



Office of Student Engagement and Success

## Getting Started Guide Faculty & Staff

### Welcome to Starfish® Student Success Network

Murray State’s Starfish Student Success Early alert system 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 you to give students a “Kudo” when you observe them doing something exceptional or just want to send them a note of encouragement.

Getting started is easy. You can access Starfish through MyGate on the Home Page or through your teaching and advising tab. Starfish will automatically display all students that you have a connection to based on your role (Instructor, Advisor and so on)

Here’s how to log in:

- 1) Log in to your MyGate Account. Click on Employee Tab and view Starfish Student Success Network link under Bookmarks Plus
- 2) Log in to your MyGate Account. Click on the Teach and Advising tab and view Starfish Student Success Network link under General

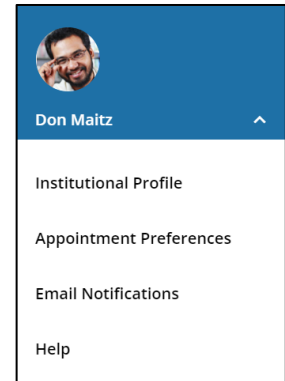
From there, you can raise flags or Kudos about students, review flags that have been raised about your students, gather important information on your student and document student interactions.

This guide highlights the steps for completing some common tasks in Starfish:

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## Setup your Profile

When you login to view your profile, click on the 3 bars in the upper left hand corner of the page to view the menu items. Please note that some of your profile, such as your contact information will automatically be imported from Murray States information systems. **(Important: We are not using the Appointment scheduling or Office hours feature at this time)**



1. Click on your name in the Top Navigation bar or on the carrot and select the **Institutional Profile** tab.
2. Help students put a face to your name by using the **Upload Photo** link placeholder to upload a photo. Click on **Upload Photo** button to browse, select image and click update now.

3. Please **DO NOT** change the title on your profile. This is automatically associated with your role in Starfish. For example: If you are an instructor and advisor, when a student sees you listed they will see your name and instructor and advisor listed.

Please fill out as much of your profile as possible; students will see some of this information depending on your role.



**Kate Johnson** [Last Login: 3:28 pm July 31, 2019]

Login Page Default Login Page

Title

Contact Information

Login kjohnson94

Institution Email kjohnson94@murraystate.edu

Phone 2708095344

Alternate Email

Cell Phone

Video Phone

Send my correspondence to

☒ Institution Email ☐ Alternate Email ☐ Both

☐ Display all time zones

Time zone (GMT-06:00) Central Time



4. **For Login Page:** We recommend setting the Default to – My Students
5. You can edit your **Phone** and add an **Alternate Email** address to have Starfish send email to an address other than or in addition to your institution email. Select the **Both** radio button to receive email at both accounts. **(For students, they can enter their cell information in the alternate email space to receive text messages after reviewing the information in the phone icon)** Choose Both in the send my correspondence to: to get an email and text message) Otherwise, keep **default to Institution Email** which is already imported.
6. Double check that the **Time zone** selected matches your time zone. Although we are not using the appointment feature yet, it is important that the time zone is accurate (set to Central time zone) to ensure appointment times are accurate if/when we begin using this feature.

7. Add information to the **General Overview** and **My Biography** sections to let students know a bit more about you.

**General Overview**

A general message should go here. Tell people how you can help them during your office hours.

I teach English Composition and Creative Writing and am also an advisor. Please feel free to stop by or schedule a meeting during my posted office hours. When you sign up for your meeting, be sure to select the reason that best describes what you'd like to talk about. I can help you think through topic choices and outlines and help connect you to reference materials particular to your chosen subject. I can also help you decide which English courses are the best options to meet your degree requirements and career aspirations.

**My Biography**

Use this space to tell others about yourself. You can include your educational background, work experience, areas of research and study, or any other information that would be relevant to others on campus. Students are more likely to reach out to you if they know a little about you.

