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.
Starfish Early Alert User Expectations

For Advisors

During Starfish Early Alert efforts, the expectation of Advisors is to reach out to students who receive the flags “No Show” or “In Danger of Failing” and follow up by clearing the flags in Starfish.

The process for finding your advisees with these flags and clearing the flags is documented below.

Login

1. Go to the umt.edu/starfish and click the “Login” button
2. Login with employee NetID and password

Viewing Students with a Flag “In Danger of Failing” or “No Show”

1. Go to “Students” link on top navigation from the home screen
2. Select “Tracking” tab
3. Select “Add Filters”
4. In the Additional Filters menu select Tracking Items
   a. Tracking Type = “Flag”
   b. Item Name = “In Danger of Failing” and/or “No Show”
5. Submit
Clearing a Flag

Once you have reached out to a student about their “In Danger of Failing” or “No Show” flag you can clear the flag in Starfish following the steps below.

1. Under the Tracking tab select the checkbox next to the student and corresponding Tracking Item you want to clear
   * Note: The checkbox can be hard to see, click to the left of the student’s picture
2. Click Resolve

3. Select a reason for clearing the flag and enter any additional comments
   * Optional: Check box to send message to the person who raised the flag letting them know it has been addressed.
4. Click Submit
# 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

Starfish provides great value in the fact that it allows advisors to address the raised concerns and document the outcomes in the system as shown in the “Clearing the Flag” section above. Below is a graphic and brief description that provides a rounded view of the Early Alert process.

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 test drive.

*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/](http://www.umt.edu/starfish/)

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

<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 and Students who have not shown up.</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>