Starfish for Peer Leaders: Introduction

What is Starfish?

Starfish is a software that was purchased by the university to aid in student success. This is done with two parts – connect and early alert. CONNECT is designed to facilitate online appointment scheduling with advisors, instructors, and other UC departments. It also fosters the development of a student success network, comprised of advisors, instructors, tutors, and other resources on campus who can facilitate student success.

EARLY ALERT is designed to facilitate communication between instructors and students. It allows instructors to provide early feedback to students through the use of targeted e-mail and text messages. Academic advisors and other departments on campus may be able to view these messages and provide additional support to the student. These alerts can address concerns and additionally offer praise. They are completed through progress surveys or manually through Starfish.

What are Tracking Items?

There are two types of tracking items, flags and kudos. Flags are raised by instructors with they have a concern with a student’s progression or behavior within the course. Kudos are raised by instructors when they want to send praise to a student. When an instructor raises a flag or kudo, the student receives an email notification. In addition, peer leaders, advisors, and other academic units on campus will receive a notification that a flag or kudo was raised for the student. All these units will have some sort of outreach to the student.

<table>
<thead>
<tr>
<th>Flags</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Attendance/Participation Concern</td>
<td>Raised for students who have poor class attendance online or in-person</td>
</tr>
<tr>
<td>Assignment/Quiz Concern</td>
<td>Raised for students who have low homework and/or assignments scores</td>
</tr>
<tr>
<td>Low Exam Score</td>
<td>Raised for students who received a low score on an exam</td>
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</tbody>
</table>
**Low Overall Course Average**
Raised for students with a low course average and may be in danger of failing without intervention.

**General Academic Concern**
Raised for students whom instructors have concerns about. The instructor will list comments regarding the concern.

**In Danger of Failing**
Raised for students who are in danger of failing the course. It is raised at least 1 week prior to the withdrawal deadline.

**Cannot Progress in Sequence**
Raised for students who are in danger of failing the course and will not be able to progress into the next course sequence. It is raised at least 1 week prior to the withdrawal deadline.

**Open Template**
Raised for students whom the instructor has a specific concern that is not satisfied by a flag above. The instructor will list comments regarding the concern.

### Kudos

<table>
<thead>
<tr>
<th>Description</th>
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<tbody>
<tr>
<td>Keep Up the Good Work</td>
<td>Raised for students who have been doing well in their course</td>
</tr>
<tr>
<td>Showing Improvement</td>
<td>Raised for students who have shown improvement from the beginning of the semester</td>
</tr>
<tr>
<td>Great Job on Your Test</td>
<td>Raised for students who did well on a test</td>
</tr>
<tr>
<td>Open Template</td>
<td>Raised for students whom the instructor has a specific kudo that is not satisfied by one listed above. The instructor will list comments regarding the praise.</td>
</tr>
</tbody>
</table>

**How do I monitor feedback for students in Starfish?**

Peer Leaders will receive the same email messaging students receive from their instructor. You will receive notifications for all classes a student is enrolled in (not just those associated to a learning community). When you receive an email, please check-in with your student (within three days) to make sure they got the feedback and refer them to appropriate resources. Keep the follow-up positive, supportive, and general. Once you have followed up with your student, please leave a comment within Starfish. It is important to follow up with all attendance/participation concern flags. These are raised primarily within the first two weeks of the semester. It is encouraged that you check-in with your student regarding other flags, using your discretion.

**What are some guidelines for following-up with students?**

Avoid using the word “flag” when speaking with students. Students are unaware what flags and tracking items are. In addition, this can be considered negative, so instead, use the word “feedback”. 
- Encourage the student to have continued communication with their instructor and/or academic advisor.
- **Never recommend a student to withdraw or drop a course.** Refer the student to their instructor or academic advisor.
- Don’t forget to follow-up with students who receive kudos. Students love to hear positive feedback! (No notes are required in Starfish for kudos.)
- Examples of follow-up questions/statements:
  - I noticed that Professor Smith provided you some feedback in A&P. Have you followed up with him?
  - I saw the feedback you received from Professor Smith. Is there anything I can help with?
  - I found going to the LAC for tutoring helped when I took A&P. Can I help you set up a tutoring appointment?
  - I noticed that you received positive feedback from Professor Smith. Great job!

**How do I add a note in Starfish?** (See next page for screenshots)

1. Log into canopy.uc.edu.
2. Click on Starfish under Tools.
3. Either in your staff dashboard or student list (click Students from the Menu Icon in the top left corner), hover over the flag icon next to the student’s name to bring up the flag menu.
4. Click on Comment.
5. Write a short, general note explaining the follow-up. Example: Called student regarding instructor flag. Encouraged her to follow up with her instructor.
6. Make sure you select Send copy of comment to flag raiser (which would be the instructor in this case).
7. Click Submit and you are done.

**IMPORTANT: Never clear or edit a flag!**
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