I came to Excellent University in 2011. My research and teaching interests include twentieth-century and contemporary American literature and documentary film and the use of historical fiction as a teaching support in elementary education. In my free time I work with several local organizations focused on promoting literacy and creative writing for youth. I completed my undergraduate studies at Indiana University of Pennsylvania, and my graduate and doctorate degrees from Georgia Mason University in Virginia.

8. **In the General Overview section:** We recommend that you include your office hours and other expectations for your students. This will be available to other staff or students to see so they know the best method of contacting you.
9. Click the **Submit** button to save your changes.

**Notes:**

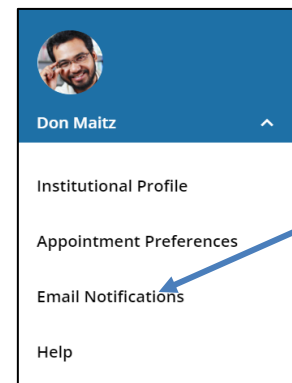
For more information and additional profile settings, reference the [End Users' Guide to Connect](#). You may also find the following Starfish Two Minute Tips helpful:

- [Update your Starfish Profile](#);

## Setup your Email Notifications

Similarly to setting up your institutional profile you can set up your Email Notifications through the same menu. We want you to be aware of activity but not bombarded by emails! Therefore, you can Simply click on Email Notifications to set your preferences of receiving emails related to Flag rules that have been set up for you.

- 1) Please note that you will not need to change anything under appointment notifications as we are not using this feature yet.
- 2) You can customize your email notifications by choosing a daily or weekly summary. If you are in a role that does not need to see daily notifications we recommend a weekly summary. (Please note: Make sure you check SPAM if you are not getting the emails as indicated)



### Summary Emails

Send me a summary email of all tracking item and appointment activity:


☒ Daily at 1:00 am

☐ Weekly on Monday at 8:00 am

### Tracking Item Notifications

Send me an immediate email whenever: ☐ an item is raised ☐ an item is cleared ☒ an item is assigned to me

You may be notified of tracking items raised for the following rules created by the administrator. Note that for rules with emergency notifications, you will receive an immediate email notification.

Flag Rules		
Name	Category	Description
 Attendance Concern - Absences Will Affect Grade (...)	ACADEMIC: FLAG	Raise this flag when the student's attendance is low and the appropriate office will react.

- 3) Under Tracking Item notification you can choose to get an immediate email when an item is raised or cleared however, we recommend to leave those selections as is to only get an immediate notification if an item is assigned to you.

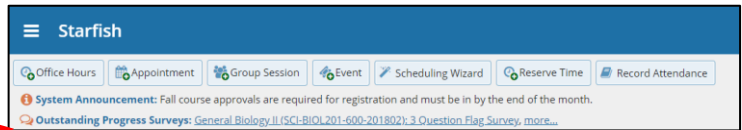
- 4) At the bottom of the Email Notifications page in Starfish you will see a list of Flag Rules that you may get an email about. This will help you determine the email notifications you want. (i.e. Instructors will get the "I need help in a course" Flag directly from a student.)

**Other:** For more information, see this tutorial on setting up email notifications: [Update how you are emailed about Flags To-Dos and Referrals](#)

## Respond to a Progress Survey for students in your courses

At week 3 and week 13 of the semester, you will receive an email reminder when there is a new survey for you to complete. Each individual survey presents a student roster for one course section on whom you can raise flags or a kudo (or nothing) for each class member.

- When you have an active survey ready for you, the **progress survey link** on your Starfish Home page will be visible.



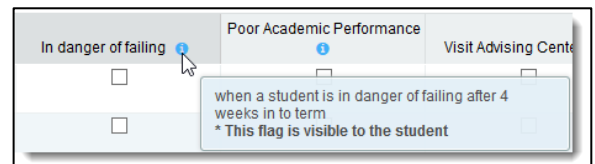
Click to open the survey and you'll see your students on the left, and items you may raise across the top.

