



Starfish

STUDENT SUCCESS AND SUPPORT

What can Starfish do?

STUDENTS

- Feel supported by campus
- Connect with their faculty & advising network (appointments & other contact methods)
- Be reminded about appointments
- Ask for help
- Find resources (tutoring, SI, ACS Skill Center, Study Abroad, etc...)

FACULTY / STAFF

- Provide Early Alerts for potential success concerns using Flags
- Send kudos to encourage students
- Refer students to campus resources
- Alert and share notes to other users for holistic support
- Allow students to take action & make appointments with you

ADVISING / SUCCESS COACHING

- Identify caseloads & share overview of student info
- Facilitate outreach & document academic progress
- Alert advisors when student's need intervention based on faculty/staff Flags
- Review student's feedback on self-assessments (FST course); qualitative data



HIGHLIGHTS

to support
student Success



PROGRESS SURVEYS



UG only



APPOINTMENTS



UG, Grad &
Pharmacy



FLAGS, REFERRALS, KUDO



UG, Grad &
Pharmacy



SUCCESS PLANS

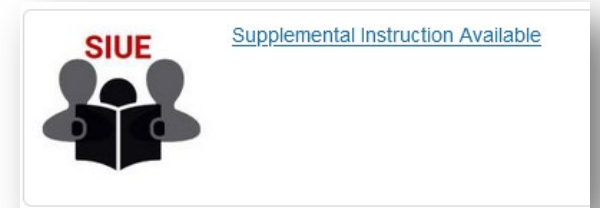


UG, Grad &
Pharmacy



Student Options To Engage

- I Need Help....  Request Help
- Make an appointment with Advisor or someone in my network (Instructor)
- See details/support options of Courses
- Student Surveys (FST course – qualitative feedback)
- Mark Notifications as Complete & View Flags
- See Message History



LIVE DEMO



Faculty Options

- **Search and Find Students**

- Overview details
- Course Enrollment

- **Progress Surveys**

- **Tracking Items**

- Ad hoc flags
- Kudos
- Referrals

- **Student Surveys**

- FST Qualitative Data

- **Attendance**

- Track per class
- 3+ missed courses results in system generated flag

- **Appointments**

- Office hours, etc...



First things first...



Sallyann Boutelle

- Edit Profile
- Appointment Preferences
- Notifications

Logout

- Home
- Appointments
- Students
- My Success Network
- Upcoming
- Student Surveys
- Inventory
- Admin
- Help

Edit Profile

About

Customize your Biography and General Overview

Title
Director of ESRA
Will display to students to help them identify your services.

My Biography
Tell students about your educational background, areas of research, or other information about your expertise.

Notifications

Summary Emails

Set preferences for receiving summary emails.

Send me a digest of all my Appointment and Tracking Item activity:

- Don't send me summary emails
- Daily at 1:00 am
- Weekly at 8:00 am on Monday

Appointment Preferences

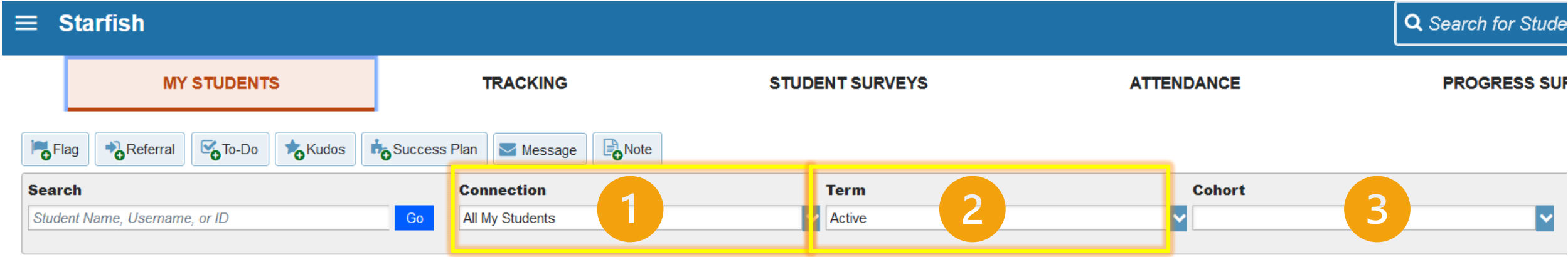
My Locations

Customize your appointment locations.

