Instructor & Advisor Getting Started Guide
Starfish Retention Solutions

Easier than ever to identify and connect with students who need support

Welcome to Starfish®.

Starfish gives you a convenient way to keep track of your students – raising flags when you observe a pattern of behavior that concerns you, ensuring that the people on campus who can intervene are aware. It also allows your students to easily book an appointment with you or someone else who can help.

Getting started is easy. Starfish will automatically display all students that you have been assigned or are enrolled in your courses. From there, you can begin raising flags about students, review flags that have been raised about your students, and provide additional information.

That's it. Simple for you. Empowering for your students.

>> Setting up Your Profile

Some of your profile, such as your contact information, is imported from Blackboard. Other parts of your profile, such as your biography, can be entered by you. All information listed on your profile is viewable by students.

1. Click on your name at the top of the page, or the **Profile** link at the bottom of every page.
2. Your PhilaU ID picture will automatically be displayed. If you would like to change your picture, select the **Upload Photo** link. Under your photo. Browse for a photo on your desktop. Recommended file formats are JPEG, GIF, and PNG. Click the **Upload Now** button.
3. Enter an office phone number and complete the General Overview and My Biography sections.
4. Click the **Save** button.
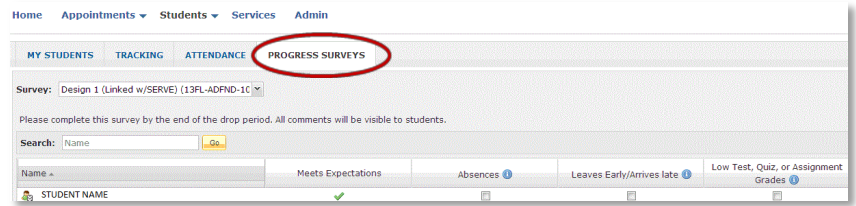
>> Academic Alert Progress Surveys

Academic Alert progress surveys will be sent out twice a semester- once during the second week of class before the end of the drop period, and once at midterm. You will receive an email reminder when there is a new survey for you to complete, and outstanding surveys will also be viewable on the default

home screen when you log in to Starfish.

## >> Academic Alert Progress Surveys (continued)

1. Click on the link on your default home screen, or click on **Students** navigation item and then choose the **Progress Surveys** tab.

2. Check the boxes to raise concerns about certain students. Complete the comments box for each concern raised. *Comments ARE viewable by the student.*

3. Click **Submit** when you are finished to raise the selected flags.

4. If you do not have any flags to raise for a class, you just need to click **Submit** to complete the survey.

5. If you are teaching more than one class, it will automatically bring you to the next section after you click submit. You can click **Save Draft** at any time if you do not wish to complete the survey.


>> Raising a Flag

In addition to the scheduled Academic Alert progress surveys, you can raise a flag, send a kudo, or send a referral recommendation at any time during the semester to communicate your observations.

1. Click on the **Students** navigation item to see all of your students.

2. Find the student you want to raise a flag for – by searching for their name or paging through the students. Click on the student's name to bring up the student's folder.

3. Under the student name, you will see the options for the types of flag items you can raise, which includes flags (academic concerns), kudos (encouragement), and referrals (referrals to a variety of campus services). Click on the item you would like to add.

4. Select the appropriate flag, enter comments and click the **Save** button.

5. The appropriate individuals will be automatically notified.
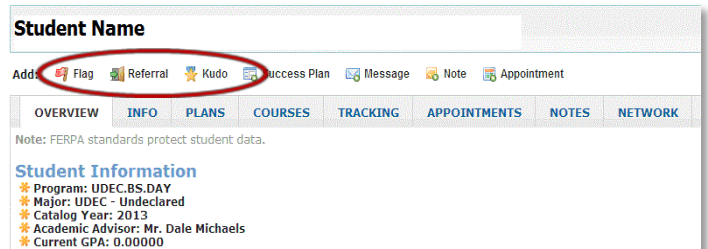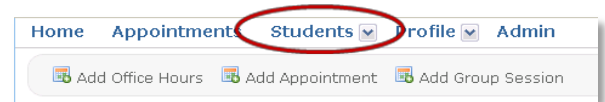
>> Clearing a Flag

When you meet with a student and resolve a raised flag, you can clear the flag. This will alert the other connections a student has, such as their advisor or instructor, that the issue has been resolved.
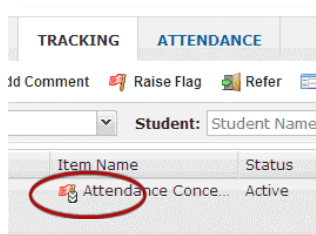
1. Click on the small arrows next to the raised flag item you wish to clear, and select the **Clear Flag** option.

2. Enter in comments on why you are clearing the flag, and click **Submit.**

>> Frequently Asked Questions

How do I get more detail on a student?

Anytime you see a student's name as a hyperlink, in an email, on your dashboard or throughout various Web pages, this hyperlink takes you to the student's folder. The student folder contains a) the student's contact information, b) any appointment history with you, c) the grades recorded in the student's online grade book, d) notes recorded by you or shared with you, and e) flags raised in Starfish.

How do I change how and when I am emailed by Starfish?

Starfish will email you a daily summary of flag activity for your students. You can change these settings by clicking **Profile**, and navigating to the **Email Notifications** tab.

How do I use the Appointments feature?

Starfish provides online appointment scheduling for your students. By setting up office hours, you enable students to make online appointments. You can also set up walk in only appointment hours, so students can view your office availability online, but cannot schedule appointments. If you are interested in using the Appointments feature, please contact Melissa Gohn at gohnm@philau.edu.

>> PhilaU Starfish Support

Having trouble? Want to learn more?

If you have any questions or would like to learn more about Starfish features, contact:
- *Melissa Gohn*, at Gohnm@philau.edu, (215) 951-6834
- *The Advising Advocate of your College*:
  - *C-ABE:* Carol Hermann, hermannc@philau.edu, (215) 951-2828
  - *C-DEC:* Nancy Howard, howardn@philau.edu, (215) 951-2888
  - *C-SHLA:* Ryan Long, longr@philau.edu, (215) 951-2606

Starfish YouTube trainings:
Visit http://www.youtube.com/user/starfishretention/videos for short video tutorials on:
- Completing a Progress Survey
- Raising a Flag
- Clearing a Flag