- Check the box for each desired item/ student combination. You only have to include a flag or kudo for students you want too. You do not have to raise a Flag or Kudo for all students. (i.e.

Name	No Feedback	In danger of failing	Poor Academic Performance	Visit Advising Center	Great Work
Albright, Randi		<input checked="" type="checkbox"/>			
Caricks, Peter	<input checked="" type="checkbox"/>				
Edwards, Pamela	<input checked="" type="checkbox"/>				
Kellogg, Mackenzie			<input checked="" type="checkbox"/>		
Northern, Emilio	<input checked="" type="checkbox"/>				
Randlett, Becca			<input checked="" type="checkbox"/>		
Ricciotti, Benita	<input checked="" type="checkbox"/>				
Robison, Philip	<input checked="" type="checkbox"/>				

if there are only 2 students struggling you only have to raise a flag on those two students)

Click the comments icon (📝) to open a text box for your notes.



**IMPORTANT:** Hover over the information icon (i) associated with an item to verify whether or not the student can view the flag and related comments

and to read more about the intent of the Tracking item. Be aware that some types of Flags/kudos are sent directly to the student and other offices, while others are not.

- Click the **Submit** button **only** when you are finished providing feedback. The items you selected will be raised on your students when you submit the survey. If you choose not to comment on any student, please still submit to clear the survey from your list.

### Important

Use the **Save Draft** option if you aren't ready to submit your survey or if you need more time to complete it fully. Once you have submitted the survey **you will not have an opportunity to add to or undo the items you raised**. The Flag/kudo will be automatically sent to university staff who manages that type of issue, and in some cases, also to the student.

**Notes:**

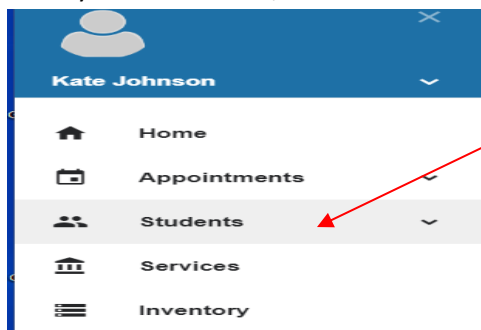
You may be asked to submit more than one course survey if more than one of your courses has been included in the survey plan for your institution. They will be listed in the drop-down menu on the **Progress Surveys** tab.

Watch the [Two Minute Tip on completing a progress survey](#) for a demonstration of this feature.

## Raise a Flag, Kudo or Referral for one of your students

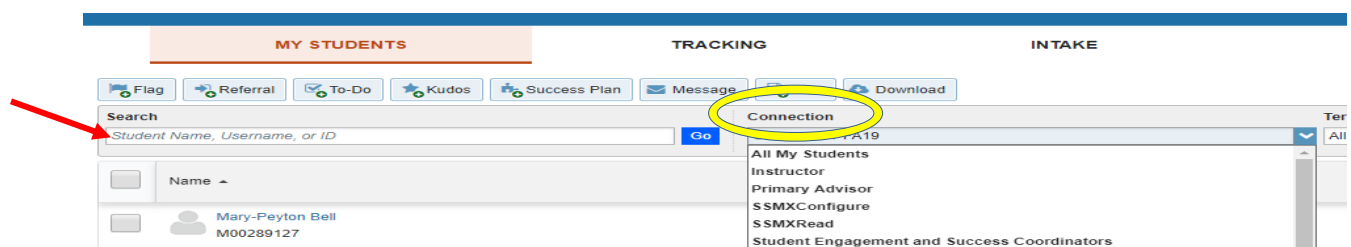
When you have a concern with a particular student, raise a flag, or referral to communicate your observations. You can also give your students Kudos to encourage them and to support their success. The appropriate individuals will automatically be notified when you save each tracking item. Items can be raised anytime, not just during active Progress Surveys.

