



Millersville University
UNIVERSITY COLLEGE



User Guide for Faculty and Staff

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Visit our website [Starfish and the University College | Millersville University](#) for updates and resources.

Starfish at Millersville University

STARFISH AND THE UNIVERSITY COLLEGE

[Starfish](#) is Millersville University's student success platform. It promotes communication between students, course instructors, faculty advisors, and staff in support of student academic achievement. Student success is a campus wide effort. Everyone has a role in helping our MU students be successful. Starfish works with all members of our institution to address specific student needs and connect students to resources.

Starfish is part of MU's [University College](#) whose affiliated offices champion achievement, foster opportunities for personal, professional, and academic growth, and promote work/life balance for sustained success as a life-long learner. The University College provides services, resources, and experiences to support a student's pathway to success.

Featured tools include: (1) **academic progress surveys** which provide timely updates on individual student course progress each semester, (2) **attendance surveys** to flag any students who have not or have stopped attending class, (3) **early alerts** which let students and academic advisors know when a student is staying on track or may need additional academic supports, (4) **student-generated "request help questions"** to get learners proactively connected to needed resources and information, and (5) **appointment and calendar features** for students to schedule meetings.

Faculty instructors and advisors can share concerns and call a student to action through *Flags*, *To-Dos*, and *Referrals* for a timely impact upon student success and encourage students through positive feedback using *Kudos*.

WHY STARFISH AT MU?

- Facilitates communication between campus stakeholders to foster student academic achievement.
- Connects students to valuable resources, services, and personalized interventions.
- Mitigates student risk by identifying areas of concern and devising success pathways.
- Provides reliable data to focus student success and retention strategies more effectively.
- Promotes a proactive, student-centered culture of learners who take accountability for their own engagement.

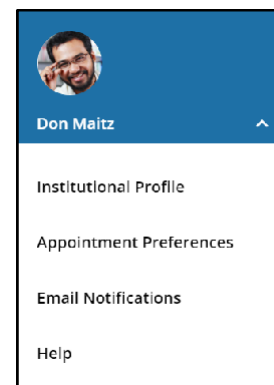
HOW TO LOG IN TO STARFISH

1. Log in to Starfish through the [MyVille Portal](#).

HOW TO SETUP YOUR PROFILE

Some of your profile will already be prepopulated from information in Banner, MU's Student Information System. To complete the profile:

1. Click on your name in the Top Navigation bar and select the **Institutional Profile** tab.



2. Use 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.

Please fill out as much of your profile as possible; students will see this information.

Yasmin Gold [Last Login: 1:10 PM April 29, 2014]

Login Page:

Login: Institution Email:

Phone: Alternate Email: [mobile Users ?](#)

mobile:

Video:

Phone:

Send my correspondence to:
 Institution Email Alternate Email Both

Time zone:

Display all time zones

3. Edit your **Phone** number and add an optional **Alternate Email** address if you want Starfish to send updates to your MU email and another account. Select **Both** to receive emails at both accounts.
4. Double check that the **Time zone** selected matches your time zone (Eastern Time).

5. Add information to the **General Overview** and **My Biography** sections to let students know a bit more about you.

6. Click the Submit button to save your changes.

General Overview

A general message should go here. Tell people how you can help them during your office hours.

I teach English Composition and Creative Writing and am also an advisor. Please feel free to stop by or schedule a meeting during my posted office hours. When you sign up for your meeting, be sure to select the reason that best describes what you'd like to talk about. I can help you think through topic choices and outlines and help connect you to reference materials particular to your chosen subject. I can also help you decide which English courses are the best options to meet your degree requirements and career aspirations.

My Biography

Use this space to tell others about yourself. You can include your educational background, work experience, areas of research and study, or any other information that would be relevant to others on campus. Students are more likely to reach out to you if they know a little about you.

I came to Excellent University in 2011. My research and teaching interests include twentieth-century and contemporary American literature and documentary film and the use of historical fiction as a teaching support in elementary education. In my free time I work with several local organizations focused on promoting literacy and creative writing for youth. I completed my undergraduate studies at Indiana University of Pennsylvania, and my graduate and doctorate degrees from Penn State University in Virginia.

