

Instructor Guide

Starfish is a software platform that allows all members of a student's success network (instructors, advisors, Deans, financial aid counselors, etc.) to work seamlessly together to support students to achieve their academic goals.

Key benefits for instructors include:

- Easily share your concerns with the right people at the right time
- Provide positive reinforcement of successful behaviors
- Quickly provide feedback on students and help connect them with services

Visit the Faculty Resource Page <https://www.trinitydc.edu/faculty/about-starfish/> for more information, resources, and the login link (which you can also find under the “For Faculty/Staff tab on Trinity’s homepage).

Instructors can raise **flags** (see table below for what happens with each is raised):

- Attendance Concern
- Low Average
- In Danger of Failing
- Behavioral Concern
- General Academic Concern to Advisor
- Textbook Need

Instructors can give the following **kudos**:

- You are Off to a Great
- Keep Up the Good Work
- Showing Improvement
- Outstanding Academic Performance
- Thanks for Being Exceptional
- Way to Follow Through



Instructors can also make a **referrals** to Academic Support Services, Campus Ministry, Career Services, Counselling Services, Disability Services, Enrollment Services, Health & Wellness, Library, Professional Advising, and Student Affairs.

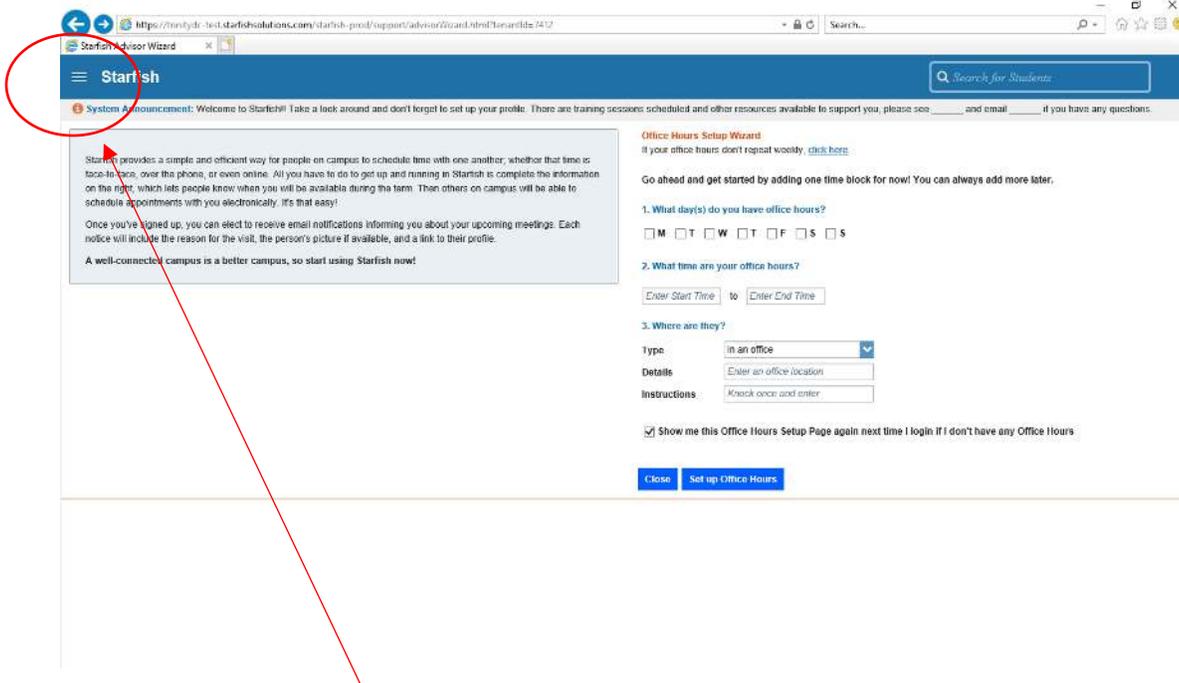
Flag Name	When do they raise it	Who gets an email alert?	What happens next?
Attendance	Raise this flag if a student has missed several class sessions in a row or has overall attendance issues.	Student & Advisor	Advisor reaches out to student and lowers flag OR Instructor can lower if student starts attending.
Low Average	Raise this flag when you are concerned about the students' course grade but there's time to turn it around.	ONLY Advisor	Advisor reaches out to the student e.g. to recommend strategies and lowers flag.
In Danger of Failing	Raise this flag when a student is in danger of failing a course. Only use when the student's grade is so low that they cannot realistically pass the class and should likely withdraw.	Student & Advisor	The advisor will lower the flag when they have spoken with the student.
Behavioral Concern	Raise this flag when a student's behavior in class is disruptive. Avoid using for classroom management issues (cell phone use, etc.). For emergency social or behavioral concerns (e.g. mental health crisis) contact Student Affairs: 202-884-9203, gerlachk@trinitydc.edu.	ONLY Advisor & Student Affairs	Student Affairs who will reach out the student.
General Academic Concern	Use this flag for a student who may be experiencing a variety of academic challenges which you wish to flag for their advisor.	ONLY Advisor	Advisor reaches out to the student e.g. to recommend strategies and lowers flag.