1. From your main menu, click on Students to see your list of students.

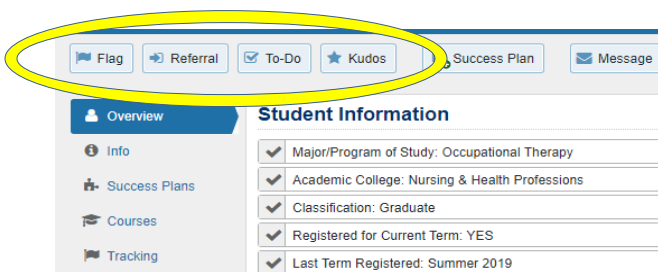


2. Find the desired student by typing the student's name into the **search box**. Or you can view the students by your **connection** (i.e. look at all My students or click drop down box to view students in your specific roles for example your advisor or instructor role) Once you choose a specific role it will only show those students connected to you in that role.

OR



3. Click on the student's name (blue hyperlink) to bring up the **student folder**.



6. Select the desired **item** from the list.
7. If relevant, select a course from the **Course Context**, drop down list, and enter notes in the **Comment** box.
8. **Comments are required.** The comments you include in the Raised tracking item will be included in the email sent to the student when you raise a flag. (However, *There are a few Flags that the student will not receive an email i.e. personal issues, financial issues, Student Safety Concern- For All Academic related Flags, the student will see the comments included in Comments box in the initial email*)
9. Click the **Save** button.

#### Notes:

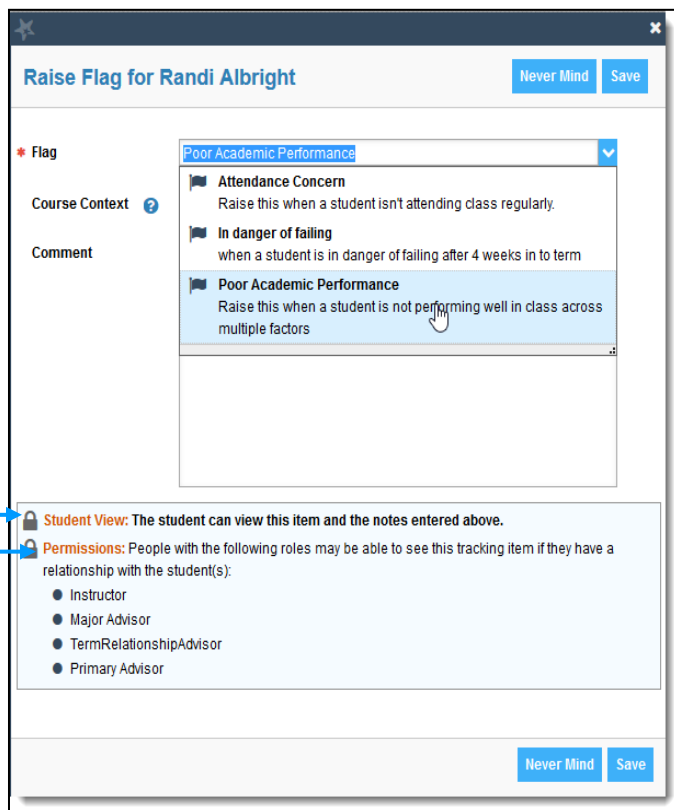
**The Student View:** indicates whether the student can view the flag and the notes you include in the **Comment** box.

The **Permissions** area lists roles that have permission to view the selected flag and the notes you include in the **Comment** box.

When you raise an item, you will not assign it to anyone. The appropriate office will receive the tracking item and they will assign it as needed.

