Millersville University

UNIVERSITY COLLEGE

STARFISH

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.
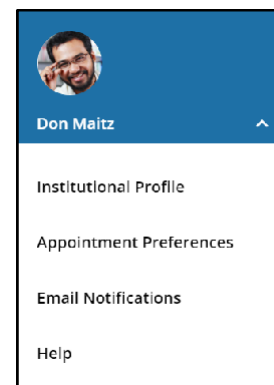
HOW TO LOG IN TO STARFISH

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.

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.

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:

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.

3. To search for a specific student within the survey, select **Search** and enter the student's name, then hit **Search**.
4. Select **Reset** to clear all previous work and start over.
5. 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.
6. 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).
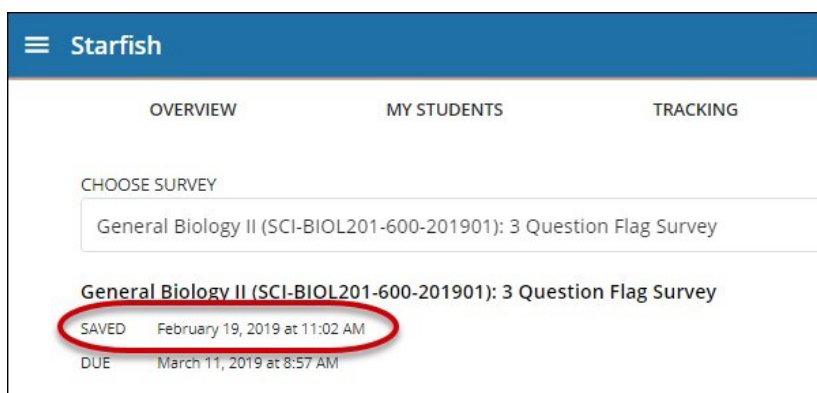
7. Select **Submit** to complete the survey. **You will be unable to re-access the survey once submitted.**
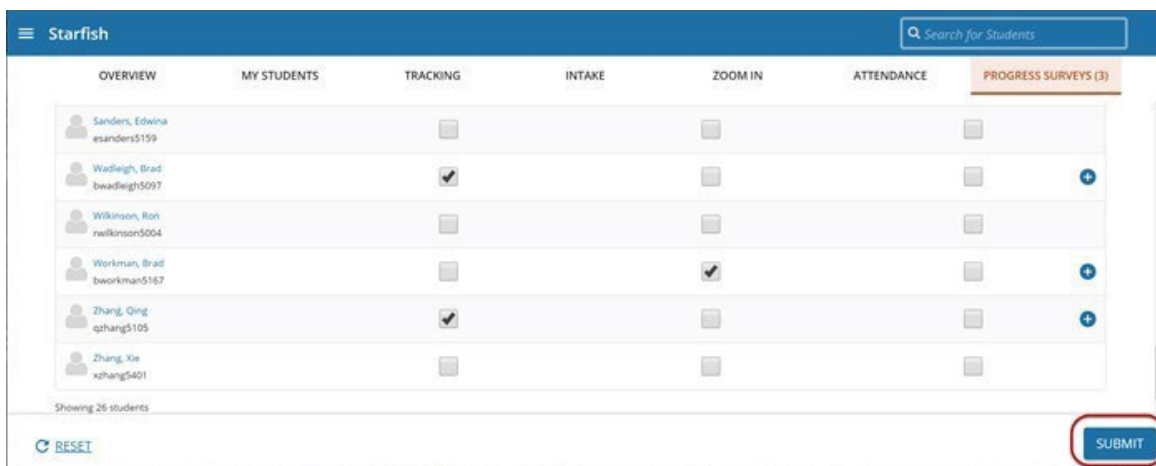
8. A confirmation message will display indicating a successful submission. You will be prompted to proceed to the next survey until you complete all surveys.
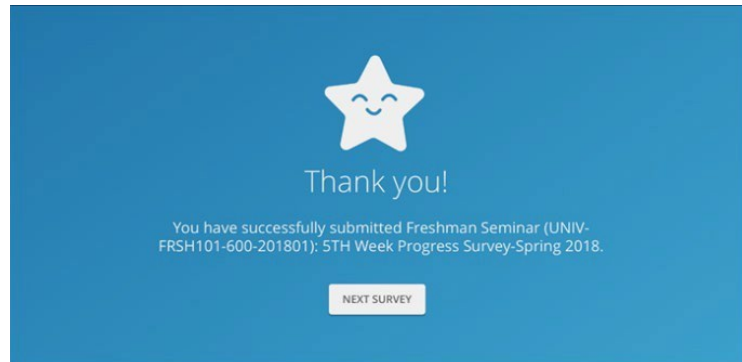
9. When all surveys are submitted, the Progress Surveys tab will indicate "no surveys to complete at this time".
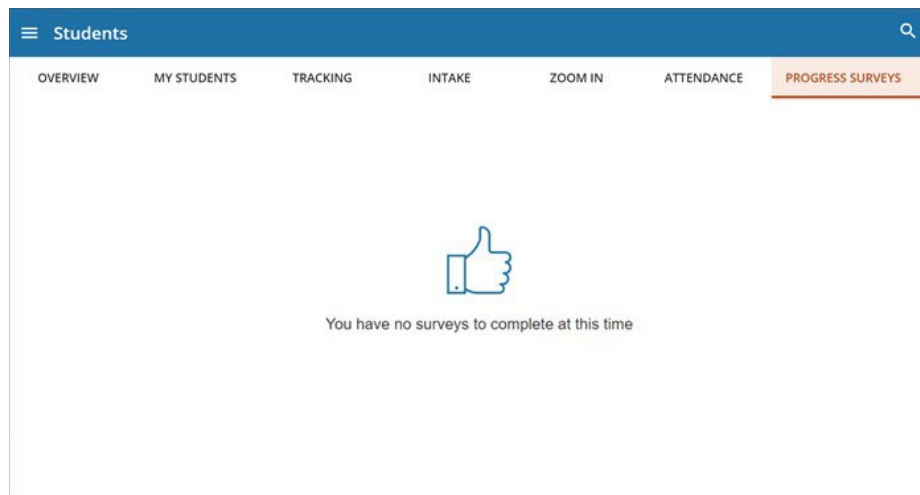
COMPLETING ROSTER VERIFICATION ATTENDANCE PROGRESS SURVEYS