+ Add Location

Name	Type	
RH 1312	Office	⋮
Instructions Check-in with front desk		

Search and Find Students



1 **Connection** = All or Specific Course

Connection

SOC-111-003-202515

2 **Term** = Active

3 **Cohort** = Blank or...

Options

Graduate

Pharmacy Students

Undergraduate Students

Or

Retention Support

Maximum Retention

Priority+ Retention

Priority Retention

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Progress Surveys

Choose only one per student

MY STUDENTS

TRACKING

STUDENT SURVEYS

ATTENDANCE

PROGRESS SURVEYS (2)

CHOOSE SURVEY

Succeeding & Engaging at SIUE-FST-101-I03-202435 (FST-101-I03-202435): Fall 2024 First 8 Week EASE Survey

Succeeding & Engaging at SIUE-FST-101-I03-202435 (FST-101-I03-202435): Fall 2024 First 8 Week EASE Survey

DUE September 13, 2024 at 5:00 PM

Please select ONLY 1 flag or kudo for each student in your class. Student is notified via email when flags are raised. Any comments made on the "Course Warning" flag will be generated in the email as comments from you. Be sure to complete the survey before hitting submit as you cannot edit the survey or complete it after hitting submit.

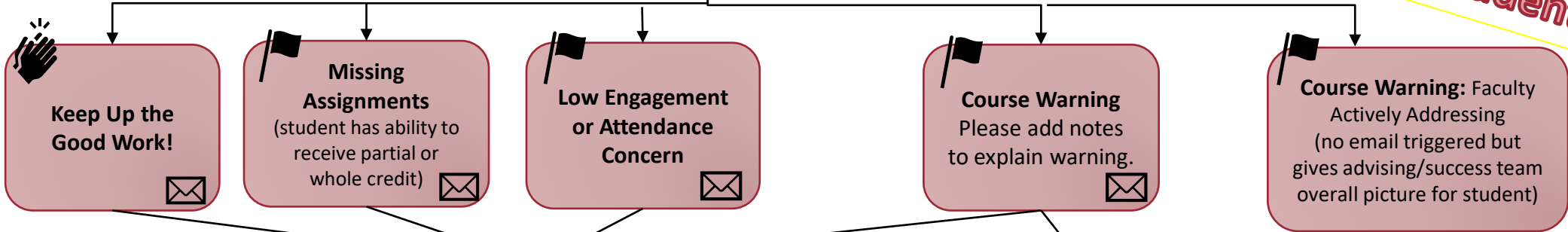
Search | i

Name	Keep Up the Good Work	Missing Assignments -EASE Survey	Low Engagement/Attendance: EASE Survey	Course Warning: EASE Survey	Course Warning- Faculty Addressed
Student #1	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Student #2	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Student #3	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Student #4	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



EASE Progress Survey [Faculty Select Most Appropriate Flag]

Faculty choose only one per student!



Email Notification to student offers resources and emphasizes importance of staying engaged.

