



## Getting Started Guide

Instructors & Advisors

EARLY ALERT

Version 2.0

### Welcome to Starfish®

Starfish 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.

Getting started is easy. Accessible through your LMS or your SIS System, Starfish will automatically display all students that you have been assigned or are enrolled in your courses. From there, you can begin raising flags about students, review flags that have been raised about your students, and provide additional information

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

1. Respond to a Progress Survey for students in your courses
2. Raise a flag on one of your students
3. Close the Loop
4. Setup your profile to help students find you

*That's it. Simple for you. Empowering for your students.*

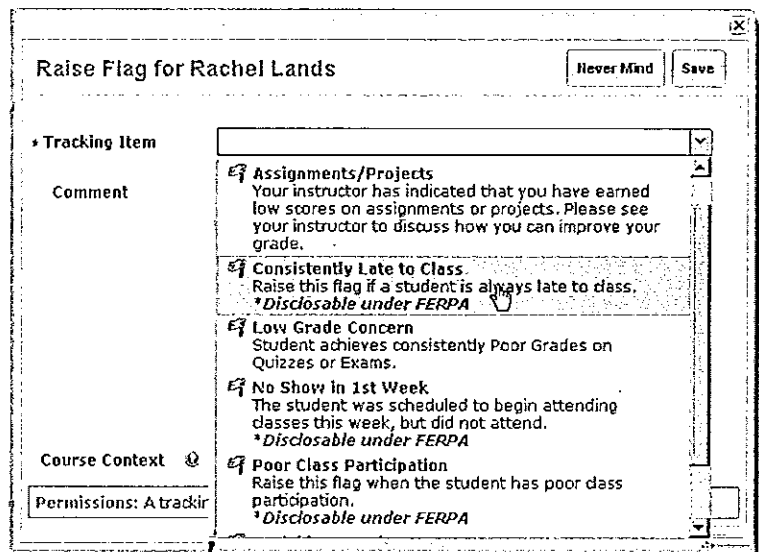
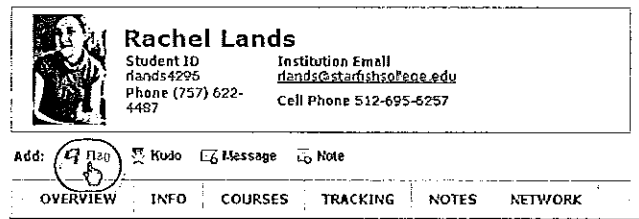
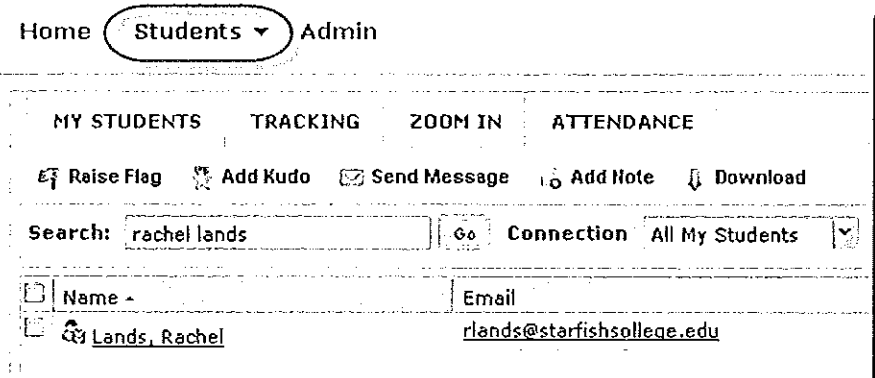
# Getting Started Guide Instructors and Advisors – EARLY ALERT

## Raise a Flag on one of your students

When you have a concern with a particular student, raise a flag to communicate your observations.

1. Click on the **Students** navigation item to see your list of students.
2. Find the desired student by searching for their name.
3. Click on the student's name to bring up the student's folder. Note: Anywhere you see a student's name as a link it will take you to his or her folder.
4. Click on the **Add: Flag** option. A list of flags that can be raised and viewed by you is displayed.
5. Select the appropriate flag, from the drop down list, enter comments in the **Comment** box, then click the **Save** button

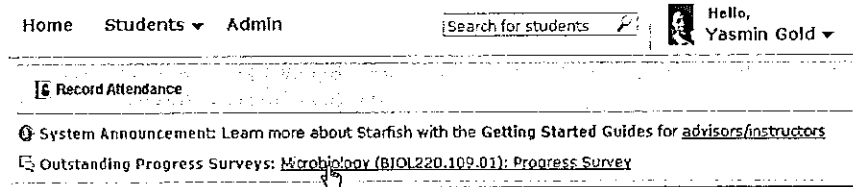
The appropriate individuals will be automatically notified.