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

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

Menu tabs: TRACKING   TELL US ABOUT YOURSELF   ZOOM IN   ATTENDANCE   PROGRESS SURVEYS (2)

SUBMIT

Roster Verification Survey #2 – *Attendance – Stopped Attending* Overview

Menu tabs: TRACKING   TELL US ABOUT YOURSELF   ZOOM IN   ATTENDANCE   PROGRESS SURVEYS (2)

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

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.

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.

7. Click the **Save** button.

HOW TO VIEW EXISTING FLAGS IN STARFISH

1. Log in to Starfish and select the **Students** tab.
2. Select the **Tracking** Tab.
3. Search by student name using the search box or filter by student list.
4. 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:

1. Log into **Starfish** and select the **Students** tab. Next select the **Tracking** Tab.
2. 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.
3. Select a **reason** for clearing the flag (required) and add a comment (optional). Students will not see these comments.
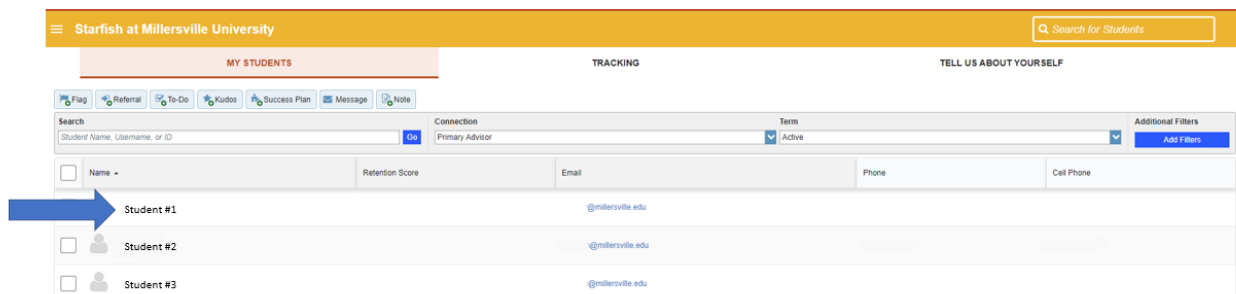
Reasons for clearing:
1. Contact was made with student and the issue is resolved.
2. No contact was made with student - you were unable to reach the student after multiple attempts.
3. The concern is no longer relevant – student performance improved, student withdrew from the class, etc.
4. The flag 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"
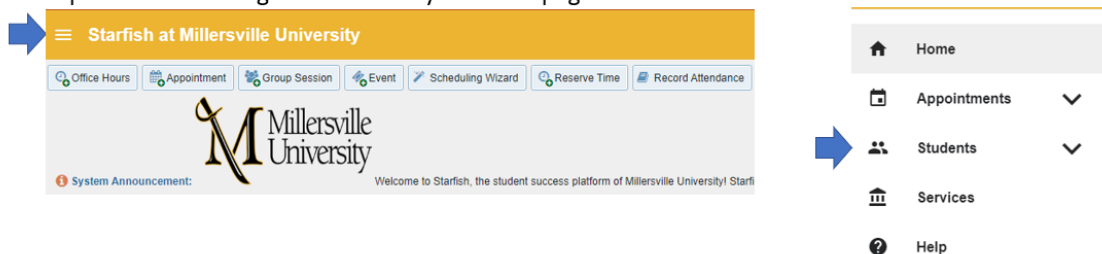
Click on a student's name to access their folder

Overview Tab

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

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

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

Student Surveys Tab

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

Meetings Tab

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

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 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.

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