Getting Started with Starfish: Progress Surveys

What are Progress Surveys?

Starfish progress surveys are administered at critical periods during a semester to help alert students to their overall progress. It allows an instructor to send tracking items related to different aspects of academic performance. Each aspect identified as a concern (or kudo) will generate its own standardized email, sent on behalf of the instructor, directly to the student. The concern (or kudo) is also shared with the student's academic adviser, peer leader (if applicable), and any specialty advising area (e.g., Honors, Athletics, etc.). This support network may reach out to students based on the nature of the flag.

How will I know when a progress survey is open?

Starfish will send an email to all instructors of a course when a progress survey is open. A sample email is below:

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Subject: [Starfish] [Demo] Progress Survey is now open through 7/31/2017 7:00 PM EDT

Dear Monica,

As you know, we are utilizing Starfish to make the process of reporting academic concerns of your students as easy and efficient as possible. Through a Progress Survey you will have a quick way to inform us of your student’s progress in class.

To access the Progress Survey for your course(s):

- Login to Blackboard (http://canvas.uc.edu), or click the link at the bottom of this email.
- Under the Tools menu, select Starfish.
- A link to your Outstanding Surveys will be displayed at the top of your Starfish homepage.
- Once you reach the survey grid, simply check the box next to the particular student’s name for whom you would like to report progress. You will have options to add comments.
  - Your comments are visible to students, so please use good judgment.
  - Click Submit. If you don’t have any progress to report, it is important that you click Submit anyway, so we know you reviewed the survey. You will receive a confirmation email.
- Items you rate will be addressed by the appropriate individuals from our institution.
- Please visit the UC Starfish website to see email templates and for additional information about Starfish Early Alert.

View Surveys in Starfish!

The survey will close on 7/31/2017 7:00 PM EDT. Your responses will help us know which students to reach out to and offer help. For questions, feel free to e-mail Denise Ellis, UC Early Alert Project Manager.

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Completing a Progress Survey

1. Go to canopy.uc.edu and log-in with your UC username and password. (You can also click on the survey link in your email. This will direct you to Canopy.)
2. Under Tools on the left-side of the page, click Starfish.
3. From your Starfish home page, you will see a link to your Outstanding Progress Survey(s). Select the link.

4. You can see all your available surveys by clicking on the survey drop-down box.

5. Directions for the progress survey is located at the top. By clicking the blue hyperlink (“here”), you can view the email messaging that will be sent to students based on the feedback you select.
6. The survey is pre-filled to have No Feedback selected. Students do not receive a notification if you do not change this.
7. If you would like to raise concerns and/or kudos for a student, select the tracking item by checking the appropriate box. IMPORTANT: If you select more than one tracking item, the student will receive an email for each item you select. It is recommended you only select one item per student.
8. Comments can be added by selecting the paper icon. In general, most tracking items do not require instructor comments. If comments are required, they will automatically appear when you select the concern and will have a red star next to the comment box. IMPORTANT: Please write in complete sentences and remember that any message you put in the comment box is sent to the student.
9. If you are not ready to complete the survey, click Save Draft. This will allow you to come back to the survey at a later time to complete.
10. If you are ready to complete the survey, click Submit. Students will receive instant notification of their progress in the course via email and text message (if student enabled).

What if I do not have any feedback?

It is strongly encouraged you leave feedback for your students. Early feedback allows outreach by a student’s support network and allows the student to get help they may need. If you do not have any feedback for your students, you can still submit the survey. Follow the instructions above and click Submit when you access the survey. This will mark your participation.

What if I forget to complete a progress survey?

Starfish will send out two reminder emails prior to the progress survey closing. If you do not complete the progress survey, it cannot be reopened. You can raise flags manually or by using the Zoom-in feature. This is discussed in a separate guide.
Where do I view the tracking items I raised?

You can view tracking items by going to the Students from the Menu Icon in the top left corner on the top navigation bar and then selecting the Tracking tab.

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