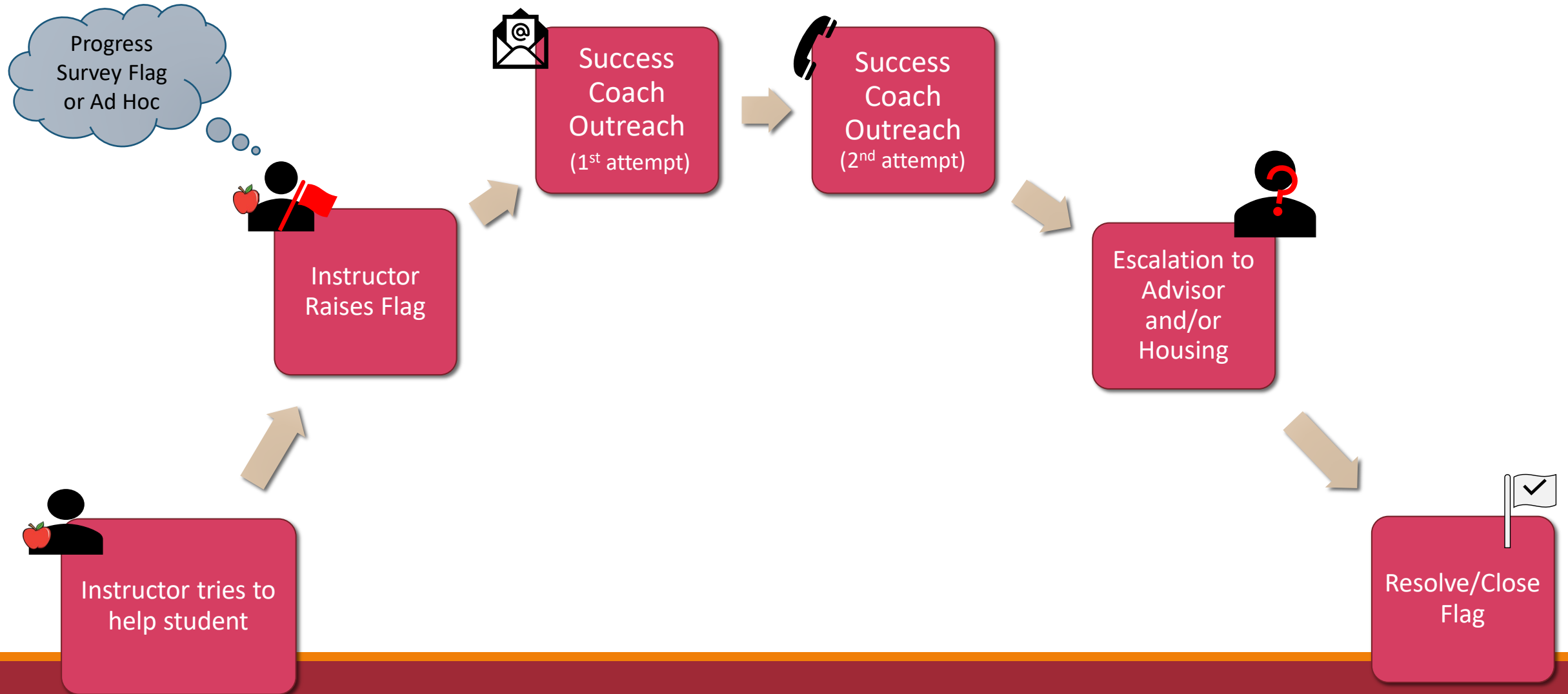
Success Coach

- Make notes on student record
- Attempt outreach & share resources to student based on perceived or known needs.
- Escalate if necessary to Advisor and/or University Housing

Faculty receive email communication when flag is resolved.