HOW DO I CHANGE EMAIL NOTIFICATIONS FROM STARFISH?

Starfish will email you a summary of flag activity for your students. Use the **Email Notifications** tab of your **Profile** to modify details of how and when you receive these notifications.

HOW TO RESPOND TO A PROGRESS SURVEY

Progress surveys provide timely updates on individual student attendance or course progress each semester. Faculty will receive an email reminder when there is a new survey to complete. Each individual survey presents a roster of students in one course section. You can raise flags, referrals, or kudos for each student based upon the survey selections. Surveys are designed as “point in time” checks throughout the semester to track student needs.

A sample survey:

Starfish

OVERVIEW MY STUDENTS TRACKING INTAKE ZOOM IN ATTENDANCE PROGRESS SURVEYS (11)

CHOOSE SURVEY
General Biology II (SCI-BIOL201-600-201901): 3 Question Flag Survey

a General Biology II (SCI-BIOL201-600-201901): 3 Question Flag Survey
b SAVED February 19, 2019 at 11:02 AM
c DUE March 11, 2019 at 8:57 AM

A weekly “testing” survey which allows you to quickly alert student support services about students in need of assistance. **d**

e Search **f** Search

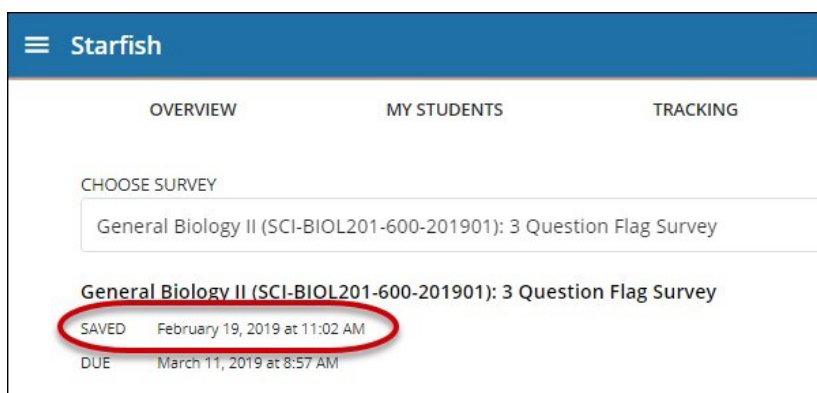
Name	Worklife Interfering	Poor Attendance	Behavior Concern
Albright, Randy ralbright5393	<input checked="" type="checkbox"/> +	<input type="checkbox"/>	<input type="checkbox"/>
Andrews, Randy randrews5397	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Berger, Jeff jberger5395	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chappell, Jeff jchappell5119	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

g RESET SUBMIT

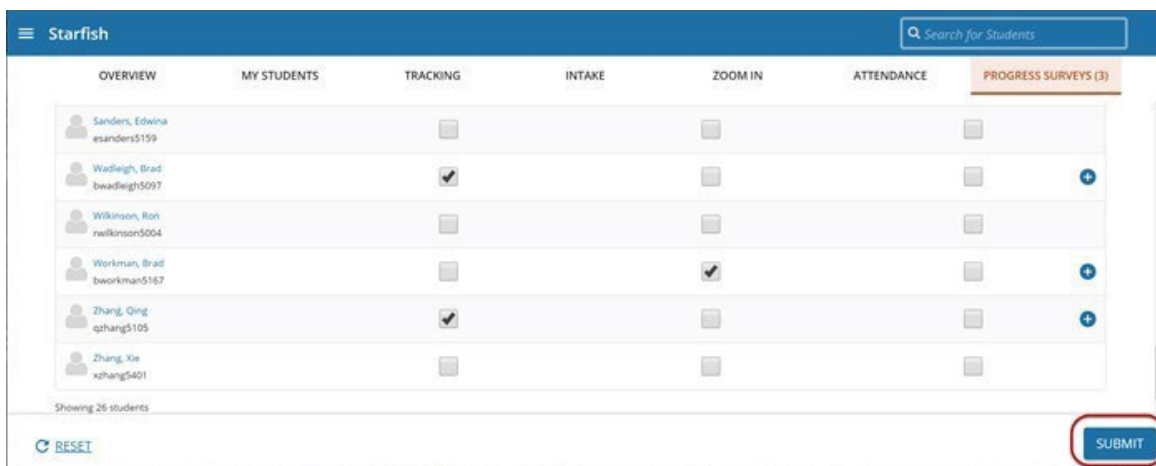
STEPS FOR COMPLETION --

1. Select **Students>Progress Surveys** from the menu.
2. The Progress Surveys tab will display the title and the number of items included in the survey, the survey date and time, the survey due date, and a survey description.