4. Click the Tracking item button that you want (**Flag, Kudo, or Referral**)

5. A list of various options for the Flag, Referral or Kudos will be displayed based on your permissions.



## Documenting Student Interactions

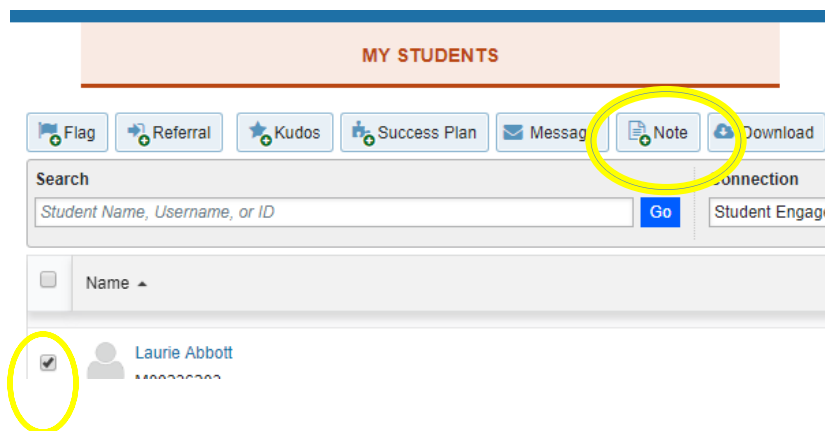
We encourage all of our faculty and staff to document their important interactions in Starfish. This helps others that are connected with this student to understand who they have been working with and what they have been discussing as it may be an important piece of information for the other staff/faculty members as well. This promotes information sharing and gives those working with students more tools to help the student when needed.

Notes are one way in Starfish that student interactions can be documented. This can include a direct conversation or other information you want to note in the student file.

To document a student interaction:

- 1) Choose the student you wish to make a note on from the **My Students** menu.

- 2) You can either check the blank box next to student and click Note from the menu or click student name and open their Student Folder then click Note at top.



- 3) Next, Select a Note Type from drop down menu

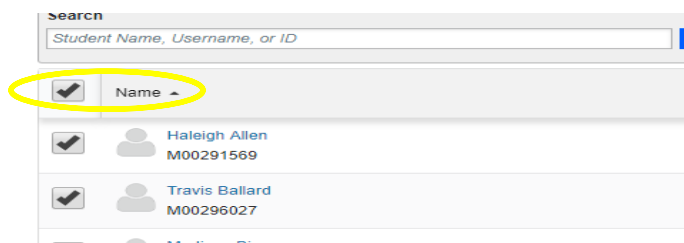
**For Student Interaction Note:** simply record general comments about a meeting or send an informative note to a student(s) (i.e. We are cancelling class today) Be sure to check **Send copy of note to student**. (See **Best practices for making student notes document**) Be factual, Be observational. Don't diagnose, describe, Don't evaluate!

**For Advising Note:** simply record what was discussed during advising. You can also copy/paste what you put in the Racer Degree Audit here as well.

**Notes:** The default is to share notes meaning anyone connected to that student can see the note. You can also send a copy of the note to student or yourself. Otherwise, the student DOES NOT see the note you left in Starfish.

**Email Messaging vs. Notes Feature within Starfish:** (the preference is to **not** use the Message Button)

Using the Message button will send messages to your student(s), however, only you and that student will see the message, which often limits the message's – and Starfish's Student Success Networks effectiveness. To ensure that the message is visible to other employees connected to that student use the **Note button** as described above and click the option **to Send copy of note to student**. Using this option, the message will remain in the Notes area of the student's folder so that others may see the message and take action and/or reference the email as needed. You can also see if the student opened the message in the Notes area!



You can also send a note to multiple students at once or even your entire class if you choose. Simply click on the blank box next to all their names or to select all click box next to Name in My Students that group will be sent a message after you click note Be sure to select Send copy of note to student and that you have written the

note in **student-facing language**. Don't talk about the students, talk to the students.