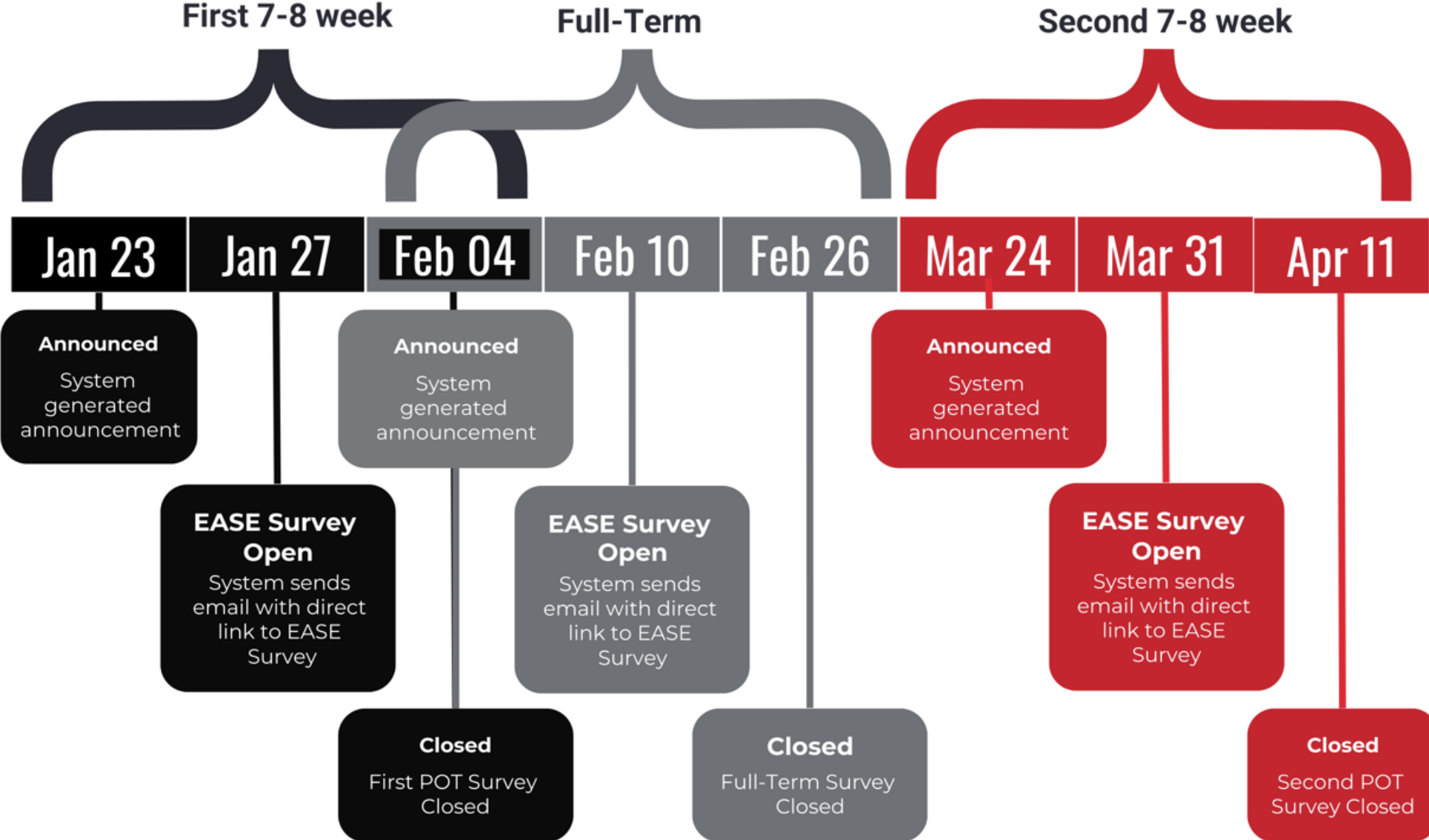
Starfish system generates an email to student based on Flag information raised by faculty

General Flag Workflow





Spring 2025 EASE Progress Survey



Ad Hoc Flags

The screenshot displays the Starfish interface for a student named Eddie Student Cougar. The top navigation bar includes buttons for Flag, Referral, To-Do, Kudos, Success Plan, Message, Note, Appointment, and File. The 'Flag' button is highlighted with an orange box. Below the navigation bar, there is a search section with fields for Course Name or Course Id, Term (set to Active), and Status (set to All). A 'Go' button and a checkbox for 'Show grades hidden to the student' are also present. The main content area lists three courses:

Course Name	Credit Hours	Term
Care of Wom & Childbearing Fam-NURS-354-001-202435 NURS-354-001-202435 Instructors: Kendra Howell, Nancy Kurilla Schedule: Th, Fr at 8:00-10:50 am Present: 5 Absent: 0 Excused: 0 Tardy: 0	5	[Fall 2024]
General Chemistry-CHEM-121B-013-202435 CHEM-121B-013-202435 (Parent Section Id: CHEM-121B-001-to-015-202435) Instructors: Susan Wiediger	4	[Fall 2024]
Interpersonal Comm Skills-ACS-103-012-202435 ACS-103-012-202435 Instructors: Catherine Muthoni Don	4	[Fall 2024]

The right sidebar contains a profile picture placeholder, buttons for Profile and Contact, and contact information for Eddie Student Cougar: 899999999, enrollment-management@si..., junk@hotmail.com, and (618) 555-1212.

