



Starfish

Early Alert Instructional Handout

Los Medanos College



What is Starfish Early Alert?



- An early warning and student tracking program that collects information to engage deeply with students.
- Starfish detects at risk-students by collecting data about the student's performance recorded across the campus and connects them with advisors.
- Starfish captures all efforts involved, keeping the campus community on the same page, to manage issues through to resolutions.



GETTING STARTED WITH STARFISH



Student Success and Retention Programs

Supporting Student Success

STARFISH EARLY ALERT- RETENTION TOOL

Student Services Home

Workshops

Important Dates

Student Lingo

Starfish Early Alert

Contact Us



What is Starfish?

- ▶ Identifies at-risk students in real time, pinpoints areas of concern, and connects them with resources such as advising, tutoring, and more!
- ▶ Starfish helps institutions individualize support for students and assess which services and interventions are working

▶ [Access Starfish Early Alert HERE](#)

How does Starfish support student success?

Resources- Training Materials



The image features a light grey background with several abstract, hand-drawn grey outlines of irregular shapes. A solid blue horizontal bar spans the width of the image, positioned in the lower half. The text 'HOME SCREEN' is written in white, bold, uppercase letters on the left side of this blue bar.

HOME SCREEN

Home Screen

System Announcement: Welcome to Starfish- Spring 2017

Starfish provides a simple and efficient way for people on campus to schedule time with one another; whether that time is face-to-face, over the phone, or even online. All you have to do to get up and running in Starfish is complete the information on the right, which lets people know when you will be available during the term. Then others on campus will be able to schedule appointments with you electronically. It's that easy!

Once you've signed in, you can elect to receive email notifications informing you about your upcoming meetings. Each notice will include the reason for the visit, the date and time of the meeting, and the name of the person you are meeting. **You can also set your office hours so students know when they can find you.**



Office Hours Setup Wizard

If your office hours don't repeat weekly, [click here](#).

Go ahead and get started by adding one time block for now! You can always add more later.

1. What day(s) do you have office hours?

M T W T F S S

2. What time are your office hours?

to


3. Where are they?

Type

Details

Instructions

Show me this Office Hours Setup Page again next time I login if I don't

 Institutional Profile
Appointment Preferences
Email Notifications



The **Institutional Profile** tab allows for you to:

- enter your contact information
- share information about yourself with the campus community
- set appointment preferences
- set email notification preferences
- set tracking item notifications



SETTING UP A PROFILE



Never Mind Submit

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

Last Login: undefined]



Upload Photo

Login Page Default Login Page ▾

Contact Information

Login

Institution Email

Phone

Alternate Email

Cell Phone

Video Phone

Send my correspondence to

Institution Email Alternate Email Both

Display all time zones

Time zone (GMT-08:00) Pacific Time ▾

General Overview

A general message should go here. Tell people how you can help them during your office hours.

Text area for general message.

My Biography

Use this space to tell others about yourself. You can include your educational background, work experience, areas of research and study, or any other information that would be relevant to others on campus. Students are more likely to reach out to you if they know a little about you.

Text area for biography.

* Required fields

Never Mind Submit



ADDING LOCATION



System Announcement: Welcome to Starfish- Fall 2016

- Staff Dashboard
- Dashboard
- Messages
- My Success Network
- Raise Your Hand
- Courses
- Success Plans
- Degree Planner
- History

Staff Dashboard

Office Hours Appointment Group Session Event Scheduling Wizard Reserve Time

Appointments

Flags I'm Managing Experimental

Name	Flag Name
No students are flagged	

Recent Changes

Show All Activity Changed in Past 24 hours

Group Session Updates: Group Session (Canceled): 12-12-2016
Participants: 2 added, 2 removed Today

Add Office Hours

* Title

* What day(s)? Repeats every week(s)

Repeat on: Mon Tue Wed Thu Fri Sat Sun

* What time? to

* Where? SS4-418

* Office hours Type
Only take scheduled appointments

* How long? minimum appointment length
 maximum appointment length

* Appointment Types Select the types of meetings you will have in these office hours.