**To check if a Student has Opened a Note sent to them:**

If you want to see if a student has opened a Note you have sent, go to the Notes area in the student's folder. Once the notes load, click the + next to the message you want to check. The information will expand to show you the message, information about when it was sent and an area listed as READ (Warning: We cannot guarantee that students have read the message, but with the information, we can confirm whether they have opened the message)

Type	Subject	Written By
<div><div></div><div>Flag Comment</div></div>	<div><div>Raise Comment</div><div>Attendance Concern - Absences Will Affect Grade (L2)</div></div>	<div><div>Kenny Fister</div><div>Role: Instructor</div></div>
Missed class 3 times already		
<div><div></div><div>Flag Comment</div></div>	<div><div>Met with student</div><div>Attendance Concern - Absences Will Affect Grade (L2)</div></div>	<div><div>Kate Johnson</div><div>Role: Student Engagement and Success Coordinators, SSMXCon</div></div>
Met with student- flag is resolved		
<div><div></div><div>Student Interaction Note</div></div>	<div><div>Today's Meeting</div></div>	<div><div>Kenny Fister</div><div>Role: Instructor</div></div>
<div><div>Email Message</div><div>I am glad we met today to discuss your test score. Don't forget about the study tips we talked about.</div></div>		<div><div>Sent</div><div>Today at 9:00 am</div></div>
<div><div>Thanks</div><div>Kenny</div></div>		<div><div>Read</div><div>Unread</div></div>

If you choose to use the Message option (not recommended) the message the student receives will indicate to email directly to the sender's MSU email account. **For example: To follow-up on this email, please contact Kate Johnson at [kjohnson94murraystate.edu](mailto:kjohnson94murraystate.edu). Remember, this email will be private between sender and student.** No other staff connected to the student will be able to see the email which could hinder information gathering when working with a student.

**NOTE:** Keep in mind if you want to specifically raise a Flag, Kudo or Referral you will choose those options. Notes can be used to simply follow up on a student interaction or to send a general Note to a student so it can be documented for others to see if needed.



## What Do I see in the Student Folder?

Wherever a student's name is hyperlinked (i.e. in your My Student List or in a progress survey), this hyperlink takes you to the **Student Folder**.

You have the option of viewing student information and the ability to see the student attributes, courses, create a referral, send a student a kudo, raise a flag, or add a note. You can even send a student an email message which will be documented in Starfish.

**Overview tab:** provides a quick view of information, including current academic standing, major, classification, residential college, academic college, what campus they are on and any other attribute that might be related to that student (i.e. Honors student, Student support services, Veteran, Athlete, Pathways 2 Success, AU), holds on their account etc.

**Info Tab:** (Depending on role you may or may not see much information on this tab) Admissions, demographics and Term status (Note: Demographics are restricted for most roles)

**Courses:** Lists the students current and prior enrolment depending on the term you select

**Tracking:** allows you to see active Flags, kudos, and referrals that have been raised for the student depending on your role and permissions in system

**Meetings:** We are not using Appointments, therefore, nothing will show currently in the meetings menu item

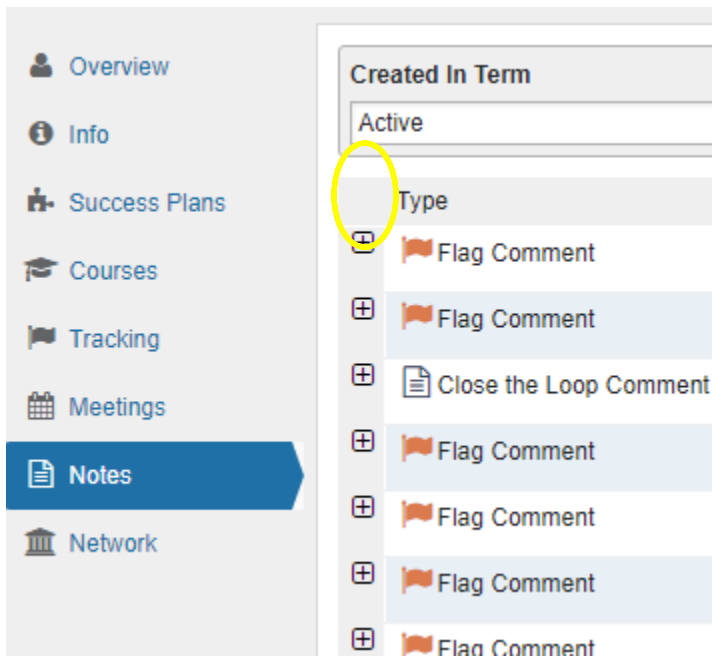
**Notes:** shows a record of all interactions, included active and cleared flags, kudos and referrals.