Textbook Need	An instructor or advisor should raise this flag for a student who does not have an available textbook for a course.	Library staff	The library reaches out to the student and lowers flag.
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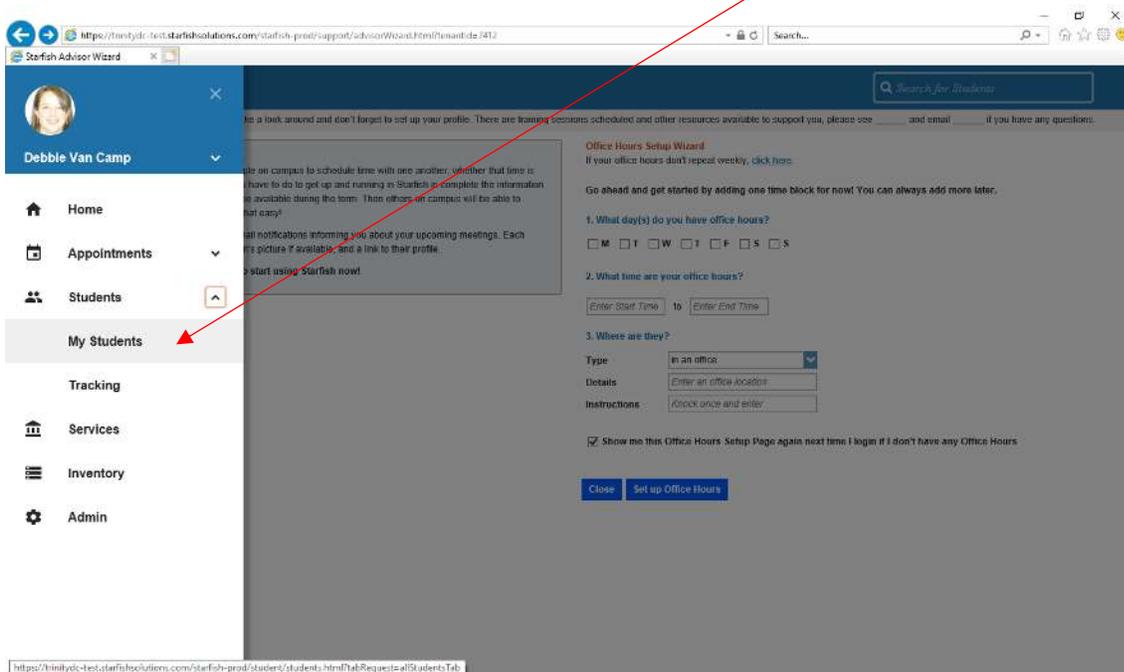
Please note: For ALL Kudos and for the Advising Referral – the student receives an email and will see this in their Starfish account when logging in.

How to Raise a Flag

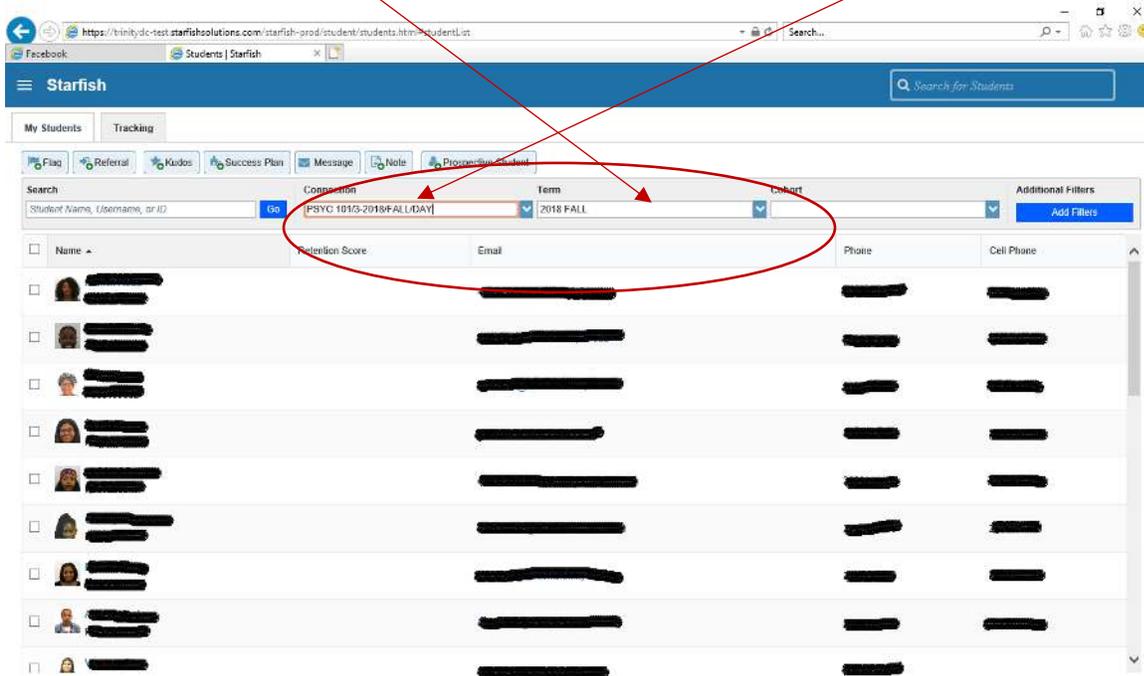
1. **Login to Starfish** using your regular Trinity credentials (you may need to use your full email address i.e. include the @trinitydc.edu). This will take you here:



2. Using the hamburger menu in the top left, **navigate to “My Students”**



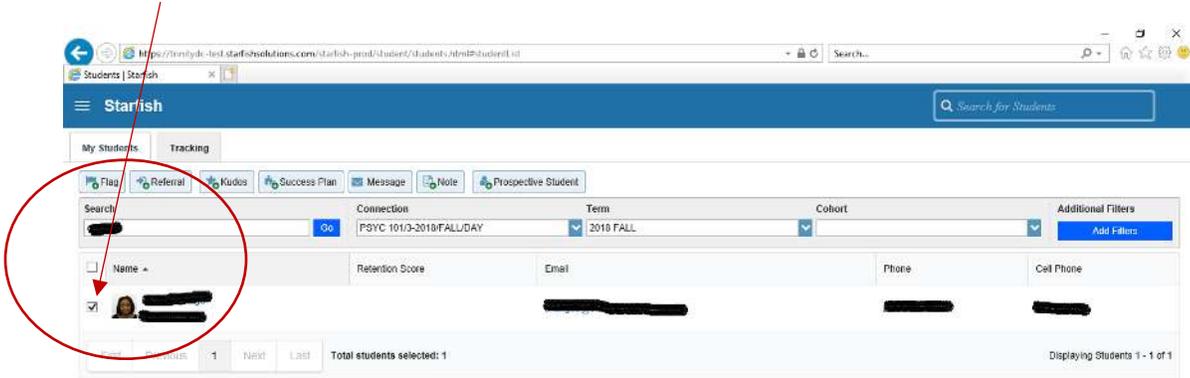
3. Use the “**Term**” drop-down to navigate to Spring 2019 and then the “**Connection**” drop-down to navigate to the course the student is enrolled in:



The screenshot shows the Starfish interface with a search filter for 'PSYC 1013-2018FALL/DAY' and '2018 FALL'. A red circle highlights the 'Connection' and 'Term' dropdown menus. A red arrow points from the 'Term' dropdown to the text 'Spring 2019' in the instructions above. Another red arrow points from the 'Connection' dropdown to the text 'the course the student is enrolled in' in the instructions above.

Name	Retention Score	Email	Phone	Cell Phone
<input type="checkbox"/> [Redacted]		[Redacted]	[Redacted]	[Redacted]
<input type="checkbox"/> [Redacted]		[Redacted]	[Redacted]	[Redacted]
<input type="checkbox"/> [Redacted]		[Redacted]	[Redacted]	[Redacted]
<input type="checkbox"/> [Redacted]		[Redacted]	[Redacted]	[Redacted]
<input type="checkbox"/> [Redacted]		[Redacted]	[Redacted]	[Redacted]
<input type="checkbox"/> [Redacted]		[Redacted]	[Redacted]	[Redacted]
<input type="checkbox"/> [Redacted]		[Redacted]	[Redacted]	[Redacted]
<input type="checkbox"/> [Redacted]		[Redacted]	[Redacted]	[Redacted]
<input type="checkbox"/> [Redacted]		[Redacted]	[Redacted]	[Redacted]

4. Either scroll to find the test student’s name or use the search function to locate them. The **check the box next to their name:**