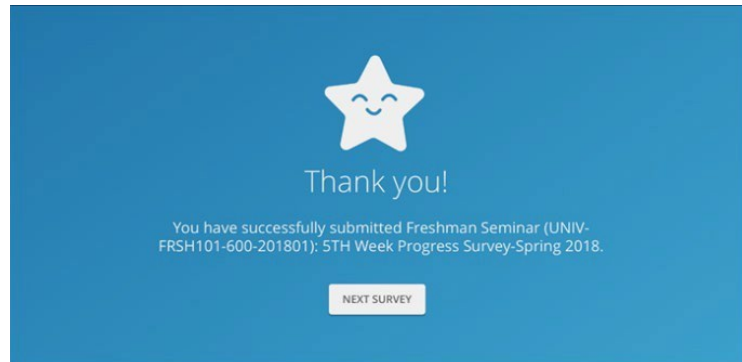
- To search for a specific student within the survey, select **Search** and enter the student's name, then hit **Search**.
- Select **Reset** to clear all previous work and start over.
- Review each student and select the appropriate item(s). A comment box will display (shown above) enabling you to add a comment with your raised item. If comments are required for that item, you will not be able to submit the survey until all comments are entered.
- If you are connected to the internet, Starfish will save your work as you go; the **Saved** date at the top of the survey will tell you when your work was last saved (see below).



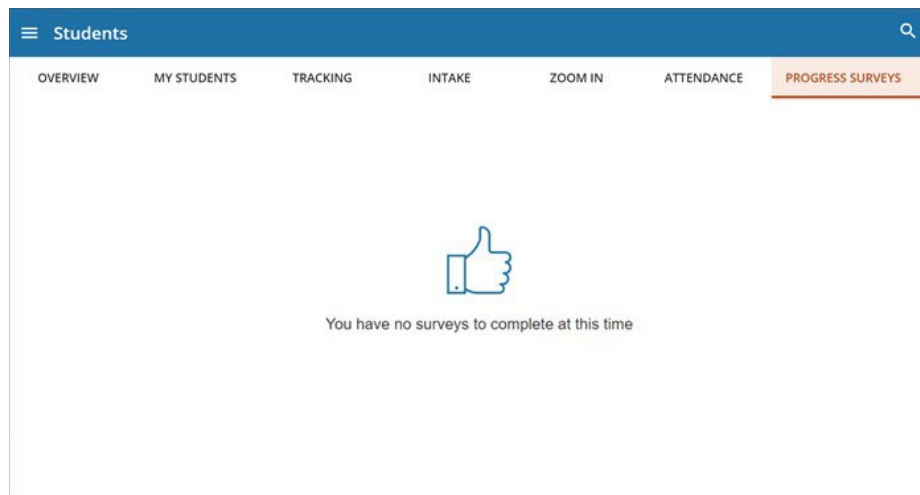
- Select **Submit** to complete the survey. **You will be unable to re-access the survey once submitted.**



8. A confirmation message will display indicating a successful submission. You will be prompted to proceed to the next survey until you complete all surveys.



9. When all surveys are submitted, the Progress Surveys tab will indicate "no surveys to complete at this time".



COMPLETING ROSTER VERIFICATION ATTENDANCE PROGRESS SURVEYS

To complete these type of surveys, follow the same directions as for any progress survey. For 15-week courses, these surveys are completed by the end of week 2 (survey #1) and week 10 (survey #2).