Counseling Appointment Missed Appointment
 Student Events

These will be sent to anyone who makes an appointment.

* Required fields



December 2016

S	M	T	W	T	F	S
27	28	29	30	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31
1	2	3	4	5	6	7

Today

- Office Hours
- Appointment
- Group Session
- Event
- Reserve Time
- Scheduling Wizard

Agenda Day **Week**

Time Scale 5 day 7 day 12-11-2016 to 12-17-2016

	Mon 12/12	Tue 12/13	Wed 12/14	Thu 12/15	Fri 12/16
:45					
1:00 pm					
:15					
:30					
:45					
2:00 pm					
:15					
:30					
:45					
3:00 pm					
:15	<div data-bbox="318 728 676 1006"><p>Brentwood Campus</p><ul style="list-style-type: none">+ Add+ Add+ Add+ Add</div>	<div data-bbox="937 721 1304 1013"><p>Brentwood Campus</p><ul style="list-style-type: none">+ Add+ Add+ Add+ Add</div>	<div data-bbox="1526 728 1893 1028"><p>Brentwood Campus</p><ul style="list-style-type: none">+ Add+ Add+ Add+ Add</div>		
:30					
:45					
4:00 pm					
:15					
:30					
:45					
5:00 pm					
:15					
:30					
:45					
6:00 pm					
:15					
:30					
:45					
7:00 pm					
:15					



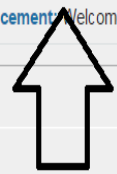
APPOINTMENT SCHEDULING



- Office Hours
- Appointment
- Group Session
- Event
- Scheduling Wizard
- Reserve Time
- Record Attendance

System Announcement Welcome

Click on appointment button



Appointments

Show Next 7 days

- A. Elijah: Today at 9:00 am General visit
Location: SSC-412
- A. Elijah: Today at 9:30 am FAM Program
Location: SSC-412
- B. Kahleva: Today at 10:00 am FAM Program
Location: SSC-412

[View Calendar](#)

Recent Changes

Show All Activity Changed in Past 2

- New Appointment:** B. Kahleva: Today at 10:00 am
- New Appointment:** A. Elijah: Today at 9:30 am
- New Appointment:** A. Elijah: Today at 9:00 am
- New Kudos:** A. Jae: Keep Up the Good Work: Today
- New Kudos:** A. Abibat: Keep Up the Good Work: Today



Add Appointment

Never Mind

Submit

Scheduling

Outcomes

SpeedNotes

With

* People in

Active terms

All terms

* Student

* When

* Where

* Reason

Course

* Sharing

Permissions: P



Student 1



Student 2



Student 3



Student 4



Student 5

Detailed Description

Enter a detailed description about the appointment. This is viewable by you and the student with whom the appointment is made.

Select Student from drop down box

* Required fields

Never Mind

Submit

Add Appointment

Never Mind

Submit

Scheduling

Outcomes

SpeedNotes

With

* People in

Active terms

All terms

* Student

Student 1

* When

08-24-2016



10:20 am

to 11:00 am

* Where

SSC-412

* Reason

Course

* Sharing

Permissions: P

FAM Program

Missed Appointment

Student Orientation

Transfer and Career Services

Course add / withdrawal

Course tutoring

Discuss grades

Discuss prior course work

General visit

Review exam or quiz

Detailed Description

Enter a detailed description about the appointment. This is viewable by you and the student with whom the appointment is made.

* Required fields

Never Mind

Submit

Add Appointment

Never Mind Submit

- Scheduling
- Outcomes
- SpeedNotes

With

* People in Active terms All terms

* Student

* When to

* Where

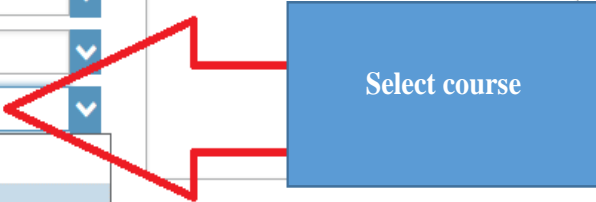
* Reason

Course

* Sharing

Detailed Description

Enter a detailed description about the appointment. This is viewable by you and the student with whom the appointment is made.



