>
<td>• Reach out to students.</td>
<td>• Respond directly to faculty.</td>
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<td>• Record follow up actions in Starfish:</td>
<td>• Contact appropriate support office.</td>
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<td></td>
<td>• Clear flags</td>
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<td></td>
<td>• Close the loop</td>
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<td></td>
<td>• Make referrals</td>
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<td></td>
<td>• Address referrals**</td>
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*Advising, Counseling, Learning Lab, Financial Aid and the Library can address referrals.
Goals for Today’s Training

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

* 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.
We are asking faculty to make comments directed to 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.

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

* 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

Instructor raises Flag/Kudo via Progress Survey or Manually

Student can respond directly to instructor via email

- 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
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 fstarfish@ccp.edu, 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**

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.

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

*Outreach to student from campus office

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

<table>
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<tr>
<th>Flag</th>
<th>Email Direction to Student</th>
<th>Responder</th>
</tr>
</thead>
<tbody>
<tr>
<td>Attendance</td>
<td>Contact Instructor Check Attendance Policy in Syllabus</td>
<td>• Cohort Leader may contact student, clear the flag, close the loop</td>
</tr>
<tr>
<td>Missing/Late Assignments</td>
<td>Contact Instructor Review Syllabus</td>
<td>• Cohort Leader may contact student, clear the flag, close the loop</td>
</tr>
<tr>
<td>Low Quiz or Test Scores</td>
<td>Contact Instructor Directed to Learning Lab</td>
<td>• Cohort Leader may contact student, clear the flag, close the loop</td>
</tr>
<tr>
<td></td>
<td><strong>Automated Email will be sent from Advising, Counseling, Learning Lab, Financial Aid, and Library acknowledging the referral and providing information about services</strong></td>
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</tr>
<tr>
<td>In Danger of Failing</td>
<td>Contact Instructor Link to Withdrawal Policy 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>General Concern</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>Referrals</td>
<td>Faculty has made a referral Contact Advising Counseling, Learning Lab Financial Aid</td>
<td><strong>Automated Email will be sent from Advising, Counseling, Learning Lab, Financial Aid, and Library acknowledging the referral and providing information about services</strong></td>
</tr>
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</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.
Options:
1) Click on Details to see any comments associated with flag
2) Click on Comment to add information to the Starfish student record
3) Click on Clear Flag 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)
Tracking Tab

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

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.

- **Phone:** 267-299-5910
- **Hours:** Monday - Thursday 9 am - 4 pm
- **Location:** Main Building, Room M1-21
- **Website:** [http://ccp.edu/student-support/single-stop](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.

- **Phone:** 215-751-8402
- **Email:** vets@ccp.edu
- **Hours:** Monday - Friday 8:30 am - 5 pm
- **Location:** Bonnell Building, Room BG-43
- **Website:** [http://ccp.edu/student-support/veterans-resource-center](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,
Congratulations!

You are ready to begin utilizing Starfish!
Support

Team Leads

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

Starfish Connect@ccp.edu
Thank you for your willingness to be the pioneers for our new Early Alert System!

Welcome to Starfish!