RAISE AD HOC FLAGS ANYTIME THROUGHOUT THE TERM TO ALERT OTHERS AND TRIGGER FOLLOW UP BY ADVISOR/SUCCESS TEAM.



Raise Flag for [REDACTED] Never Mind Save

* Flag

Course Context

Comment

***Course Warning**
Raise this flag when you are concerned about a student successfully completing the course.

***Low Engagement/Attendance**
Raise this when low participation/attendance is effecting success in class

***Missing Assignments**
Raise this flag when students are missing assignments, BUT CAN STILL SUBMIT FOR FULL OR PARTIAL CREDIT.

Course Warning- Faculty Addressed
Only raise this flag to indicate that you, as a faculty member have concern about a student successfully completing the class, BUT you are actively engaged with the student and do not wish for an advisor or coach to make outreach.

Course Warning: EASE Survey
Student has not performed well on graded assignments

General Concern

Permissions: A tracki

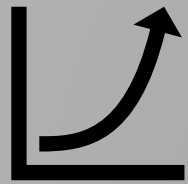
* Required fields

Ad Hoc Flags

Same flag options exist at any time during term (see asterisk). Raising these outside of the Progress Survey window results in the same follow up process & alerts necessary support teams to do outreach.

LIVE DEMO

Why? How does it help?



Students with Progress Survey follow up retain higher than other students.

**Fall 2022 = 11%
Increased Retention**

**Fall 2023 = 4.6%
Increased Retention**

**Fall 2024 = ??
Increased Retention**

Questions?

E-mail: starfishhelp@siue.edu

Video Tutorials & Tips: www.siue.edu/its/starfish

Starfish ITS KB articles: kb.siue.edu

Live Training through CFDI

~~January 29, 12:00-1:30 p.m.~~

February 13, 11:00-12:30 p.m.



Faculty Options

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- Office hours, etc...



Student Surveys

Currently utilized solely for FST course. Collects qualitative data and allows the following:

- Success Team and Coaches can connect them to Services
- Provides context & insight for Advising, Housing, Faculty, Staff, etc...
- Gives students a way to “check-in” with themselves

First-Year Check In

We care about your experience at SIUE and want to hear from you!

***1. How confident are you that your academic skills will lead to success in your current courses?**

- Extremely confident
- Somewhat confident
- Neither confident nor unconfident
- Somewhat unconfident
- Extremely unconfident

***2. How many times have you missed a class so far?**

- None
- 1-3 times
- 3-5 times
- More than 6 times

***4. With which of the following people have you made a positive connection at SIUE? Select all that apply.**

- Faculty
- Staff members
- Student Leaders (Cougar Guides, Cougar Connectors, Orientation Leaders, RA's, etc.)
- Other Students
- None - I have not formed any positive connections.

***5. Please indicate how you have communicated with faculty members so far? Select all that apply.**

- Before or after class (in-person or virtually)
- Blackboard
- Faculty Office Hours
- Out of class event(s)
- SIUE email
- Social Media
- No communication used yet

***6. How certain are you right now about your plans to continue at SIUE next semester?**

- Extremely certain
- Somewhat certain
- Neither certain nor uncertain
- Somewhat uncertain
- Extremely uncertain