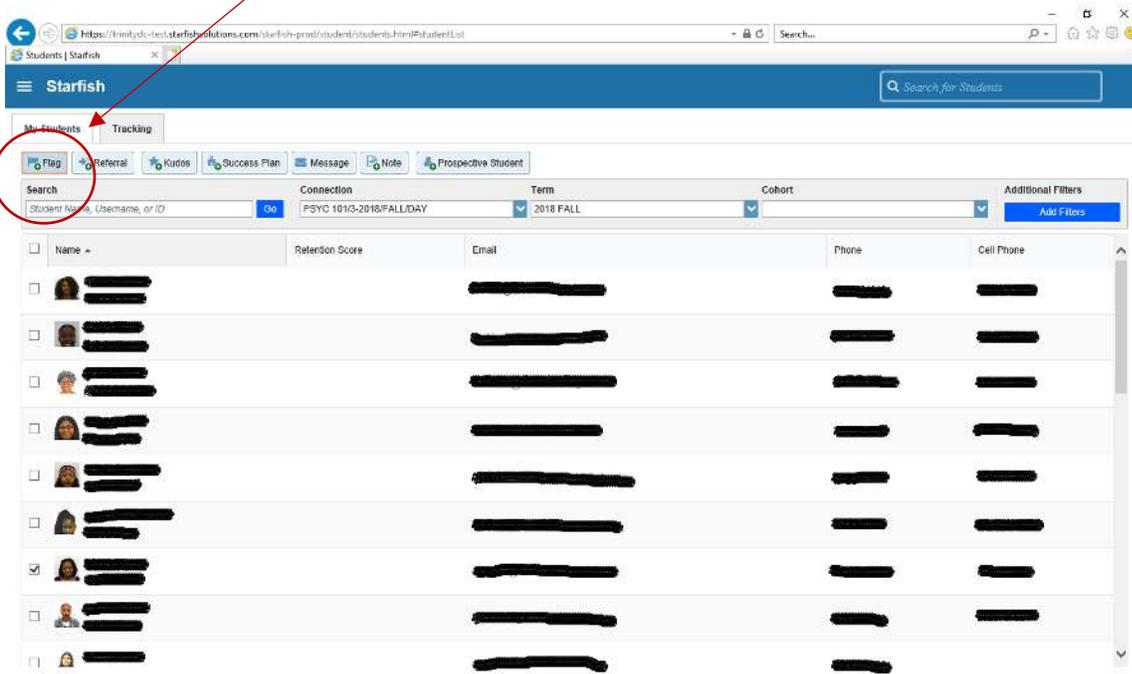


The screenshot shows the Starfish interface with a search filter for 'PSYC 1013-2018FALL/DAY' and '2018 FALL'. A red circle highlights the checkbox next to the first student's name, which is checked. A red arrow points from the text 'check the box next to their name' in the instructions above to the checked checkbox.

Name	Retention Score	Email	Phone	Cell Phone
<input checked="" type="checkbox"/> [Redacted]		[Redacted]	[Redacted]	[Redacted]

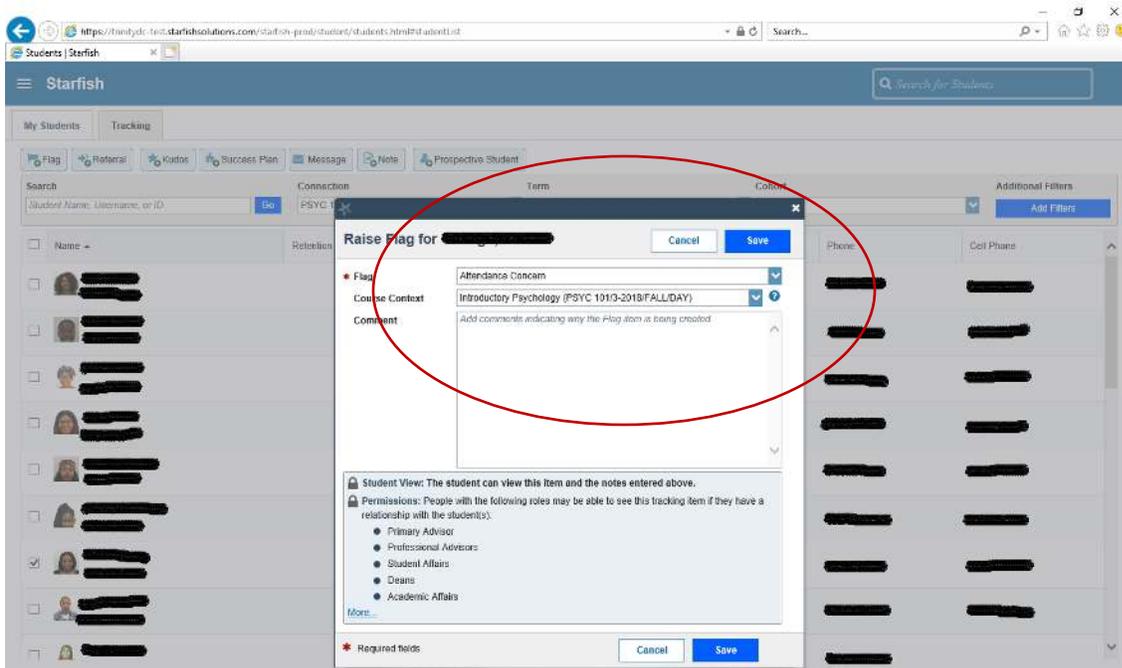
1 NEXT LAST Total students selected: 1 Displaying Students 1 - 1 of 1

5. Click the “Flag” button



The screenshot shows the Starfish interface for managing students. The 'My Students' tab is active, and the 'Flag' button is highlighted with a red circle. The page displays a list of students with columns for Name, Retention Score, Email, Phone, and Cell Phone. The 'Flag' button is located at the top left of the page, next to the 'Referral', 'Kudos', 'Success Plan', 'Message', 'Note', and 'Prospective Student' buttons.

6. Use the “Flag” drop-down to select the flag you wish to raise and the “Course Context” drop-down to select the course you are the test student’s instructor for. You may make comments when raising any flag and they are required for behavioral concerns.



The screenshot shows the Starfish interface with a 'Raise Flag for' dialog box open. The dialog box is circled in red and contains the following fields: Flag (Attendance Concern), Course Context (Introductory Psychology (PSYC 1013-2018/FALL/DAY)), and a Comment field. The dialog box also includes a 'Student View' section and a 'Permissions' section.

