

STARFISH REFERENCE GUIDE FOR FACULTY

PURPOSE

Starfish is a communication tool that supports student success and retention at MVCC. The goal of Starfish is to identify students who may be experiencing academic and/or personal challenges in order to provide them with the necessary resources for success as well as recognize students for their academic achievements and encourage/reinforce positive behaviors.

WHAT IS STARFISH

Starfish allows for seamless coordination between members of a students' Success Network in an effort to increase proactive, supportive, and active involvement in the academic success component of student retention. When academic performance issues arise which may threaten the success of the student, students are notified and encouraged to connect with a member of their success team— faculty, advisors, and other offices on campus to help promote and support their success. Students, faculty, student support advisors, referral offices and other special population advocates are all responsible for taking appropriate action in Starfish to contribute to student success.

FLAGS

What are they: Flags are a communication between a faculty member and a student. The intent of the flag is to allow a faculty member to draw the attention of a student in their course to a particular course related issue. At any point of the semester, a faculty member may raise a flag and or clear a flag for a particular student. Student Support Advisors will only attend to students/flags who have multiple flags over multiple courses.

Best Practice: Since many members of a student's support network will be aware of flags, clearing a flag (or closing the loop) allows others to know when an issue has been resolved to the instructor's satisfaction.

Current Flags:

- 1) **Attendance Concern** - Student has been absent without contact or is nearing attendance policy limits.
- 2) **Low Test Score** - Student displays low academic performance on a test.
- 3) **Missing Work** - Student has outstanding assignments or shows unusual pattern of completion.
- 4) **No Show** - Student never attended or participated in class.
- 5) **Unprepared** - Student demonstrates they have not prepared for the course as asked to.
- 6) **Automatic** – Flags for students who do not log-into Blackboard will be sent by the system.

KUDOS

What are they: Kudos are an opportunity for faculty to encourage/praise students for their work/effort. Kudos are left in the system for the entire semester and do not need to be "closed".

Best Practice: Kudos should outnumber the amount of flags a student receives. At any point of the semester, a faculty member as well as any member of the student's success network (SSA's, Athletics, International Admissions and Residence Life) may give kudos.

Current Kudos:

- | | |
|-----------------------------------|----------------------------|
| 1) Congratulations on Finishing | 6) Keep up the Good Work |
| 2) Engaged in Class | 7) Job Well Done |
| 3) Finish Strong | 8) Off to a Good Start |
| 4) Grades are Starting to Improve | 9) Your Extra Effort Shows |
| 5) Great Participation | |

REFERRALS

What are they: Referrals are to be raised for a student when a faculty member believes a student would benefit, or the student indicates they wish for assistance from an office at the college. Referrals can be made at any time of the semester. Students do not have to wait for a referral for assistance, they may also contact the offices directly.

Best Practice: First inform a student that a referral is being made (to gauge if they desire the referral) so they are aware that they will be contacted.

Responsible Party: The office that receives the referral is responsible for closing the loop.

Current Referrals:

- 1) **Career Services** - Career counseling, resume development, employment opportunities on/off campus.
- 2) **C3** - Assistance with housing, food, transportation, child care issues and more.
- 3) **Transfer** - Assistance with school searches, applications and timelines.
- 4) **Tutoring** - Assistance with academic course content, writing skills, and math skills.
- 5) **Student Support Advisor** - Registration, withdrawals, academic study skills, college processes, advisement, and general questions.

***Referrals may require a note to specify the nature of the referral.**

TO DO

What are they: To do's are tasks you can assign to students to help them accomplish their goals or bring attention to items students should complete. To Do's can be assigned by anyone in the student's success network.

Current To Do's

- 1) Meet during Office Hours
- 2) Meet with Your Student Support Advisor
- 3) Meet with your Faculty Advisor
- 4) Register for Next Semester
- 5) Review Academic Plan
- 6) Set Up Starfish Profile

***To Do's may require a note to clarify the actions the student must take.**

SURVEYS

Week Two –Attendance Survey: Sept. 7th through Sept. 9th

1) Flags

- a. **No Show** - Student has not attended the course. This could include students opening the course in Blackboard but not participating and or completing any work.
- b. **Attendance Concern** – Student has only attended in a minimal fashion (once for a 3 times a week course or perhaps did a discussion board post but not done any other work.

2) Kudos

- a. **Off to a Good Start**

Keep in mind:

- Flags will go to the faculty member and the student.
- You can manually raise flags, kudos, and make referrals at any time.
- Student Support Advisors (SSAs) will follow up **ONLY** on No Show Flags and Close the Loop

Week Four – Early Academic Progress Survey: Sept. 21 – Sept. 23

1) Flag

- a. **Attendance Concern** – Student has only attended in a minimal fashion (once for a 3 times a week course or perhaps did a discussion board post but has not completed any other work.
- b. **Missing Work** – Student has missing assignments that are impacting their grade
- c. **Low Test Score** – Student received a low test score which is a cause for concern moving forward.

2) Kudo

- a. **Engaged in Class**

b. Job Well Done

Keep in mind:

- Flag will go to the faculty member and student.
- You should add details to your flag or kudo to let the student know what their deficiency or praise is in reference to.
- You can manually raise flags, kudos, and make referrals at any time.

Automated Mid-term Notification:

An automatic flag gets raised for the student who has two or more unsuccessful grades (D, F) at the mid-term. This flag goes directly to the student and no further action needs to be taken. Mid-term flags automatically clear at the end of the semester.

Week Ten – Late Academic Progress Survey: Nov. 2nd – Nov. 4th

This survey will use a ranking scale for all students:

- 1) Outstanding Academic Performance
- 2) On Track to Pass
- 3) Low Average in Course Concern (in Danger of Failing)
- 4) Student Should Request Withdrawal
 - a. *The last day to withdraw from a full semester course is November 11th.*
- 5) Student Should Request Incomplete (extenuating circumstances)

Kudos

- a. Outstanding Academic Performance
- b. Keep up the Good Work

Keep in mind:

- Flag will go to the faculty member and student.
- You can manually raise flags, kudos, and make referrals at any time.

Starfish Training & Support

Please contact the Dean of your school for support regarding Starfish.