Starfish Early Alert & Degree Planner Workflow
Los Medanos College

STARFISH
EARLY ALERT &
DEGREE PLANNER

Starfish
retention solutions

Early Alert Workflow

Student Success and Retention Programs

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INSTRUCTORS	PROGRAM ASSISTANT	STARFISH AMBASSADOR	COUNSELORS (2)	COORDINATORS (2)	DIRECTOR

INSTRUCTOR'S ROLE

Instructor's Role

- Raises Flags or Kudos on Students file
- Flag/Kudos Raised through:
  - Progress Surveys
  - Individual Flags

PROGRAM ASSISTANT'S ROLE

Program Assistant's Role

- Filters and Assigns flags

- Demonstrates and trains individuals and groups about Early Alert

- Reaches out to students with flag(s) and provides campus and/or community resources, and creates counseling appointment (if needed)

- Closes flag once contact is made with the student

- Batch closes flags at the end of each semester

- Run monthly reports of Tracking Items

STARFISH AMBASSADOR'S ROLE

Starfish Ambassador's Role

- Starfish Ambassadors are Student Workers trained in Starfish Early Alert

- Ambassadors receive reports from the Program Assistant then call students with flag(s)

  - Students that are contacted are provided with campus and/or community resources

- Creates counseling appointment (if needed)

COUNSELOR'S ROLE

Counselor's Role

- Meets with students to discuss flag(s) and other concerns

- Update student's Education Plan

- Add notes and close flag(s)

- Notification of closed flag(s) goes to the instructor

- Makes additional referrals as needed

COORDINATOR'S ROLE

Coordinator's Role

- Reaches out to students with flag(s) and provides campus and/or community resources, and creates counseling appointment (if needed)

- Meets with students to discuss Academic Standing and creates a plan for success

- Add notes and close flag(s)

- Follow-up with student's progress and/or concern

- Makes additional referrals as needed

DIRECTOR'S ROLE

Director's Role

- Oversees Student Success and Retention Programs

- Reviews Reinstatement appeals

- Meets with students and creates a success plan

- Adds notes and clears flag(s)

- Makes additional referrals as needed

Roles Across Campus

Roles Across Campus

- Each department on campus will have a lead contact who will be trained in Starfish.
- The lead will be responsible for:
  - Logging into Starfish and contacting each student that was referred to their department.
  - After student is reached, the Lead is responsible for closing the flag(s).