Starfish is a student success platform that incorporates academic support and student self-service capabilities into a single portal for students, faculty, and advisors. The University of Montana will utilize Starfish to improve student success and facilitate communication among students, faculty, and staff across campus.

### Review of Starfish Terminology

- **Tracking Items**: Are the generic name for Flags (alerts), Kudos, To-Dos and Referrals in Starfish. All tracking items are recorded in the student’s folder, generate an email to the student and advisors.
  - **Flags**: Flags are designed to alert students to an area of concern.
  - **Kudos**: Kudos are positive alerts sent to students.

- **Progress Survey**: A progress survey is Starfish’s term for progress or early alert reporting. Progress surveys include a class roster and a number of tracking items (alerts and kudos) that can be raised by the instructor to flag a need for change (alert) or to reinforce positive engagement (kudo).

### Instructors

- Raise tracking items when appropriate.
- Submit Progress Survey when emailed.

### Academic Advisors

- Receive email notifications from Starfish.
- Record follow up actions in Starfish:
  - Add notes
  - Clear flags

### Students

- Respond to email notifications when flagged.
- Contact appropriate resources.
Starfish Early Alert User Expectations

For Instructors

During Starfish Early Alert efforts the expectation of instructors is to complete Progress Surveys when issued. Progress Surveys will be issued according to the dates on table below. Regardless of where an instructor is at with current grading for their courses, we strongly encourage participation in the early progress surveys (if an instructor has no feedback to provide, they can submit a blank survey and still have their participation recorded).

<table>
<thead>
<tr>
<th>Progress Survey</th>
<th>Primary Survey Focus</th>
<th>Deployment Date</th>
<th>Closing Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Week 2</td>
<td>Attendance Concerns</td>
<td>01/29/18</td>
<td>02/09/18 @ 9pm</td>
</tr>
<tr>
<td>Week 5</td>
<td>Early Academic Progress</td>
<td>02/20/18</td>
<td>03/02/18 @ 11pm</td>
</tr>
<tr>
<td>Week 8</td>
<td>Academic Progress before 45th class day</td>
<td>03/12/18</td>
<td>03/23/18 @ 11pm</td>
</tr>
<tr>
<td>Week 12</td>
<td>Academic Progress before final course drop/change deadline</td>
<td>04/16/18</td>
<td>04/27/18 @ 11pm</td>
</tr>
</tbody>
</table>

The Provost expects all instructors teaching remedial and 100-200 level courses to submit Progress Surveys.

If an instructor does not have any concerns to report to any of the students on their roster, it is still important to “Submit” a Progress Survey and record their participation in the program. One of the current goals is to increase faculty participating Early Alert reporting for remedial and lower level courses to 60%

Instructors will also have the ability to issue Ad-Hoc Flags/Kudos at any time if need be.

Login

1. Go to the umt.edu/starfish and click the “Login” button
2. Login with employee NetID and password
Complete Progress Surveys
To complete a progress survey follow the steps below.

1. Select any outstanding progress surveys shown in the top left of Starfish home tab

2. On the Progress Survey tab indicate tracking items for a student by marking the associated check boxes to the right of the student’s name

3. Add comments for tracking items to provide additional information and context regarding why a tracking item was raised by selecting the “Notes Icon”
   * These comments will be included in the email the student receives and are very helpful in guiding the student’s next steps. The student’s advisor will also be able to see these comments.

4. Click “Submit” when you are finished. Once a Progress Survey is submitted it will be removed from your list and your participation will be recorded.
Issue Ad-Hoc Tracking Items

Instructors have the ability to give a student a Flag/Kudo anytime during the semester. This may be used when an instructor needs to submit a Flag/Kudo when progress surveys are not active or if a progress survey does not include a desired tracking item. The process of submitting an ad-hoc tracking item for a student is outlined below.

1. Go to “Students” tab in Starfish
2. Select a student(s) by checking the box next to their picture
3. Select “Flag” or “Kudos”
4. Choose any appropriate Flag type from the dropdown list
5. Add a “Course Context” to indicate which course this flag is related to
6. Add any additional information in the comments
7. Click Save when finished
## Available Tracking Items

### “Flags” (alerts) available

*Advisors expected to reach out to students who receive “In Danger of Failing” or “No Show” flags*

<table>
<thead>
<tr>
<th>Flag Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Attendance Concern</td>
<td>Raised when student not attending class regularly</td>
</tr>
<tr>
<td>Low Quiz/Test Scores</td>
<td>Raised when student receives poor grade on quiz or test</td>
</tr>
<tr>
<td>Missing/Late Assignments</td>
<td>Raised when student missing or late with assignment</td>
</tr>
<tr>
<td>No Show</td>
<td>Raised to indicate student has never attended class</td>
</tr>
<tr>
<td>In Danger of Failing</td>
<td>Raised when a student is in danger of failing course</td>
</tr>
</tbody>
</table>

### “Kudos” available

<table>
<thead>
<tr>
<th>Kudo Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Keep Up the Good Work</td>
<td>Raised when a student is performing well in class</td>
</tr>
<tr>
<td>Outstanding Academic Performance</td>
<td>Raised when a student has outstanding academic performance</td>
</tr>
<tr>
<td>Showing Improvement</td>
<td>Raised when a student has shown improvement</td>
</tr>
</tbody>
</table>
Closing the Loop

Once a flag has been raised on a student both the student and their academic advisor(s) will receive notification. Advisors have the ability to take actions upon flags in Starfish and develop a resolution with the student to “Close the Loop”. Below is a graphic and brief description of the Early Alert workflow.

1. Instructor submits Progress Survey and raises flag
2. Student and Advisor receive respective notifications based on the flag.
3. Advisor reaches out to student if the flag is “In Danger of Failing”/“No Show”
4. Student can make an appointment with support services and advisors
5. Advisor clears the flag once they and the student come to a resolution, and enters “Close the Loop” comments, which can be sent back to the instructor.
Appointment Scheduling

What’s Coming Next: Starfish Connect!

Starfish Connect, is available for you to use.

Starfish Connect allows users with connections to students (such as advisors and instructors) to schedule meetings with students via the online calendar in Starfish. Students may also schedule appointments directly with staff members that have published their availability online.

More detailed training and support on this functionality will come at a later date but feel free to use these features with the Starfish Website as a guide.

Resources

Starfish Support Website: http://www.umt.edu/starfish/

Starfish Issue Reporting Form: http://www.umt.edu/starfish/support/default.php#issue

Technical Support:  e: OfficeforStudentSuccess@umontana.edu  p: 406-243-2800
                  e: trevor1.rehm@umontana.edu  p: 406-243-2297

Timeline

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