



Starfish
Troy University



What is Starfish?



★ Starfish is...

- ★ A Student Success Company
- ★ A Student Retention System

★ Starfish believes...

- ★ The campus community engaged with a student will lead to that student's success.

★ Starfish helps...

- ★ **Identify.** Which students are at risk now?
- ★ **Guide.** Where do I go to get/offer help?
- ★ **Connect.** When can I get help?
- ★ **Optimize.** How are services performing?

Starfish Solutions

Starfish EARLY ALERT™

Early Warning & Student Tracking System

- Student concerns can be manually flagged when observed or through periodic flag surveys.
- Automatic flags are raised based on information in Blackboard.
- Recommendations can be communicated to the student.
- Appropriate personnel are informed of flags raised and cleared.

Starfish CONNECT™

Educational Support Networking System

- Each student has personal My Success Network of instructors and advisors.
- Online scheduling for individual and group appointments.
- Appointment confirmation by email.
- Documentation of contact with students through private and shared notes.
- Success Network of available support resources.

System-Raised Flags

★ System-raised flags initiated from data in Blackboard – for fully online courses only

Flag Name	Description	Email notification goes to...
Inactivity for 7 Days	The student has not accessed Blackboard course in seven days.	<ul style="list-style-type: none"> • Student • Instructor • Academic advisor • Administrative advisor
Inactivity for 14 Days	The student has not accessed Blackboard course in fourteen days.	<ul style="list-style-type: none"> • Student • Instructor • Academic advisor • Administrative advisor

System-Raised Flags - continued

★ **System-raised flags initiated from data in Blackboard – for Term 4 courses only**

Flag Name	Description	Email notification goes to...
First Time Student	This flag is raised for students who are taking an online course during their first term with Troy University.	<ul style="list-style-type: none"> • Student • Instructor • Academic advisor • Administrative advisor

Instructor-Raised Flags

★ **Flags available for instructors to raise for students – for all courses in Blackboard**

Flag Name	Description	Email notification goes to...
Low Grade Concern	The student has a grade average in the course that is not meeting the instructor's expectations for success.	<ul style="list-style-type: none"> • Student • Academic advisor • Administrative advisor
Poor Participation	The student's participation in course activities is not meeting the instructor's expectations for success.	<ul style="list-style-type: none"> • Student • Academic advisor • Administrative advisor

Instructor-Raised Flags - continued

- ★ Flags available for instructors to raise for students – for all courses in Blackboard

Flag Name	Description	Email notification goes to...
Incomplete Assignments	The student is not completing assignments as the instructor expects for success.	<ul style="list-style-type: none"> • Student • Academic advisor • Administrative advisor
Outstanding Academic Performance	The student's academic performance in the course is outstanding.	<ul style="list-style-type: none"> • Student • Academic advisor • Administrative advisor

Flag Survey

- Instructors will receive an email reminding them to complete a flag survey for the students in their course(s).
- Check the appropriate boxes and click *Submit* to raise flags.

Home | Appointments | Students | Profile | Admin

ALL STUDENTS | FLAGS | FLAG SURVEYS

Survey: General Edops 1: Weekly Survey

Review your student roster, select any observed issues if any and submit the survey. The survey should be submitted even if there are no observed issues.

Name	No Flags	Poor Attendance	Participation	Work Life
Abrecht, Randy	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Andreas, Randy	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Barger, Jeff	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chapman, Jeff	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fisher, Jim	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Funk, Jim	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Olmos, Lexxi	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hard, Sara	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hick, David	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hunter, David	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Jacobsen, Matt	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Johnson, Matt	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Jordan, Christa	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Total students flagged: 0

Displaying students 1 - 26 of 26

Specific Expectations

Instructor	Advisors	Students	Everyone
<ul style="list-style-type: none"> • Receive email notifications of system-raised flags • Submit flag survey as necessary • Follow up with students as necessary • Raise/Clear flags as necessary • Add notes 	<ul style="list-style-type: none"> • Receive email notifications of system-raised and instructor-raised flags • Follow up with students as necessary • Add notes • Schedule appointments with students as necessary 	<ul style="list-style-type: none"> • Receive email notifications when flagged • Contact instructor and/or advisor when assistance is needed 	<ul style="list-style-type: none"> • Complete your Profile so everyone will know more about you • Consider using online appointment scheduling

Example Email to Student

Subject: Low Grade Concern: PSY2200
From email address: studentsuccess@troy.edu
Reply-to email address: studentsuccess@troy.edu

Dear Jane,

Your success is important to Troy University! Your instructor for PSY2200 is concerned about your grades in the course. Please contact your instructor to learn how to improve your performance. Resources for help can also be found in Starfish on the Home page under My Success Network and on the Success Network page.

This email is part of a student success initiative provided by Troy University. You may receive email notifications regarding your performance in your class(es). If you have any questions about these notifications, please contact us at studentsuccess@troy.edu.

For instructor and advisor contact information, login to Blackboard, click on the Starfish tab at the top of the screen, and look under My Success Network. We are here to help you succeed!

