Welcome to Starfish

Starfish was introduced at UMass Lowell in Fall 2012 as a technology tool and administrative program to help the campus improve student retention. Starfish is intended to provide faculty with an easy-to-use tool to help identify students at-risk. Students will be made aware of their at-risk status in a very positive manner and informed of services and resources available to help them succeed. The ultimate goal is to retain students so they can complete their pursuit of a higher education degree. This Provost’s Office initiated program is being coordinated through the Centers for Learning and Academic Support Services.

Spring 2014 surveys are currently planned for the following courses:

- **English/FAHSS:** College Writing I & II, CWI & II-ESL, CWII-ES, IWL, First Year Experience Seminar
- **Math/Science:** Calculus I, IA, IB; Management Pre-calculus; Management Pre-Calculus Supplemental Instruction; Management Calculus; Calculus for Life Sciences, Chemistry I
- **Health:** Anatomy & Physiology Lab I; Anatomy & Physiology Lab II
- **Management:** Introduction to Business

Starfish gives you a convenient way to keep track of your students – raising tracking items when you wish to provide feedback about a student in the form of flags and/or kudos, ensuring that concerns are sent to those on campus who should intervene, and that students are motivated through positive feedback.

>> Email Notification

Faculty teaching courses utilizing Starfish Retention Solutions will receive an email notification requesting they complete a Starfish Progress Survey (see example below).

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**Dear Sean Maguire,**

One of the best ways to ensure the success of our students is to track their attendance and progress. To do this, we need your help! We are working with Starfish to help us make the process of reporting on the academic performance of our students as easy and efficient as possible.

Five times this semester, we’ll be sending you a simple Progress Survey. Your timely responses will help us get support to the students who need it when they need it.

To access the Progress Survey for your course(s):
Login to Starfish at [http://www.uml.edu/starfish](http://www.uml.edu/starfish) using your UMass Lowell e-mail address and password.
A link to your Outstanding Surveys will be displayed at the top of your Starfish homepage.
Once you reach the survey grid, simply check the box next to the particular student’s name for whom you would like to raise a concern or report progress. You will have options to add comments. You do not need to report on every student.
Click Submit. Even if you don’t have any concerns to raise or achievements to report, it is important that you click Submit so that we know you reviewed the survey. You will be asked to confirm your submission—at that point, you are done.
Items you raise will be addressed by a representative from the appropriate campus office.

You currently have 2 survey(s) which need to be completed.
**Outstanding Survey:**
1. Week 2 Progress Survey – 42.101.204
2. Week 2 Progress Survey – 42.101.214

The survey will be available until 9/18/12.
Your responses will let us know which first-year students need our help.

**What if I want to add more details?**

When you check off a box to raise a flag on a student, you will see a small yellow icon appear next to the student’s name. Click that icon to add a comment.

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>> Progress Surveys

This is the main feature of Starfish that UMass will be using. The Provost’s Office intends to send surveys 5 times during the semester to aggressively track student performance. You will receive an email reminder when there is a new survey for you to complete.

1. Login to Starfish
2. Click on the Students navigation item and then choose the Progress Surveys tab.
3. Check the boxes to provide feedback about certain students.
4. Click Submit when you are finished to raise the selected flags.

Please note: Starfish student data is updated on a daily basis; therefore any roster changes may not appear in the Starfish environment for 24 hours.

Outstanding Progress Surveys are also accessible on your Home Page.
## Progress Survey Schedule for Spring 2014:

