

# Instructor Getting Started Guide

## Starfish Retention Solutions

### Welcome to Starfish

Starfish was introduced at UMass Lowell in Fall 2012 as an early alert tool 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 be successful. This Provost's Office initiated program is coordinated through the Centers for Learning and Academic Support Services.

Spring 2018 surveys are currently planned for the following courses:

**English/FAHSS:** College Writing I & II (incl. ESL), FY Seminars, World Languages (1 and 2)

**Math/Science:** Calculus I, IA, IB; Management Pre-calculus (incl. SI); Management Calculus; Calculus for Life Sciences, Chemistry I, General/Physics I and II, Statistics

**Health:** Anatomy & Physiology Lab I & II; Introduction to Public Health, Physiological Chemistry, Basic Clinical Microbiology & Pathology labs

**Management:** Introduction to Business, Professional Communications, First-Year Seminar

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 Starfish courses will receive an email requesting they complete a Progress Survey (see example below).

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> 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.

## >> 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 report any concerns you have for the students listed below by checking the appropriate boxes. Your feedback will be used by Student Services to reach out to students who need additional help.

Survey: Microbiology (BIOL220.109.01): Progress Survey

Search:

Name	No Concerns	Poor Performance	Poor Participation	Tutoring Referral	Great Work
Adam, Eoon	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Albright, Randy	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Andrews, Randy	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Basu, Sean	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Baumann, Sean	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Berger, Jeff	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chappell, Jeff	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Desai, Neha	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Elizabeth, Cadfael	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Elkins, Neha	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fisher, Jim	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fore, Jim	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Garrin, Will	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Total items selected: 0

\* Required fields

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.

Home **Students** Profile [help](#)

**System Announcement:** Data is from ISIS Development Environment (June 2012)

**Outstanding Progress Surveys:** [Calculus I \(92.131.207 \(#11461\)\): PreSchool Survey](#)

**Ronald Brent**  
Edit your profile to tell students more about yourself. Students are more likely to reach out to you if they know a little about you. [edit profile](#)

**Recent Changes** Last day All Activity  
No recent changes

Home Students Profile  
My Students Institutional Profile  
Tracking Email Notifications  
Progress Surveys

## >> Progress Survey Schedule for Fall 2018:

Survey #:	1	2	3	4
Date Range:	9/5–9/14	9/17–9/28	10/1–10/12	10/15–11/2
Announcement Date:	Wednesday, September 12, 2018	Wednesday, September 26, 2018	Wednesday, October 10, 2018	Wednesday, October 31, 2018
Deployment Date:	Thursday, September 13, 2018	Thursday, September 27, 2018	Thursday, October 11, 2018	Thursday, November 1, 2018
First Reminder Date:	Monday, September 17, 2018	Monday, October 1, 2018	Monday, October 15, 2018	Monday, November 5, 2018
Second Reminder Date:	Tuesday, September 18, 2018	Tuesday, October 2, 2018	Tuesday, October 16, 2018	Tuesday, November 6, 2018
Closure Date (11p.m.):	Tuesday, September 18, 2018	Tuesday, October 2, 2018	Tuesday, October 16, 2018	Tuesday, November 6, 2018
Flags:	Missed Classes	Missed Classes	Missed Classes	Missed Classes
	Attendance - No Show	Attendance - No Show	Attendance Concern	Attendance Concern
	Poor Academic Performance	Poor Academic Performance	Poor Academic Performance	Poor Academic Performance
	Behavioral Concern	Behavioral Concern	Behavioral Concern	Behavioral Concern
		Keep Up Good Work	In Danger of Failing	In Danger of Failing
			Keep Up Good Work	Keep Up Good Work
			Shows Improvement	Shows Improvement
			Outstanding Academic Performance	Outstanding Academic Performance

**Getting started is easy.** Accessible via your UMass Lowell email credentials, you can login to Starfish at <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.

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### Starfish Retention Solutions

1. Click on the **Students** navigation item to see all of your students.
2. Find the student you want to provide

Home   **Students** ▾   Profile ▾   Admin



**Rachel Lands**  
 Phone (757) 622-4487 | Cell Phone 512-695-6257 | Institution Email [zsafavian@starfishsolutions.com](mailto:zsafavian@starfishsolutions.com) | Alternate Email [iburke@starfishsolutions.com](mailto:iburke@starfishsolutions.com)

Raise Flag   
 Add Kudo   
 Email Student   
 Add Note

OVERVIEW   COURSES   TRACKING   APPOINTMENTS   NOTES   NETWORK

Note: FERPA standards protect student data.