**Network:** Shows a list of all individuals that make up the student's success network including (academic advisor, instructors, student engagement and success coordinators, residential college head and possibly contact information if they are part of a special population) (**Note:** Students will see this information when they log in to Starfish along with a list of Services available to them)

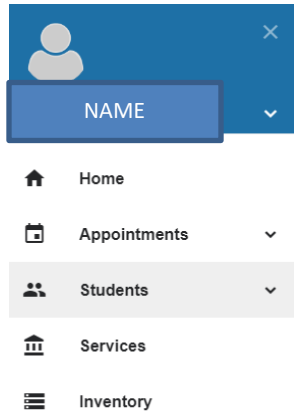
**More information on NOTES menu item:** This is a one-stop shop for a complete history of all documented interactions!

The Notes tab is the one place you can easily access student interaction notes, advising notes, Flags, Kudos, referrals and email messages about a student. It pulls information together in one place. This tab is important for advisors and other student services professions as a quick snapshot of the history on a student and the information they have previously provided to others.

To view specific comments made on a note simply click the + symbol with box around it to view comments related to the note or flag. You can also see specific comments in tracking by doing this as well for active items.

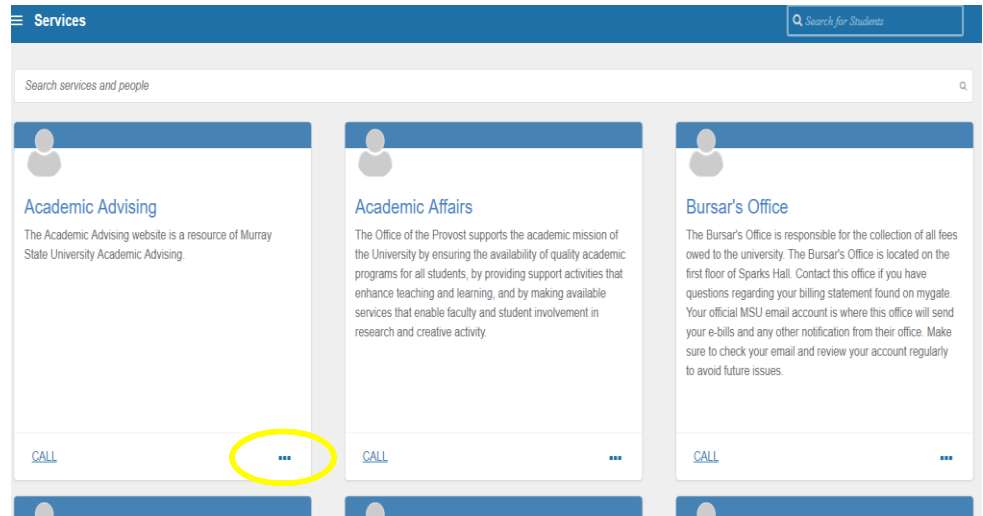


## Other Menu Items on faculty/staff menu:



**Services:** The services menu item simply lists services available to students on campus. You can search for services or scroll through to find a description and contact information for each service.

1) This is a good way for the person working with the student to recommend services on campus and provide web site information or contact information.