Roster Verification Survey #1 – Attendance - No-Shows Overview

Starfish University Search for Students

[ROSTER](#)
 [TRACKING](#)
 [TELL US ABOUT YOURSELF](#)
 [ZOOM IN](#)
 [ATTENDANCE](#)
 [PROGRESS SURVEYS \(2\)](#)

Attendance - No Show for those students who have never attended the class but remain on the roster. For those students attending and on the roster, please leave their names blank. This report will go to the Registrar's Office. Students marked as "No Show" will be sent an email from the Starfish Success Team and then administratively dropped from the course to close the flag.

Search | 1

Attendance - No Show	
Student #1	<input type="checkbox"/>
Student #2	<input type="checkbox"/>
Student #3	<input type="checkbox"/>
Student #4	<input type="checkbox"/>
ATTENDANCE – NO SHOW SURVEY	
Select a flag for ONLY those students who have failed to attend both of the first two class meetings.	<input type="checkbox"/>
For students who are attending, leave their names UNCHECKED	<input type="checkbox"/>
If all students in your section are attending, leave them all unchecked and simply hit the submit button to verify the roster.	<input type="checkbox"/>

SUBMIT

Roster Verification Survey #2 – Attendance – Stopped Attending Overview

Starfish University Search for Students

[ROSTER](#)
 [TRACKING](#)
 [TELL US ABOUT YOURSELF](#)
 [ZOOM IN](#)
 [ATTENDANCE](#)
 [PROGRESS SURVEYS \(2\)](#)

Attendance - Stopped Attending for those students who have stopped attending the class but remain on the roster. Please include a last date of attendance in the comments. For those students attending and on the roster, please leave their names blank. This report will go to the Registrar's Office. Students marked as "Stopped Attending" will be sent an email from the Starfish Success Team and then administratively dropped from the course to close the flag.

Search | 1

Attendance - Stopped Attending	
Student #1	<input type="checkbox"/>
Student #2	<input type="checkbox"/>
Student #3	<input type="checkbox"/>
Student #4	<input type="checkbox"/>
ATTENDANCE – STOPPED ATTENDING SURVEY	
Select a flag for ONLY those students who have stopped attending.	<input type="checkbox"/>
You must include the last date of attendance in the comments with the flag.	<input type="checkbox"/>
For students who are attending, leave their names UNCHECKED	<input type="checkbox"/>
If all students in your section are attending, leave them all unchecked and simply hit the submit button to verify the roster.	<input type="checkbox"/>

SUBMIT

HOW TO RAISE A FLAG, TO-DO, KUDOS, OR REFERRAL OUTSIDE OF PROGRESS SURVEYS

To share feedback or concerns with a student, faculty can raise a flag, to-do, kudo, or referral:

1. Click on the **My Students** tab to see your student list.
2. Find the desired student by typing the name into the **Search** box.
3. Select the desired student(s).
 - a. For a single student: click on the student's name to navigate to the student's folder or click the checkbox to the left of the student's name.
 - b. To select multiple students, select the checkbox to the left of each of the desired students' names.

The screenshot shows the Starfish Tracking interface. At the top, there are three tabs: "MY STUDENTS", "TRACKING" (which is active and highlighted in orange), and "STUDENT INTAKE". Below the tabs is a search bar with the text "Search for Students". Underneath the search bar is a row of action buttons: "Resolve", "Comment", "Assign", "Flag", "Referral", "To-Do", "Kudos", "Success Plan", "Send Message", and "Download". Below the buttons is a filter section with "Student" (input field for name, username, or ID), "View" (set to "Custom"), "Connection" (set to "All My Students"), and "Cohort" (empty). There is an "Additional Filters" button with a plus sign. Below the filter section is a table with the following columns: "Student", "Success Score", "Item Name", "Status", "Created", "Assigned", and "Due". The table contains three rows of data, each with a checked checkbox in the "Student" column. The first row is for Zabadal, Aleksa (ID: B00232202) with an alert "In Danger of Failing- (Alert with Outreach)" and context "Fitness Walking (CV) (PED-173-Y01-202020)". The second row is for Mittelstadt, Morgan (ID: B00251898) with the same alert and context. The third row is for Corey, Nathaniel (ID: B00220932) with the same alert and context. All alerts are "Active" and were created "Yesterday by Hoffman, Heather".