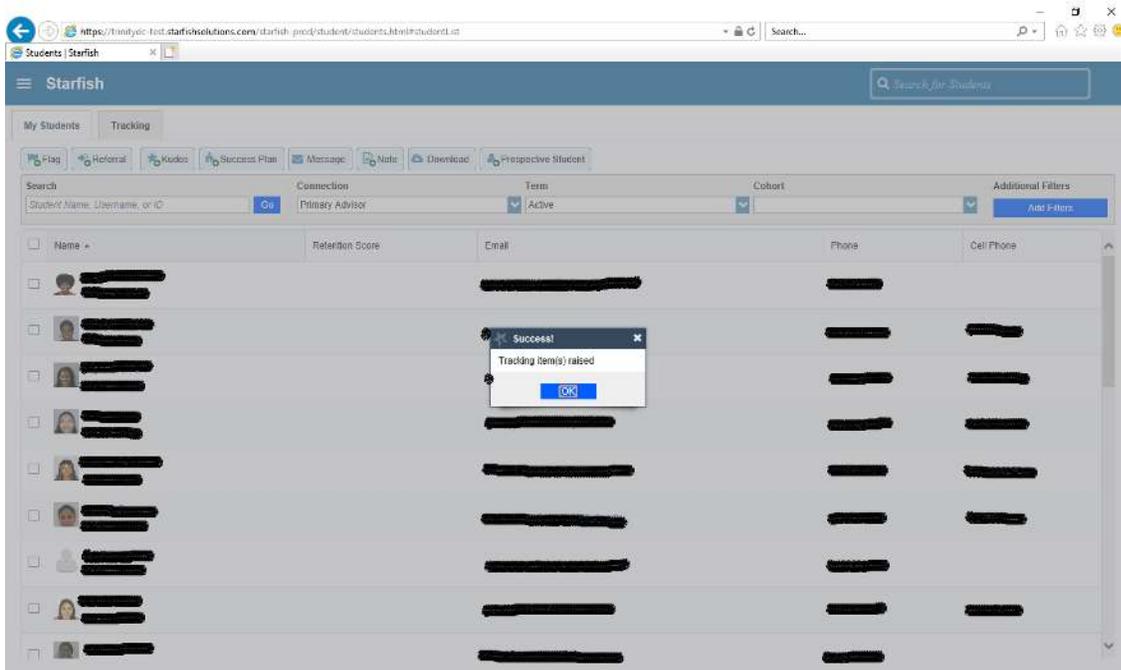
Student View: The student can view this item and the notes entered above.

Permissions: People with the following roles may be able to see this tracking item if they have a relationship with the student(s):

- Primary Advisor
- Professional Advisors
- Student Affairs
- Deans
- Academic Affairs

Required fields: Flag, Course Context, Comment

7. Hit “Save” and you’ll hopefully get this message:



The screenshot shows the Starfish web application interface. The browser address bar displays the URL: `https://trinity-test.starfishsolutions.com/starfish-prod/student/students.html#studentlist`. The application header includes the Starfish logo and a search bar labeled "Search for Students". Below the header, there are tabs for "My Students" and "Tracking". A navigation bar contains icons for "Flags", "Referral", "Kudos", "Success Plan", "Message", "Note", "Download", and "Prospective Student".

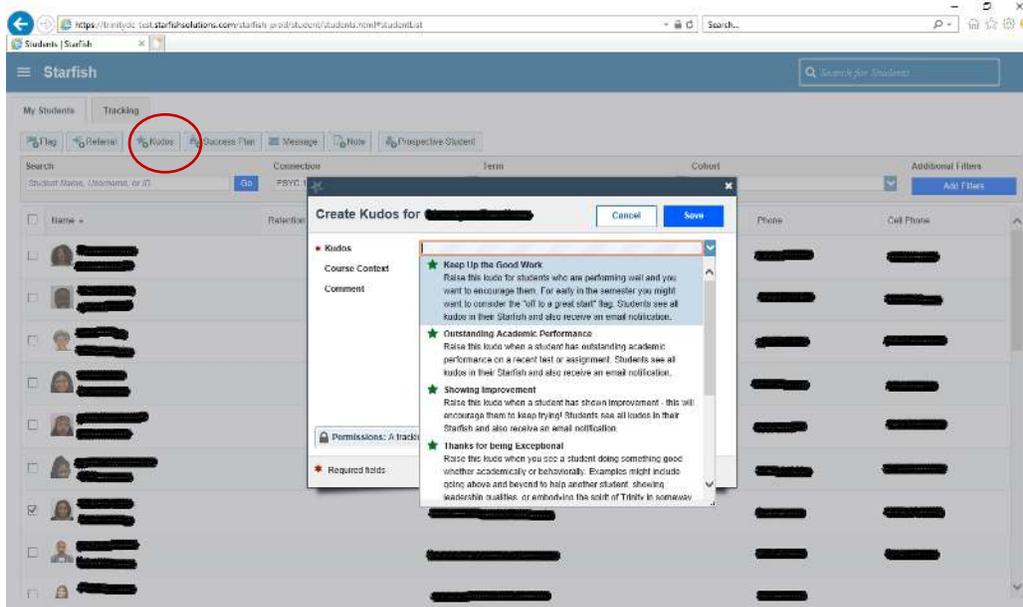
The main content area features a search and filter section with the following options:

- Search: Student Name, Username, or ID
- Connection: Primary Advisor
- Term: Active
- Cohort: [Dropdown]
- Additional Filters: [Add Filter]

Below the search section is a table with the following columns: Name, Retention Score, Email, Phone, and Cell Phone. The table contains several rows of student data, with names and contact information redacted with black bars. A "Success!" dialog box is overlaid on the table, displaying the message "Tracking item(s) raised" and an "OK" button.

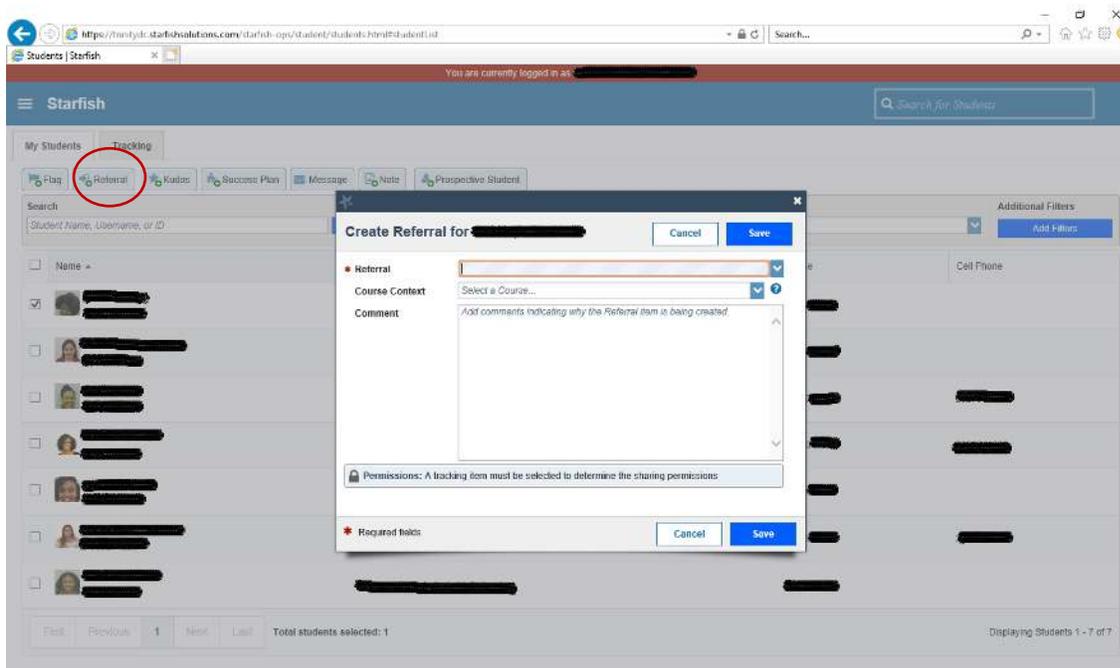
How to give a student a Kudos!

Use the same general process described above for raising a flag to give students a kudos!



How to Make a Referral

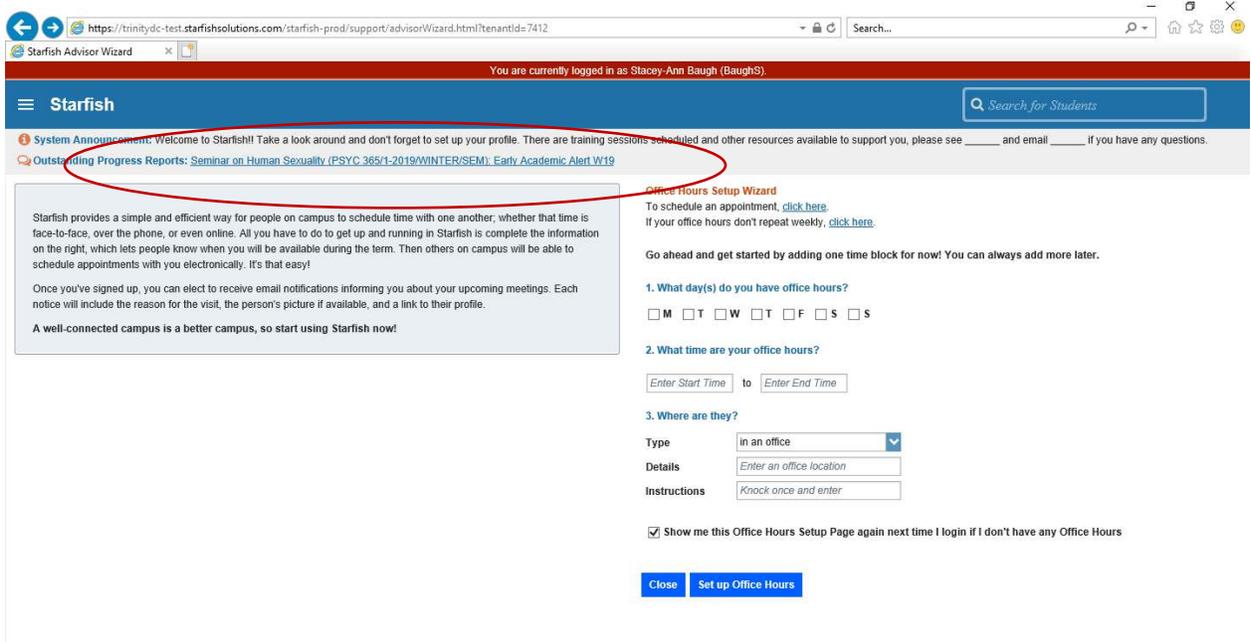
Use the same general process described above for raising a flag to refer students to professional advising.