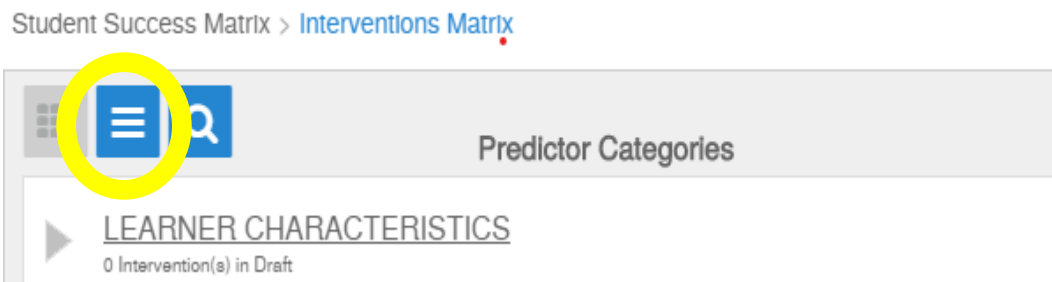


2) You can click on the ... to be able to view the profile or view website. The profile will also provide a phone number and location of the services.

3) Students also have services listed when they login to Starfish and have the ability to search and view these items.

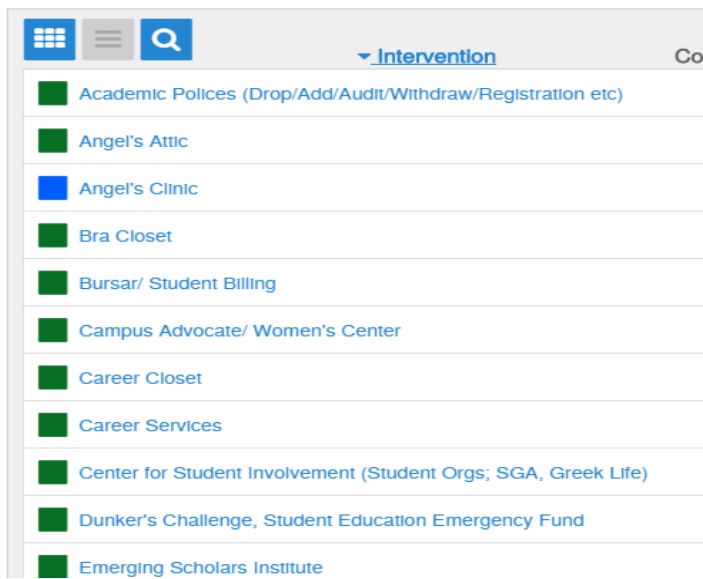
**Inventory:** The intervention inventory is available only to Faculty/staff users. The Student does not see the inventory. This includes a number of interventions available at Murray State University.

- 1) While the inventory refers to interventions, Murray State views these interventions more as a resource available to help students. For example, when a student mentions they may need help financially, faculty or staff member might access Starfish, and click on Inventory from the main menu.
- 2) **You can view all interventions (List view) or resources by clicking the hamburger or 3 lines**



3) A full list of **all** current interventions or resources available will show.

Student Success Matrix > Interventions List



- 4) You can also click the magnifying glass icon to **search specific terms** (i.e. financial) click search at the bottom to find related interventions or resources.



- 5) You will then click the hamburger button at the bottom of the page to view a list of interventions available related to your search of “financial” need come up.

	Intervention	Connection	Entry
	Angel's Attic		
	Angel's Clinic		
	Bursar/ Student Billing		
	Campus Advocate/ Women's Center		
	Career Closet		
	Dunker's Challenge, Student Education Emergency Fund		
	Financial Aid		
	Great Beginnings		
	Needline		
	Pay It Forward (Parking Citation Payment)		
	Racers Helping Racers - Student Food Pantry		

- 6) You can click on the specific intervention to read more about the intervention and determine if it is the right fit for

the student. If it is the right fit then the faculty/staff member should share the key details with the student ***but not print the intervention to give to the student.***

- 7) Students **do not** have access to the inventory. They cannot search it, but faculty and staff members may search it on behalf of students and share relevant information.
- 8) These interventions are not the only interventions, resources or services available throughout Murray State's network. They represent Interventions submitted thus far. Any departments and/or service location interested in submitting an intervention or service is encouraged to email [msu.success@murraystate.edu](mailto:msu.success@murraystate.edu) to connect with Peggy or Kate regarding building out the requested items to be included in the inventory.