Sincerely,

Troy University eCampus Student Success Team

How To...

- Access Starfish
- Find your student list
- View a student folder
- Configure your profile
- Set appointment preferences
- Set email notification preferences
- Add office hours
- Use Scheduling Wizard
- Schedule an appointment

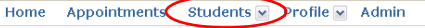
Access Starfish

- Login to Blackboard.
- Click the Starfish tab.

The screenshot displays the Troy University Blackboard dashboard. At the top, the navigation menu includes 'eCampus', 'My Content', 'Faculty Resources', 'Starfish', and 'System Admin'. The 'Starfish' tab is circled in red. Below the navigation, the dashboard is divided into several sections: 'User Tools' (with links to Announcements, Calendar, Tasks, My Grades, Set My Email, and Personal Information), 'Resources for Faculty' (with a note about technical support), 'My Organizations' (stating no current participation), 'My Courses' (listing 'CindyPeel-dev-1', 'CindyPeel-dev-2', and 'Educational Technology Support'), and 'My Tasks' (stating 'No tasks due').

Find Your Student List

1. Click **Students** in the top frame navigation.
2. Search for a student by...
 1. Typing the student's name into the **Search** field
 2. Choosing your **Connection** to them
3. To organize your students list by flag, select the **Flags** tab.
 1. You can sort the list by flag name and/or flag status.
 2. You can clear or comment on flags from here.



Home Appointments **Students** Profile Admin

Add Office Hours Add Appointment Add Group Session

Clear Flags Add Flag Comment Invite Students

Search: Name Flag: All Flags Connection: General Settings Term: All

Status: Active Cleared Status Not Disclosed Show: All Flags Raised

Raise Date	Name	Flag	Status	Raised By	Trigger
8:45 am 04-09-2010	Sibson, Lisa	Attendance Problem	Active	GSL, Yaelen	Manual
8:45 am 04-09-2010	Chapell, Jeff	Attendance Problem	Active	GSL, Yaelen	Manual
8:45 am 04-09-2010	Anderson, Sarah	Attendance Problem	Active	GSL, Yaelen	Manual
8:45 am 04-09-2010	Dobson, Deb	Attendance Problem	Active	GSL, Yaelen	Manual
8:45 am 04-09-2010	Sibson, Lisa	Attendance Problem	Active	GSL, Yaelen	Manual
12:50 pm 04-07-2010	Sibson, Lisa	Counseling Referral	Active	GSL, Yaelen	Manual
12:49 pm 04-07-2010	Anderson, Sarah	Attendance Problem	Active	GSL, Yaelen	Manual
12:45 pm 04-07-2010	Sibson, Lisa	Attendance Problem	Active	GSL, Yaelen	Manual
10:40 am 04-07-2010	Sibson, Lisa	Attendance Problem	Active	GSL, Yaelen	Manual
5:14 pm 04-06-2010	Sibson, Lisa	Peer Class Performance	Active	GSL, Yaelen	Manual
3:30 pm 04-06-2010	Sibson, Lisa	Student Financial Concern	Active	GSL, Yaelen	Manual
3:30 pm 03-31-2010	Sibson, Lisa	Student Financial Concern	Active	GSL, Yaelen	Manual
1:23 pm 03-26-2010	Sibson, Lisa	Attendance Problem	Active	GSL, Yaelen	Manual
1:26 pm 02-24-2010	Sibson, Lisa	Student Financial Concern	Active	GSL, Yaelen	Manual

Page: 1 of 1 Total Flag raised: 9 Displaying Page 1 of 1

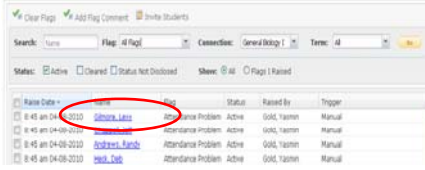
To clear multiple flags at once from the Flags tab:



Check off the boxes to the left of the flags you want to clear, then click the Clear Flags link at the top.

View a Student Folder

1. From your **Students** list, click the hyperlink of a student's name.
2. This brings you to the **student's folder**. Depending on your level of access, you will find information on...
 1. **Appointments** (past/upcoming)
 2. **Grades** (past/current)
 3. **Notes** (you added/shared with you)
 4. **Flags** history (raised/cleared)
3. From the student folder you can...
 1. Raise a flag
 2. Add a note
 3. Send an email



Clear Flags Add Flag Comment Invite Students

Search: Name Flag: All Flags Connection: General Settings Term: All

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8:45 am 04-09-2010	Sibson, Lisa	Attendance Problem	Active	GSL, Yaelen	Manual
8:45 am 04-09-2010	Anderson, Sarah	Attendance Problem	Active	GSL, Yaelen	Manual
8:45 am 04-09-2010	Dobson, Deb	Attendance Problem	Active	GSL, Yaelen	Manual

Rachel Lands Save Flag Add Note Invite Student

Phone: (715) 422-4467 | Cell Phone: 512-495-6257 | Institute Email: qz@qzshofshofshof.com | Preferred Email: qz@qzshofshofshof.com

OVERVIEW APPOINTMENTS GRADES NOTES FLAGS

Recent Flags

- Flagged for Counseling Referral
- Flagged for Behavior Concerns

Student ID: 6464026 Phone: (715) 622-4467

Preferred Email: qz@qzshofshofshof.com Cell Phone: 512-495-6257

Institute Email: qz@qzshofshofshof.com

Name: 100% standards passed student data. [Report inaccurate photo]



Anywhere you see a student's name as a hyperlink will take you to their student folder.