<table>
<thead>
<tr>
<th>Survey #</th>
<th>#1: First 2 weeks</th>
<th>#2: Weeks 3 &amp; 4</th>
<th>#3: Weeks 5 &amp; 6</th>
<th>#4: Weeks 7-9</th>
<th>#5: Weeks 10-12</th>
</tr>
</thead>
<tbody>
<tr>
<td>Deployment Date:</td>
<td>Thu, Jan 30, 2014</td>
<td>Thu, Feb 13, 2014</td>
<td>Thu, Feb 27, 2014</td>
<td>Thu, Mar 27, 2014</td>
<td>Thu, Apr 17, 2014</td>
</tr>
<tr>
<td>Reminder Date:</td>
<td>Mon, Feb 03, 2014</td>
<td>Mon, Feb 17, 2014</td>
<td>Mon, Mar 03, 2014</td>
<td>Mon, Mar 31, 2014</td>
<td>Mon, Apr 21, 2014</td>
</tr>
<tr>
<td>Flags and Kudos:</td>
<td>Missed Classes</td>
<td>Missed Classes</td>
<td>Missed Classes</td>
<td>Missed Classes</td>
<td>Missed Classes</td>
</tr>
<tr>
<td>Attendance - No Show</td>
<td>Attendance - No Show</td>
<td>Attendance Concern</td>
<td>Attendance Concern</td>
<td>Attendance Concern</td>
<td>Attendance Concern</td>
</tr>
<tr>
<td>Poor Academic Performance</td>
<td>Poor Academic Performance</td>
<td>Poor Academic Performance</td>
<td>Poor Academic Performance</td>
<td>Poor Academic Performance</td>
<td>Poor Academic Performance</td>
</tr>
<tr>
<td>Behavioral Concern</td>
<td>Behavioral Concern</td>
<td>Behavioral Concern</td>
<td>Behavioral Concern</td>
<td>Behavioral Concern</td>
<td>Behavioral Concern</td>
</tr>
<tr>
<td>Keep Up Good Work</td>
<td>In Danger of Failing</td>
<td>In Danger of Failing</td>
<td>In Danger of Failing</td>
<td>In Danger of Failing</td>
<td>In Danger of Failing</td>
</tr>
<tr>
<td>Shows Improvement</td>
<td>Shows Improvement</td>
<td>Shows Improvement</td>
<td>Shows Improvement</td>
<td>Shows Improvement</td>
<td>Shows Improvement</td>
</tr>
<tr>
<td>Outstanding Academic Performance</td>
<td>Outstanding Academic Performance</td>
<td>Outstanding Academic Performance</td>
<td>Outstanding Academic Performance</td>
<td>Outstanding Academic Performance</td>
<td>Outstanding Academic Performance</td>
</tr>
</tbody>
</table>

### Getting started is easy.
Accessible via your UMass Lowell email credentials, you can login to Starfish at [http://www.uml.edu/starfish](http://www.uml.edu/starfish). Starfish will automatically display all students that are enrolled in your courses. From there, you can raise tracking items about students and provide additional information.

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

### Raise a Tracking Item

In addition to using the Progress Survey, anytime you have feedback about a particular student you can log into Starfish and raise a flag or kudo to communicate your observations.
1. Click on the Students navigation item to see all of your students.
2. Find the student you want to provide feedback for – by searching for their name or paging through the students. Click on the student’s name to bring up the student’s folder. Note: Anywhere you see a student’s name as a link will take you to his/her folder.
3. When you click on the Raise Flag button, a list of flags that can be raised and viewed by you is displayed.
4. Select the appropriate flag, enter comments and click the Save button.
5. The appropriate individuals will be automatically notified.

>> Flag/Alert Definitions
During the summer of 2012, the campus formed a committee that helped determine the alerts and kudos that Lowell would use. The kudos are -- Keep Up Good Work, Showing Improvement, and Outstanding Academic Performance. The alerts and their definitions are as follows:

- Attendance No Show – Raise this flag when the student has never attended your class.
- Missed Classes – Raise this flag when the student has missed at least one class during the current evaluation period.
- Attendance Concern – Raise this flag when performance is impaired by poor attendance.
- Poor Academic Performance – Raise this flag when the student has performed poorly on a quiz, test, assignment, has missed work, or has poor participation.
- In Danger of Failing – Raise this flag when the student is at risk of failing the course if immediate action is not taken.
- Behavioral Concern – Raise this flag if a student is exhibiting disruptive behavior. The student will not see this flag or receive an auto-generated email.

**>> After a Flag is Raised.....**

Students will receive a system-generated email when a kudo or flag is raised (except “Behavioral Concern”). There are different emails for each, but all are positive and supportive. Flags promote the importance of attending class and using available campus resources like tutoring. In all cases, students are encouraged to talk directly with their classroom instructor or advisor.

In cases where a student has been repeatedly flagged or flagged in multiple courses then there will be more direct outreach such as a phone call from staff in the Centers for Learning.

If you raise a “Behavioral Concern” flag, the Centers for Learning will review this and reach out to other departments on campus as needed. Please note, if you have serious behavioral concerns there are other resources you can utilize without first noting this in Starfish.

- Faculty who observe troubling behavior on the part of students should notify the Office of the Dean of Student Life, Annie Ciaraldi, at 978-934-2104. Your confidentiality, if requested, will be honored.
- **If there is a health or safety emergency on campus, please dial x4-2911 or 978-934-2911**

**>> Adding Notes**

Each time a flag is raised, faculty have the option of sending notes specific to each flag. Select the sticky note icon on the right of the student’s name and a comment box will appear.
Centers for Learning staff may also “close the loop” by adding notes to flags initiated by faculty. All notes can be viewed by choosing the Note tab when viewing the student record. Faculty can also add additional notes in this section, if desired.