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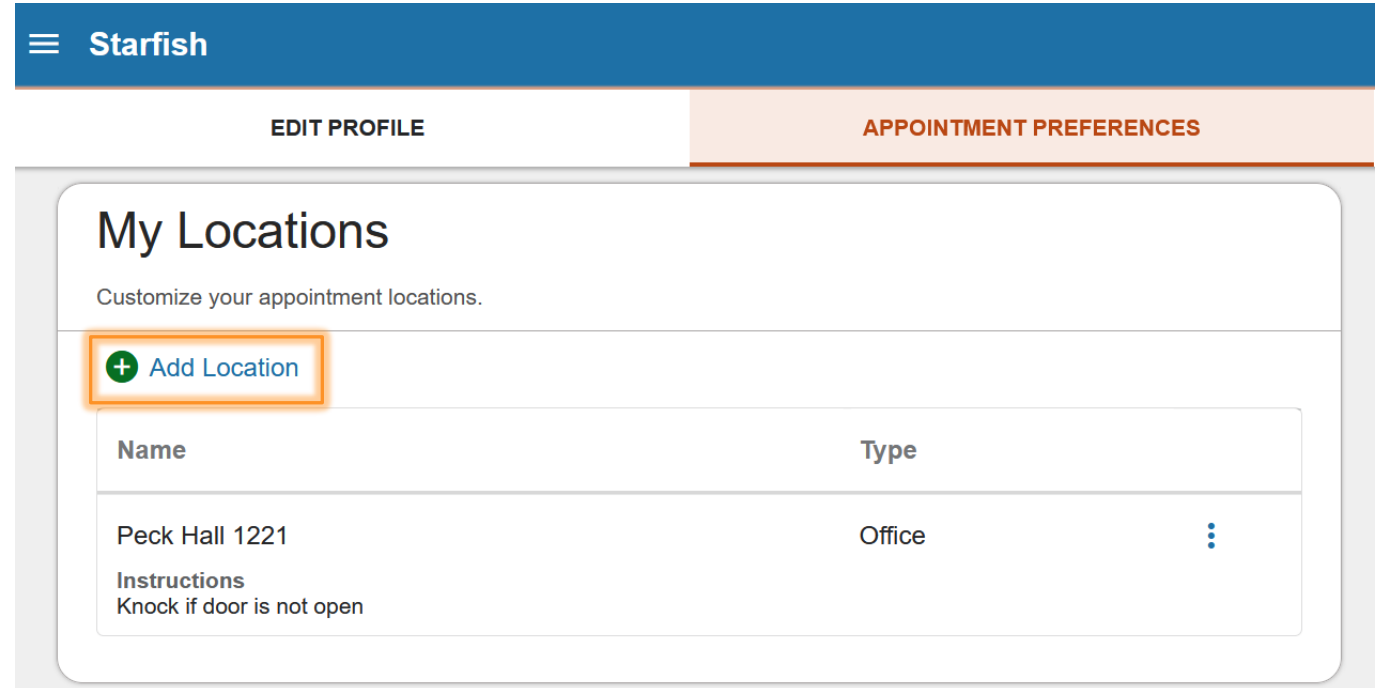
- **Appointments**

- Office hours, etc...



Setting Up Appointments

1. Navigate to Profile and Appointment Preferences
 - a. Customize setup
 - b. Important! Add Location



Starfish

EDIT PROFILE APPOINTMENT PREFERENCES

My Locations

Customize your appointment locations.

[+ Add Location](#)

Name	Type	
Peck Hall 1221	Office	⋮
Instructions Knock if door is not open		



Appointments Continued...

2. Create Office Hours
 - a. Select days of the week
 - b. Set time frame
 - c. Where = Location
 - d. Office hour type
 - e. Appointment length
 - f. Student can select Type
 - g. Instructions are sent in the default email to student.

Add Office Hours

[Never Mind](#) [Submit](#)

* Title
Title displays for students. We recommend 35 characters or fewer.

* What day(s)? Repeats every week(s)
Repeat on: Mon Tue Wed Thu Fri Sat Sun

* What time? to

* Where? Peck Hall 1221
Knock if door is not open

* Office hours Type
Take either scheduled appointments or walk-ins

* How long? minimum appointment length
 maximum appointment length

* Appointment Types Select the types of meetings you will have in these office hours.
 15 Minute Appointment Instructor Appointment

These will be sent to anyone who makes an appointment.

[LIVE DEMO](#)



Why? How does it help?



74% of all
Appointments
are scheduled by
Student.

**Fall 2024 = 11,512
Advisor Appointments**

**Fall 2024 = 291
Instructor Appointments**

**Fall 2024 = 958
Other Appointments**



But wait, there's more

- Department Liaison Connections
- Review and Update to Starfish communications
- Analysis and Assessment of current processes & options
- Filtering enhancements
- MORE and MORE Assessment



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