Configure Your Profile

1. Click **Profile** in the top frame navigation.
2. Edit your contact information.
3. Upload your **photo** to help a student put a face to your name.
 - a. Select the Upload Photo link.
 - b. Browse for a photo on your desktop (JPEG, GIF, PNG).
 - c. Click the Upload Now button.
4. Complete the **General Overview** and **My Biography** sections so students can learn more about you.
5. Click the **Save** button.

Home Appointments Students **Profile** Admin

Add Office Hours Add Appointment Add Group Session

Max Ashford

General Overview


My Biography




Students will see your profile information when they click to view your online appointment calendar.

Set Appointment Preferences

1. Go to Profile > **Appointment Preferences**.
2. Select your **Minimum Appointment Length**.

 When students sign up, they see time slots for the appt lengths you allow.
3. Select your **Scheduling Deadline** – e.g., if appointments must be made by 5 p.m. the day before.

 If you check the box to allow walk-ins after the deadline, students will see this noted in your calendar.
4. Establish **My Locations** so students know where they can meet with you.
5. Delegate **Calendar Managers** – colleagues who can see your calendar and make any edits/deletes.
6. Click the **Save** Button.

Home Appointments Students Profile

Add Office Hours Add Appointment

Appointment Preferences

Basics

My Locations

Calendar Managers

Set Email Notification Preferences

1. Go to Profile. Then choose **Email Notifications**.
2. Under **Appointments Notifications and Flag Notifications**, set your preferences for if/when you want to be notified of appointments and flags.
3. To receive **iCal attachments**, check the boxes to receive an individual email every time there is a new or cancelled appointment.
4. Click the **Save** button.




You can change your email notifications settings at any time.

Add Office Hours

1. Go to Appointments> **Add Office Hours**.
2. Give your block a title. Indicate which day(s) of the week this block occurs.
3. Specify the start and end time.
4. Set the location. You can set up multiple locations by going to Profile > Appointment Preferences.
5. Enter any special instructions, or specify a **Start/End Date** if it is part of a series.
6. Click the **Save** button.

How do I edit or delete?



Click the  icon to see options for managing your office hours blocks.

Use Scheduling Wizard

1. Click **Scheduling Wizard**.
2. Fill in your appointment availability from week to week. Use the arrows to scroll through the weeks within the entire term.
3. Click the **Save** button.

appointments Students Profile Admin

Scheduling Wizard

Enter the start and end time for all office hour blocks for the selected week.

July 5-9, 2010

Mon 7/5		Tue 7/6		Wed 7/7		Thu 7/8		Fri 7/9	
10:00 AM	11:30 AM	1:00 PM	2:00 PM	Start Time	End Time	1:00 PM	3:00 PM	Start Time	End Time
Start Time	End Time	3:30 PM	4:30 PM	Start Time	End Time	Start Time	End Time	Start Time	End Time
Start Time	End Time	Start Time	End Time	Start Time	End Time	Start Time	End Time	Start Time	End Time
Add Another Block		Add Another Block		Add Another Block		Add Another Block		Add Another Block	

Schedule An Appointment

1. Click **Appointments** at the top, then choose the **Add Appointment** link.
2. Search for a student name in the "With" field.
3. Complete the fields to specify the date, time and duration of the appointment.
 1. You will receive an email confirmation for this appointment.
 2. As the calendar owner, you can add appointments at any date and time, regardless of whether they occur within available blocks.
4. Click **Save**.

Home Appointments Students Profile Admin

Add Office Hours Add Appointment Add Group Session

Add/Edit Appointment

With:

Search: Active terms All terms

Start: 08/06/2009 9:00 AM Duration: 15 minutes

Where:

Reason:

Enter a detailed description about the appointment. This is visible by you and the student with whom the appointment is made.

Detailed Description:

Private Comments:

Never Mind Submit



Students can never see other students' information. If a time slot is taken, it is marked as unavailable in your calendar.

Starfish Statistics

Term 3 Flags Raised

Inactivity for 7 Days:	8,550
Inactivity for 14 Days:	2,685
Low Grade Concern:	1,779
Poor Participation:	1,231
Incomplete Assignments:	1,447
Outstanding Academic Performance:	676


Term 4 First Time Student Flags Raised

First Time Student:	1,048
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Coming Soon


- **Additional information in student folder**
- **Enhancements to student home page**
- **Reporting tool for student outcomes and measurable results for retention**

Questions



Questions?

Support



Have questions?
Contact Cindy Peel at cpeel@troy.edu or studentsuccess@troy.edu