**Student Information**

- Current GPA: 2.7
- Degree Audit
- Chemistry Major as of 2011-02-01
- ImageNow

**Plans**

- Graduation Approval

**Recent Flags**

- Flagged for Improve coursework, in Microbiology (BIOL220.109.01)
- Flagged for Improve coursework, in Microbiology (BIOL220.109.01)
- Flagged for Noel-Levitz Survey Alert
- Flagged for Work Interfering with Studies
- Flagged for Poor Participation, in Microbiology (BIOL220.109.01)

**Miscellaneous**

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.

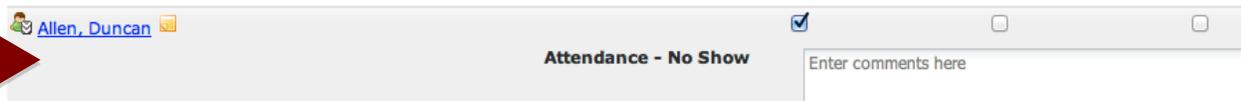
In cases where a student has been repeatedly flagged or flagged in multiple courses then there will be more direct outreach such as a phone call from staff in the Centers for Learning.

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.

OVERVIEW	COURSES	TRACKING	NOTES	NETWORK	
	Type	Subject	Related Item	Written By	Date
	Flag Comment	<b>Raise Comment</b>	Missed Class(es)	Ronald Brent <u>Role:</u> Course Lead, Instructor	09-06-2012
	please add comments to aid Centers for Learning				
	Mitigation Tracking	<b>Phone call</b>		Kristen Rhyner <u>Role:</u> TESTONLY, Centers for Learning	09-04-2012
	This is someone we should call again. I left a message on 9/1/12.				
	Flag Comment	<b>Raise Comment</b>	General Concern	Ronald Brent <u>Role:</u> TESTONLY, Course Lead, Instruc...	08-29-2012
	TEST TEST Ignore TEST TEST This student is not on my class roster.				

## >> 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.

[Home](#)
[Students](#)
[Profile](#)
[Admin](#)

[INSTITUTIONAL PROFILE](#)
[EMAIL NOTIFICATIONS](#)

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


**Donna Mellen** [Last Login: 1:33 PM September 6, 2012]

## >> 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), informing 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) x4-4548)

Technical Assistance Accessing or Using Starfish

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

Password Problems

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

Feedback on Starfish and Retention Program

- Joseph Hartman, Provost ([Joseph\\_Hartman@uml.edu](mailto:Joseph_Hartman@uml.edu) x4-2168)
- Julie Nash, Vice-Provost for Student Success ([julie\\_nash@uml.edu](mailto:julie_nash@uml.edu) x4-4191)
- Kerry Donohoe, Dean of Academic Services ([Kerry\\_donohoe@uml.edu](mailto:Kerry_donohoe@uml.edu) x4-2542)
- Sheila Riley Callahan, Exec.Dir. of Centers for Learning ([Sheila\\_RileyCallahan@uml.edu](mailto:Sheila_RileyCallahan@uml.edu) x4-2936)
- Pauline Ladebauche, Assistant Dean, Health Sciences ([Pauline\\_ladebauche@uml.edu](mailto:Pauline_ladebauche@uml.edu) 4-4419)
- Ann Dean, English/College Writing ([ann\\_dean@uml.edu](mailto:ann_dean@uml.edu), x4-6356)
- Beth Donaghey, FYSH ([Elizabeth\\_Donaghey@uml.edu](mailto:Elizabeth_Donaghey@uml.edu), x. 4-2921)
- Karen Humphrey-Johnson, first-year seminars ([Karen\\_Humphrey-Johnson@uml.edu](mailto:Karen_Humphrey-Johnson@uml.edu), x. 4-2105)
- Maria Matz, World Languages ([maria\\_matz@uml.edu](mailto:maria_matz@uml.edu), x. 4-4364)
- Art Mittler, Physics I/II Coordinator ([Arthur\\_mittler@uml.edu](mailto:Arthur_mittler@uml.edu) x4-3775)
- Ronald Brent, Calculus I Faculty Coordinator ([Ronald\\_Brent@uml.edu](mailto:Ronald_Brent@uml.edu) x4-2440)
- Marvin Stick, Management Calculus Faculty Coordinator ([Marvin\\_Stick@uml.edu](mailto:Marvin_Stick@uml.edu) x4-2441)
- Deborah Finch, First-Year Experience MSB Coordinator ([Deborah\\_Finch@uml.edu](mailto:Deborah_Finch@uml.edu) x4-2753)