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

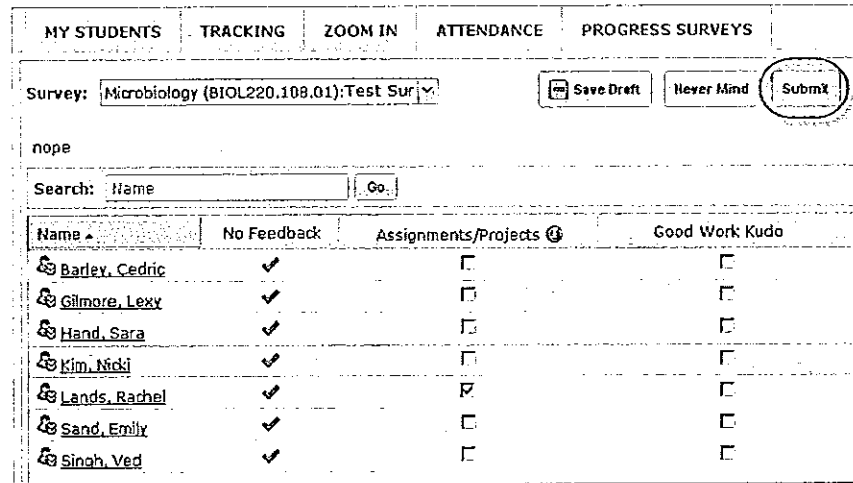
Flags can also be raised by submitting a progress survey. You will receive an email reminder when there is a new survey for you to complete. Each individual survey presents you the roster of students for one course.

1. Select the link to a progress survey from your Starfish Dashboard (or select **Students** from the top navigation, then click the **Progress Survey** tab).



Your progress survey opens, listing your student roster for the course, and specific flags for you to consider.

2. Check the boxes to raise concerns about students in your course.
3. Click the **Submit** button when you are finished providing feedback. (Use **Save Draft** to save your work without submitting. **Note:** Once you have submitted the survey you will not have an opportunity to edit it.



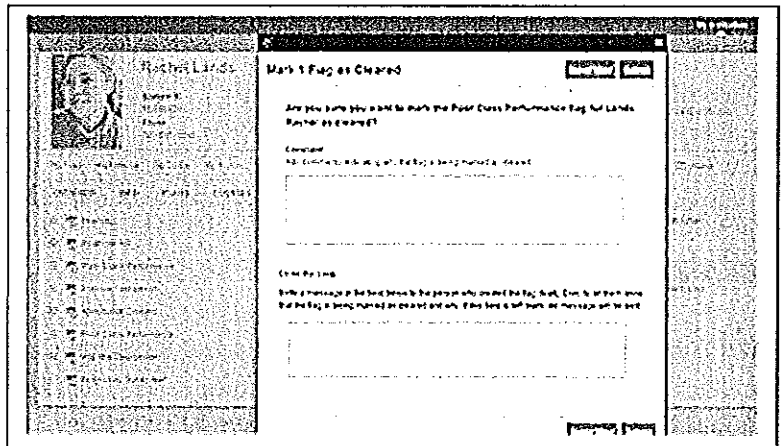
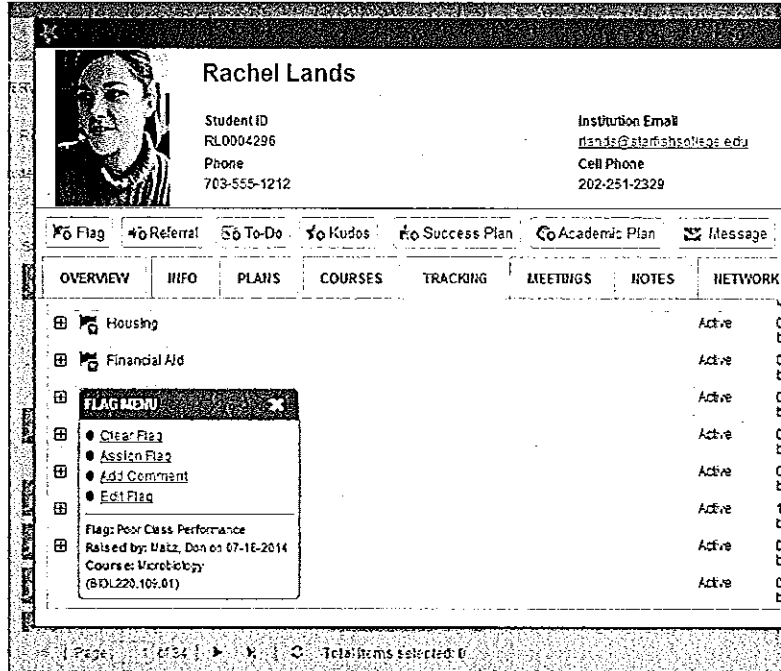
Starfish will raise the flags you selected.