Progress Reports!

Progress report requests will be sent out to instructors within the first month of the semester. You will receive an email to your Trinity account from Starfish advising you that you have progress surveys to complete for your class(es).

1. Once you login to Starfish you will also see the **alert that you have a report(s) to complete** – click to access the report or navigate via the menu function:



Starfish Advisor Wizard

You are currently logged in as Stacey-Ann Baugh (BaughS)

System Announcement: Welcome to Starfish!! Take a look around and don't forget to set up your profile. There are training sessions scheduled and other resources available to support you, please see _____ and email _____ if you have any questions.

Outstanding Progress Reports: Seminar on Human Sexuality (PSYC 365/I-2019/WINTER/SEM) Early Academic Alert W19

Office Hours Setup Wizard

To schedule an appointment, [click here](#).
If your office hours don't repeat weekly, [click here](#).

Go ahead and get started by adding one time block for now! You can always add more later.

1. What day(s) do you have office hours?

M T W T F S S

2. What time are your office hours?

Enter Start Time to Enter End Time

3. Where are they?

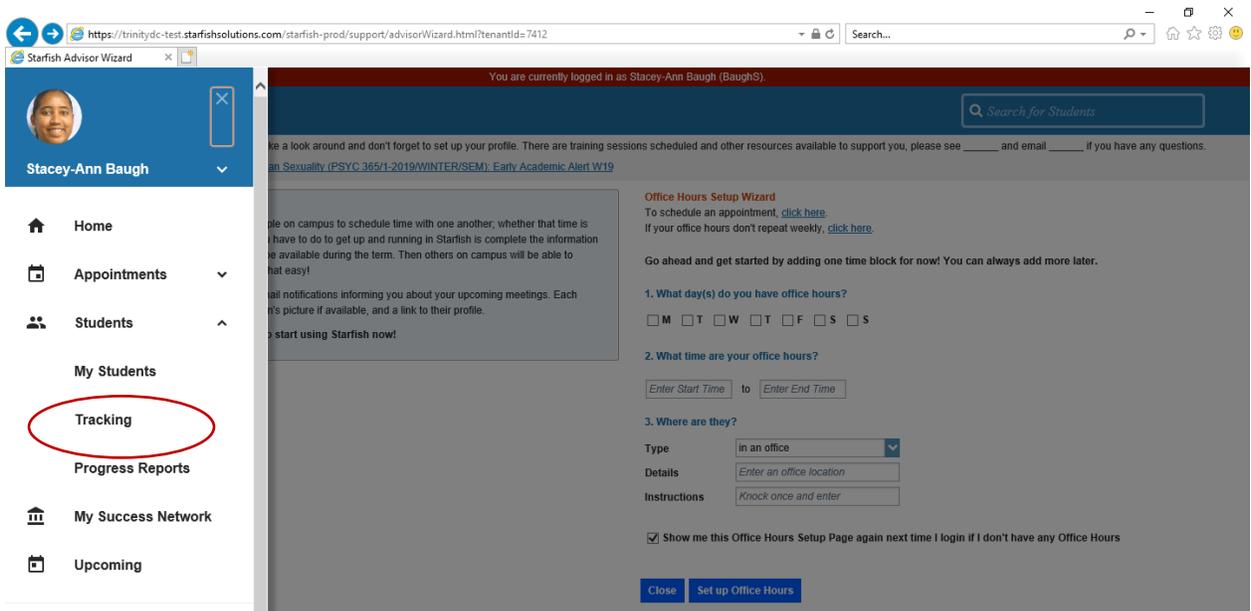
Type: in an office

Details: Enter an office location

Instructions: Knock once and enter

Show me this Office Hours Setup Page again next time I login if I don't have any Office Hours

Close Set up Office Hours



Starfish Advisor Wizard

You are currently logged in as Stacey-Ann Baugh (BaughS)

Take a look around and don't forget to set up your profile. There are training sessions scheduled and other resources available to support you, please see _____ and email _____ if you have any questions.

an Sexuality (PSYC 365/I-2019/WINTER/SEM) Early Academic Alert W19

On campus to schedule time with one another, whether that time is
have to get up and running in Starfish is complete the information
available during the term. Then others on campus will be able to
that easy!

all notifications informing you about your upcoming meetings. Each
s picture if available, and a link to their profile.

start using Starfish now!