Student	Success Score	Item Name	Status	Created	Assigned	Due
<input checked="" type="checkbox"/> Zabadal, Aleksa B00232202		In Danger of Failing- (Alert with Outreach) Context: Fitness Walking (CV) (PED-173-Y01-202020)	Active	Yesterday by Hoffman, Heather		
<input checked="" type="checkbox"/> Mittelstadt, Morgan B00251898		In Danger of Failing- (Alert with Outreach) Context: Fitness Walking (CV) (PED-173-Y01-202020)	Active	Yesterday by Hoffman, Heather		
<input checked="" type="checkbox"/> Corey, Nathaniel B00220932		In Danger of Failing- (Alert with Outreach) Context: Fitness Walking (CV) (PED-173-Y01-202020)	Active	Yesterday by Hoffman, Heather		

4. Click on the desired **Flag, To-Do, Kudos, or Referral** tab.
5. Select the alert from the list (you will only see alerts based upon your relationship to the students).
6. If applicable, select a course from the **Course Context**, drop down list, and enter notes in the **Comment** box.
 - a) The **Student View** shows if the student can view the flag and comments.
 - b) **Permissions** lists those roles who can view the selected flag(s) and comments.

- Click the **Save** button.

HOW TO VIEW EXISTING FLAGS IN STARFISH

- Log in to Starfish and select the **Students** tab.
- Select the **Tracking** Tab.
- Search by student name using the search box or filter by student list.
- Hover over the tracking item in the Item Name column to view details.

HOW TO CLEAR FLAGS IN STARFISH

Faculty instructors are the main users who “raise flags” in Starfish. Students receive an automated email when flags are raised in Starfish. These flags connect students back to their instructor for course-related flags or to MU support offices if additional help (like tutoring or mentoring) is recommended. Once the issue is addressed, instructors, advisors, or other designated flag managers will denote when the flag has been resolved and close the loop in the Starfish system. Stakeholders involved in the outreach are notified of this resolution and the student’s folder is updated.

To close the loop and clear a flag:

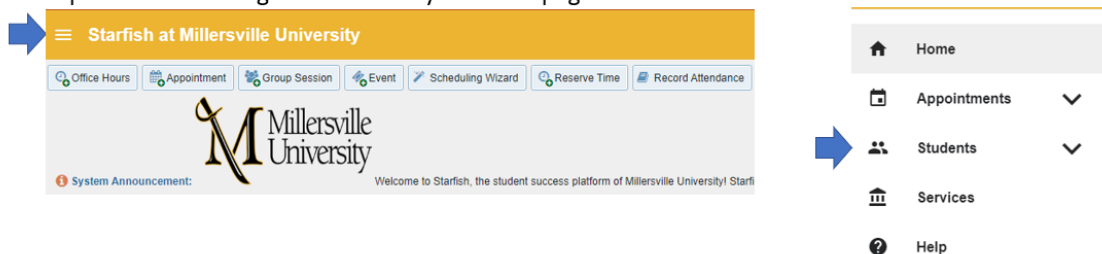
- Log into **Starfish** and select the **Students** tab. Next select the **Tracking** Tab.
- Once you have found the student and flag you would like to clear, hover over the orange flag icon by the item name and select **Clear** from the pop-up box.
- Select a **reason** for clearing the flag (required) and add a comment (optional). Students will not see these comments.

Reasons for clearing:

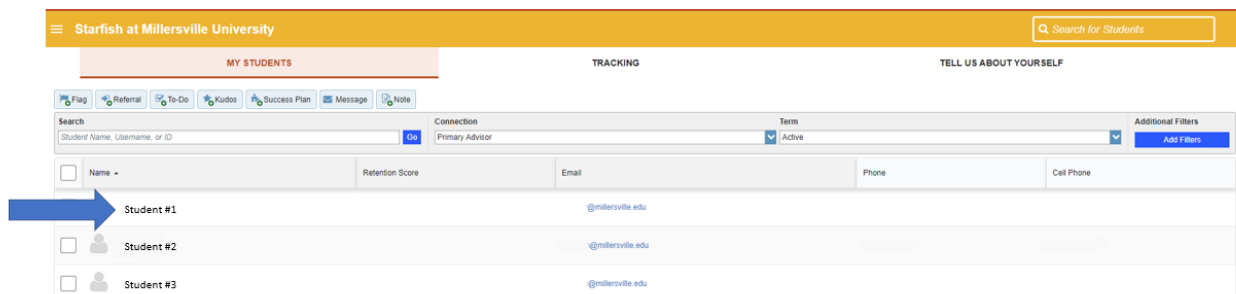
1. Contact was made with student and the issue is resolved.
 2. No contact was made with student - you were unable to reach the student after multiple attempts.
 3. The concern is no longer relevant – student performance improved, student withdrew from the class, etc.
 4. The flag was raised by mistake.
4. This will “resolve” the flag and it will no longer appear as an active tracking item to you, the student, or any other stakeholder who works with the student.
 5. To review flags that you have cleared, simply return to the same screen and sort for “**Active and Resolved**” items in the **View** sorting bar.
 6. Any unresolved flags will be bulk cleared by Starfish at the end of the semester.

HOW DO I GET MORE INFORMATION ON A STUDENT?

Expand the hamburger menu from your homepage and select “Students”



Click on a student’s name to access their folder



Overview Tab

- Last Term Enrolled
- Major
- Minor
- Student Type
- Holds
- Rate Code

The screenshot shows the 'Overview Tab' interface. At the top, there is a navigation bar with buttons for Flag, Referral, To-Do, Kudos, Success Plan, Message, Note, Appointment, and File. Below this is a sidebar menu with options: Overview (selected), Info, Success Plans, Courses, Tracking, Student Surveys, Meetings, Notes, and Network. The main content area is titled 'Student Information' and contains three rows of data:

✓	Enrolled Currently: AS
✓	Enrolled Last Term: 202320
✓	Major: ENSS

Info Tab

- Demographics
- Programs
- Term Status
 - Enrollment Status
 - Term GPA
 - Class Level
 - Course Load
 - Living on Campus
 - Cumulative GPA
 - Total Credit Hours
 - Credits Attempted in Term
 - Credits Earned in Term
 - Receiving Financial Aid
 - Academic Standing

The screenshot shows the 'Info Tab' interface. It features the same navigation bar and sidebar as the Overview Tab. The main content area is titled 'Demographics' and contains the following data:

Date of Birth	(20 years)	Gender	Female
Pell Grant Eligible	No	Race/Ethnicity	White
US Citizenship Status	Other		

Below this is the 'Programs' section, showing 'Bachelor of Science' as the primary major, with 'Mathematics' as the primary major and 'Fall 2020' as the start term.

The 'Term Status' section is divided into two tables for 'Spring 2023' and 'Fall 2022'. Each table contains the following data:

Enrollment Status:	Full-time	Academic Standing:	Good Standing
Term GPA:	2.230	Cumulative GPA:	2.690
Class Level:	Junior/Third-year	Honors:	No
Total Credit Hours:	87	Credits Attempted in Term:	16
Credits Earned in Term:	13	Course Load:	6 courses
Receiving Financial Aid:	Yes	Living On Campus:	No

The 'Fall 2022' table has identical data to the 'Spring 2023' table.

Success Plans Tab

- Success Plan

Success plans are a feature that combines a set of tracking items into an integrated prescriptive plan that can be assigned to one student or many. Success plans allow for creation of multiple alerts on a single student in a defined success path.

Courses Tab

- Courses by Term
 - Course Title
 - Section
 - Credit Hours
 - Instructor
 - Meeting Times

Tracking Tab

- Tracking Items
 - Flags
 - Kudos
 - To Dos
 - Referrals

Item Name	Status	Created	Due	Assignee	Context
<input checked="" type="checkbox"/> Contact the Office of Learning Services	Resolved	05-31-2023 by	06-30-2023		
<input checked="" type="checkbox"/> Contact your Academic Advisor	Resolved	05-31-2023 by	06-30-2023		
<input checked="" type="checkbox"/> Congratulations on your Academic Achievement!	Active	05-17-2023 by			
<input checked="" type="checkbox"/> Congratulations on your Academic Achievement!	Active	05-17-2023 by			
<input checked="" type="checkbox"/> Contact Student Support	Active	05-16-2023 by			
<input checked="" type="checkbox"/> Contact Student Support	Resolved	05-16-2023 by			
<input checked="" type="checkbox"/> It's the Final Countdown! Success Coaching drop-in	Active	04-17-2023 by			
<input checked="" type="checkbox"/> Attend the Finish Strong Event	Resolved	04-14-2023 by	04-27-2023		

Student Surveys Tab

Student Surveys

Based on assigned permissions, Open Student Surveys may be editable by the student or staff members until the end date. Closed Student Surveys are no longer editable. Paused Student Surveys are not editable and only display if there are responses.