**Note:** 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.

## Close the Loop

Once you have had a dialog with your student or advisee, it is important to close the loop by clearing the flag. This communicates to the flag-raiser and other members of the student’s network that the concern has been addressed.

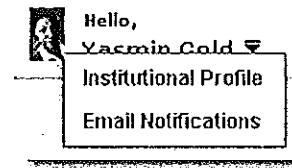
1. Select a student from your student list and click the **Tracking** tab. This will show you all of the active flags that the student has in the system.
2. Select the flag that you have discussed with the student.
3. Choose **Clear Flag** from the **Flag Menu**.
4. Type your comments in the comment box and include a note for the flag-raiser in the **Close the Loop** box.



## Setup your Profile

Some of your profile, such as your contact information, is imported from your LMS or SIS. You have the ability to edit other parts of your profile, such as your photo.

1. Click on your name in the Top Navigation bar.




2. Edit your contact information and select the email address where Starfish notifications should be sent

3. Upload a photo to help students put a face to your name:

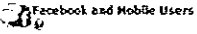
- a. Click the **Upload Photo** link.
- b. Browse for a photo on your desktop (JPG, GIF, or PNG).
- c. Click the **Upload Now** button.

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



**Yasmin Gold** (Last login: 10:45 AM September 10, 2013)

Login:  Institution email:

Phone:  Alternate email:  

Cell Phone:  Send my correspondence to:

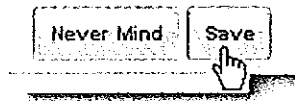
Video Phone:

Institution email  alternate email  both

Time zone:

Display all time zones

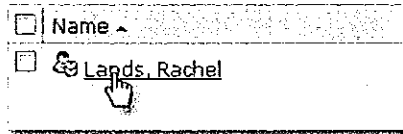
4. Click the **Save** button to save your updates. Note that each tab within the Profile has its own **Save** button. Be sure to save changes on each tab.



## Frequently Asked questions

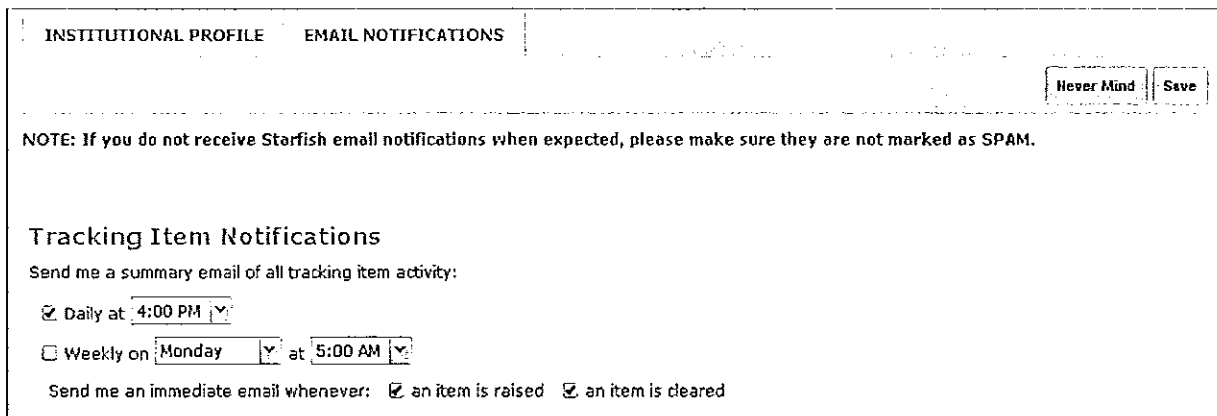
### How do I get more detail on a student?

Anytime you see a student's name as a hyperlink (e.g. in your student list, on an appointment or in a progress survey) this hyperlink takes you to the student's folder.



### How do I change how and when I am emailed by Starfish?

Starfish will email you a calendar appointment for each appointment you have, and a summary of flag activity for your students. You can change the details of when you receive these notifications by clicking **Profile**, and navigating to the **Email Notifications** tab.

A screenshot of the 'EMAIL NOTIFICATIONS' tab in a user profile settings page. The page has two tabs: 'INSTITUTIONAL PROFILE' and 'EMAIL NOTIFICATIONS'. There are 'Never Mind' and 'Save' buttons. A note reads: 'NOTE: If you do not receive Starfish email notifications when expected, please make sure they are not marked as SPAM.' Under the heading 'Tracking Item Notifications', there is a section 'Send me a summary email of all tracking item activity:' with two options: 'Daily at 4:00 PM' (checked) and 'Weekly on Monday at 5:00 AM' (unchecked). At the bottom, there is a section 'Send me an immediate email whenever:' with two checked options: 'an item is raised' and 'an item is cleared'.