Office Hours Setup Wizard

To schedule an appointment, [click here](#).
If your office hours don't repeat weekly, [click here](#).

Go ahead and get started by adding one time block for now! You can always add more later.

1. What day(s) do you have office hours?

M T W T F S S

2. What time are your office hours?

Enter Start Time to Enter End Time

3. Where are they?

Type: in an office

Details: Enter an office location

Instructions: Knock once and enter

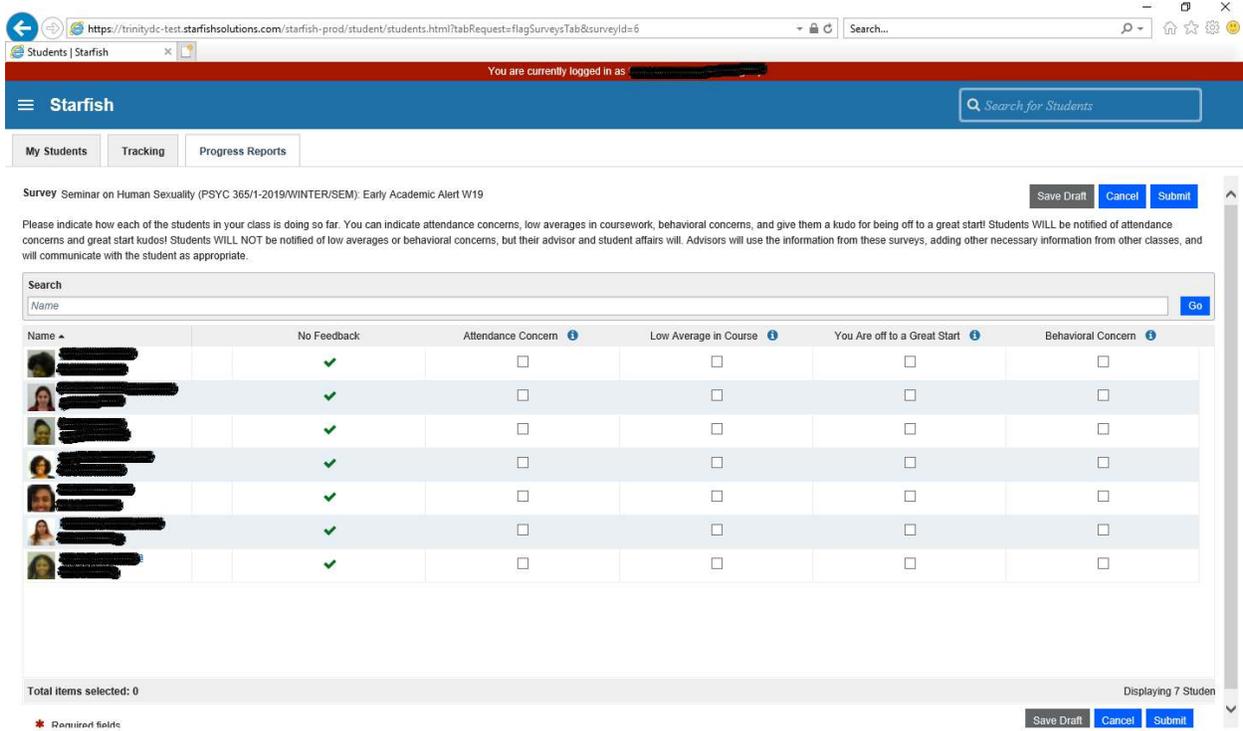
Show me this Office Hours Setup Page again next time I login if I don't have any Office Hours

Close Set up Office Hours

Stacey-Ann Baugh

- Home
- Appointments
- Students
- My Students
 - Tracking
 - Progress Reports
- My Success Network
- Upcoming

2. When you access the report you will see all the students in this class and be given the opportunity to provide **no feedback, an attendance concern, low average, behavioral concern, or tell them they are off to a great start** (email alert settings follow the rules for these flags and kudos set out above)



Survey Seminar on Human Sexuality (PSYC 365/1-2019/WINTER/SEM): Early Academic Alert W19

Please indicate how each of the students in your class is doing so far. You can indicate attendance concerns, low averages in coursework, behavioral concerns, and give them a kudo for being off to a great start! Students WILL be notified of attendance concerns and great start kudos! Students WILL NOT be notified of low averages or behavioral concerns, but their advisor and student affairs will. Advisors will use the information from these surveys, adding other necessary information from other classes, and will communicate with the student as appropriate.

Name	No Feedback	Attendance Concern	Low Average in Course	You Are off to a Great Start	Behavioral Concern
[Redacted]	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
[Redacted]	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
[Redacted]	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
[Redacted]	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
[Redacted]	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
[Redacted]	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
[Redacted]	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Total Items selected: 0

Displaying 7 Student

3. Hit **submit** and repeat #1-2 for all courses for which you are the instructor.