

Workflow in Starfish for Faculty & Staff

KUDOS FLAGS – USE OFTEN!				
Tracking Item	Raise this Flag if...	Who Responds?	Trigger to Clear Flag	Who Clears Flag?
Kudos	This is a positive reinforcement tracking item meant to motivate or congratulate a student. Use often!	NA - Student receives email & no further action is required	NA	NA
NOTIFICATION FLAGS				
These create a track record & are used to communicate with students				
Tracking Item	Raise this Flag if...	Who Responds?	Trigger to Clear Flag	Who Clears Flag?
Attendance Notification Flag	There is concern with the students attendance, if student has stopped coming altogether add date of last attendance	Instructor leaves explanatory comments in flag	Attendance issues improve	Instructor *
Low Participation Flag	There is concern about student's participation in course	Instructor leaves explanatory comments in flag	Participation issues improve	Instructor *
Low Score Flag	There is concern about student's low grades/scores on tests or quizzes	Instructor leaves explanatory comments in flag	Student's grade improves so the low score is no longer concerning	Instructor *
Missing Assignment Flag	Raise this flag if concerned about missing assignments	Instructor leaves explanatory comments in flag	Student completes missing assignments (if allowed) or grades improve so missing assignments are no longer concerning	Instructor *
3rd & 6th Flag	Auto-generated by Starfish when a student reaches the 3 rd or 6 th flag threshold	Faculty Advisor, R&R, & Student Support Services attempts to contact student after 3 rd or 6 th flag is triggered.	Contact with the student is made by R&R, Student Support Services or Faculty Advisor	Faculty Advisor, R&R, or Student Support Services
I NEED HELP				
Use these flags to ask for help from colleagues				
Tracking Item	Raise this Flag if...	Who Responds?	Trigger to Clear Flag	Who Clears Flag?
No Activity /Attendance Flag	There is a student who doesn't show up for class or has no activity in class	Faculty Advisor, R&R, & Student Support Services reaches out to student	Student participates in class	Instructor
Insufficient Progress Flag	There is concern about student's progress in course. Bigger picture flag in regards to student's overall progress in a course.	Instructor leaves comments in flag – this will determine need for additional response by Faculty Advisor, R&R, & Student Support Services **	Attendance & participation issues improve or student completes requirements.	Instructor *
General Concern	There is an item outside current flags & requires comments	Instructor leaves comments in flag & Faculty Advisor, R&R, & Student Support Services reaches out	Issue has been addressed with flag raiser & situation	Flag Raiser
SPECIAL USE FLAGS				
Contact Advisor for Possible Withdrawal Flag	If a student needs to review courses & identify if they need to withdraw from course	Faculty Advisor, R&R, & Student Support Services contacts student	Student meets with instructor & Advisor to discuss the situation, or student withdraws from the class	Instructor or Faculty Advisor
Behavioral Concern Flag	Student exhibits social or emotional behavior concern. If an emergency contact campus counseling or campus safety. Comments left will NOT be shown to student	The student DOES NOT receive an email & the Dean of Students or VP of Student Affairs addresses the issue	Issue resolved to flag raiser's satisfaction, or otherwise addressed	Flag Raiser or Dean of Students or VP of Student Affairs

***Closing Flags:** Faculty should clear flags that they have raised if they feel the concern has been addressed. However, Student Support Services, R&R, or Faculty Advisor may close the flag if they feel the concerns have been addressed.

****Student Contact on first and second flags:** The student may or may not be contacted on one of the first two flags, but R&Rs and Student Support Services makes every attempt to contact students with three or more open flags.

Faculty Expectations:

- Set-up/update your institutional profile in Starfish & add a photo.
- Complete any surveys you receive from Starfish during the timeframe the survey is available (Census date, Week 4 and Week 10).
- As an instructor, manage student progress in class through manually raising and lowering flags as needed. Do not put anything into a note you don't want others to see.
 - Phrase comments so they are clearly directed to the student, this will help make the comment more personal.
 - If you raise a No Activity/Attendance flag manually or on a survey you are expected to clear the flag once the student shows regular participation.
 - Utilize the Notification Flags to keep a track record of communication with a student.
 - Utilize the I Need Help Flags to get support from other members of the student's success network, (Faculty Advisor, R&Rs, Student Support Services, etc.)
- As an advisor, provide support and direction for advisees with Flag's, Referral's and To-Do's and help manage advisee tracking items.
- When creating, clearing a flag or responding to a flag add specific comments to the notes in regards to action taken. If you close someone else's flag, check the box for "close the loop" and put in a comment why you are closing the flag.
- Use the Kudo feature to applaud students when they are doing a good job, making an effort to get their grades or attendance back up, or just to help them stay motivated. Use this feature often!
- Respond to Athletic Grade Checks – all grade checks will come through Starfish now these will occur 2 times a semester around Weeks 8 and 12/13.

Staff Expectations:

- Set-up/update your institutional profile in Starfish & add a photo.
- If you advise students in any capacity check Starfish regularly for updates on any tracking items.
- Contact students on tracking items as they come through and follow-up with any that fall under your purview.
- Raise flags for issues as needed, staff will mostly use "General Concern" & "Behavioral Concern" flags.
 - Phrase comments so they are clearly directed to the student, this will help make the comment more personal.
- When creating or clearing a flag, add specific comments to the notes in regards to action taken. If you close someone else's flag, check the box for "close the loop" and put in a comment why you are closing the flag.
- Use the Kudo feature to applaud students when they are doing a good job, have paid their bill, are participating in campus activities or you see overall improvement.

Starfish Features:

- Starfish can be used to track attendance in your courses.
- Starfish flags are used to communicate concerns about a student throughout the student's network to help make a difference one student at a time.
- The Starfish Calendar can be synced with your Outlook Calendar so students can schedule appointments with you for your coursework and/or advising.
- Starfish can be used to create email lists of your students easily.