Tell Us About Yourself

Status Open Open Dates 06-20-2023 - No End Date Response Last Updated No Response

[VIEW RESPONSE](#) [EDIT RESPONSE](#)

A listing of available surveys that the student can complete and their responses to the questions.

Meetings Tab

Date / Time	Reason	Scheduled By	With	Location
03-30-2023 at 10:52 am (Walk-In Meeting)	Tutoring			McNairy Library 5th Floor
02-16-2023 at 10:30 am (Appointment)	Registration / Class Schedule Course: Science Writing (202320-WRIT319-50Z-OLA)			Library
02-06-2023 at 2:55 pm (Appointment)	Pre-registration			Library
01-13-2023 at 1:35 pm (Appointment)	General Advising Visit			Library
11-09-2022 at 10:30 am (Appointment)	Tutoring Course: Field & Research Methods GEOG (202260-GEOG289-01-BLA)			Library
10-05-2022 at 10:00 am (Appointment)	Discuss prior test			Library

A documented occurrence of a meeting between a student and a calendar owner (i.e., advisor, instructor) that includes details about the outcomes of the meeting.

Notes Tab

Created In Term	Written By	Note Type	
Spring 2023	Anyone	Any	
Type	Subject	Written By	Date
<input checked="" type="checkbox"/> To-Do Comment	Create Comment It's the Final Countdown! Success Coaching drop-in	Role: Academic Leadership	04-17-2023
It's the final countdown to finals week! Drop-in opportunities for success coaching: study/test-taking strategies, finals week prep and planning, self-care and stress management. Healthy snacks and hydration. Visit the 5th floor of McNairy Library on Tuesday 4/25 5:30-7:30pm and 4/26 6:00-8:00pm.			
<input checked="" type="checkbox"/> To-Do Comment	Create Comment Attend the Finish Strong Event	Role: Academic Leadership	04-14-2023
Attend FINISH STRONG on April 27 from 11am to 2pm at the SMC, Huntington House, and at the McNairy Library. Get study tips, freebies, food, info on summer jobs and internships, and more! See the full agenda here - https://getinvolved.millersville.edu/event/8992836 . University College is here to support you with valuable resources to help you complete your semester goals.			
<input checked="" type="checkbox"/> To-Do Comment	Create Comment Contact the Financial Aid Office	Role: Academic Leadership	04-10-2023
Ensure that you have finalized all financial aid paperwork and requirements, or make arrangements with Business Office.			

The Student Folder Notes tab provides an aggregated look at comments saved about the student whether as part of a tracking item, within a meeting, posted directly to the student folder as a note, or sent to the student via Starfish's Send Message option. Click on the "+" sign associated with any item to view the details.

Network Tab

The screenshot displays the Starfish Network Tab interface. At the top, there is a navigation bar with buttons for Flag, Referral, To-Do, Kudos, Success Plan, Message, Note, Appointment, and File. Below this is a search bar with a 'Name' input field, a 'Connection' dropdown menu set to 'All', a 'Term' dropdown menu set to 'Active', and a 'Go' button. Underneath the search bar are three buttons: 'Select All', 'Deselect All', and 'Email Selected'. The main content area shows a list of three individuals, each with a checkbox, a profile picture, a role (Primary Advisor or Success Coach), a phone number (717) 871-XXXX, an email address ending in @millersville.edu, and an 'Assigned Items: 0' indicator.

The Student Folder Network tab list those individuals with whom the student has a relationship, and presents their email and phone contact information. Starfish also provides an Email Selected button that allows you to select one or more people from the list and send a message about the student via Starfish.