>> Starfish Faculty Profiles
Please feel free to modify your profile to include information you would like to share with the campus community. You can also modify Tracking Item Notifications by selecting the Email Notifications tab to structure email notifications according to your liking.

>> Frequently Asked Questions

Do Students use Starfish to access information?

No --- not yet. We are not including students as users; however, students are able to login with their UML credentials. In the future we will explore adding functionality for students to access this system for information about faculty and their progress. For now, the students will only receive email communications directly from Starfish when kudos or certain alerts are raised. Additionally, the Centers for Learning will be doing some direct outreach to students who appear to be most at risk.

On the Progress Surveys, am I just providing feedback on the period or as an “overall” rating?

The surveys are intended to report how a student has done during the survey period. These survey periods are either 2 or 3 weeks long. However, any time you believe an alert or kudo is appropriate, you can record such directly in Starfish.

How do I get more detail regarding a student?
Anytime you see a student’s name as a hyperlink, in an email, on your dashboard or throughout Starfish, this hyperlink takes you to the student folder. The student folder contains a) the student’s contact information, b) notes recorded by you or shared with you, and c) tracking items raised in Starfish.

Additional academic and contact information is best obtained via the iSiS system.

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

Starfish will email you a daily summary of flag activity for your students. You can change these settings by clicking **Profile**, and navigating to the **Email Notifications** tab.

**Can I remove a flag that was raised in error?**

You cannot remove flags after they have been raised. Please follow the procedure below to resolve the flag.

**Behavioral Flag:**

a) The faculty member should email [retention@uml.edu](mailto:retention@uml.edu), advising the Centers for Learning about this error. Please include the student name and type of flag raised.

b) Centers for Learning staff will mark the flag as resolved and insert the appropriate comment.

**Any other flag:**

a) The faculty member should communicate with the student regarding this error.

b) The faculty member should email [retention@uml.edu](mailto:retention@uml.edu) advising the Centers for Learning about this error. Please include the student name and type of flag raised.

c) Centers for Learning staff will mark the flag as resolved and insert the appropriate comment.

**>> Who to Contact for more information?**

**Functional Questions about Alerts, Surveys, and Student Retention**

- Douglas Cooper, Student Retention Coordinator ([Douglas_Cooper@uml.edu](mailto:Douglas_Cooper@uml.edu) or x4-4548)

**Technical Assistance Accessing or Using Starfish**

- Richard Conley, Information Technology ([Richard_Conley@uml.edu](mailto:Richard_Conley@uml.edu) or 978-758-1574)
- Donna Mellen, Information Technology ([Donna_Mellen@uml.edu](mailto:Donna_Mellen@uml.edu) or x4-2925)

**Password Problems**

- Help Center, Information Technology ([help@uml.edu](mailto:help@uml.edu) or x4-4357)

**Feedback on Starfish and Retention Program**

- Charlotte Mandell, Vice Provost for Undergrad. Education ([Charlotte_Mandell@uml.edu](mailto:Charlotte_Mandell@uml.edu) or x4-3448)
- Paula Haines, College Writing Faculty Coordinator ([Paula_Haines@uml.edu](mailto:Paula_Haines@uml.edu) or x4-4186)
- Francis Talty, Assistant Dean of FAHSS ([Francis_Talty@uml.edu](mailto:Francis_Talty@uml.edu) or x4-4328)
- Chuck Ormsby, Calculus IA Faculty Coordinator ([Charles_Ormsby@uml.edu](mailto:Charles_Ormsby@uml.edu) or x4-2431)
- Ronald Brent, Calculus I Faculty Coordinator ([Ronald_Brent@uml.edu](mailto:Ronald_Brent@uml.edu) or x4-2440)
- Marvin Stick, Professor of Mathematical Sciences ([Marvin_Stick@uml.edu](mailto:Marvin_Stick@uml.edu) or x4-2441)
- Deborah Finch, First-Year Experience Management Coordinator ([Deborah_Finch@uml.edu](mailto:Deborah_Finch@uml.edu) or x4-2753)
- Eugene Rogers, Chair of Clinical Laboratory ([Eugene_Rogers@uml.edu](mailto:Eugene_Rogers@uml.edu) or x4-4478)
- Sheila Riley Callahan, Ex. Director of Centers for Learning ([Sheila_RileyCallahan@uml.edu](mailto:Sheila_RileyCallahan@uml.edu) or x4-2936)