Permissions: People with the following roles may be able to see this appointment if they have a relationship with the student(s):

- Student Retention Office
- Student Services Support
- Transfer Academy
- Umoja
- CalWORKs Office

[More...](#)

Add Appointment

Never Mind

Submit

Scheduling

Outcomes

SpeedNotes

With

* People in

Active terms

All terms

* Student

Student 1

* When

08-24-2016



10:30 am

to

11:

* Where

SSC-412

* Reason

FAM Program

Course

Accelrtd Rdng/Wrtng/Crtcl Tnkg (ENGL-095-1403-2016FA)

* Sharing

Shared

Private

Detailed Description

Enter a detailed description about the appointment. This is viewable by you and the student with whom the appointment is made.

Be sure to type in here to put a general notation here for records



Permissions: People with the following roles may be able to see this appointment if they have a relationship with the student(s):

- Student Retention Office
- Student Services Support
- Transfer Academy
- Umoja
- CalWORKs Office

[More...](#)

Add Appointment

Never Mind Submit

Scheduling

Outcomes

SpeedNotes

Time ?

Today 10:30 am to 11:00 am

Attendance

Student missed appointment

Do not EMAIL a copy to student as sensitive information may be included in this case note

Email

Send a copy of note to student

Comments

Comments are notes about the appointment, viewable only by you and other people with whom the appointment is shared. These notes can be edited only by you before or after the appointment for record-keeping purposes.

Remember to type in a summary of encounter here



Permissions: People with the following roles may be able to see this appointment if they have a relationship with the student(s):

- Student Retention Office
- Student Services Support
- Transfer Academy
- Umoja
- CalWORKs Office

[More...](#)

Participants

Outcomes

SpeedNotes

Check off the topics discussed and activities completed in this meeting.

Academic Advising

- | | |
|---|---|
| <input type="checkbox"/> Academic status concerns | <input type="checkbox"/> Registration for classes |
| <input type="checkbox"/> Completed degree audit | <input type="checkbox"/> Transfer credit review |
| <input type="checkbox"/> Discussion of academic goals | |


Counseling

- | | |
|--|---|
| <input type="checkbox"/> Addressed time management | <input type="checkbox"/> Discussed study skills |
| <input type="checkbox"/> Adjustment to college | <input type="checkbox"/> Learning disability |
| <input type="checkbox"/> Balancing academic goals and life goals | |

Other

- | | |
|---|---|
| <input type="checkbox"/> Discussion of career goals | <input type="checkbox"/> Review of campus resources |
| <input type="checkbox"/> Family concerns | <input type="checkbox"/> Transportation issues |
| <input type="checkbox"/> Financial aid process | |

Session Sharing Shared Private

 **Permissions:** People with the following roles may be able to see this group session if they have a relationship with the student(s):

- Financial Aid Staff
- Instructor
- Student Services Support
- HSI/STEM
- HONORS

[More...](#)

* Required fields

Never Mind

Submit



GROUP SESSIONS

Group Sessions Appointments

System Announcement: welcome to Starfish- Fall 2016

Staff Dashboard

Office Hours Appointment **Group Session** Event Scheduling Wizard Reserve Time

Appointments

Flags I'm Managing Experimental

Name	Flag Name
No students are flagged	

Recent Changes

Show All Activity Changed in Past 24 hours

No recent changes

Staff Dashboard

Dashboard

Messages

My Success Network

Raise Your Hand

Courses

Success Plans

Degree Planner

History

Copyright © 2008-2016, Starfish Retention Solutions, Inc. U.S. Patent No. 8,472,862. Additional Patents Pending.

Add Group Session

* Title

* When? Date:

* What time? to

* Where? SS4-418

* Reason

* How many students?

Enter the maximum number of students that can sign up for the session.

Allow students to see other students who have signed up

Support supplemental instruction

Restrict the session to students in the same section or course. Note that the selected reason controls whether restriction is limited to the same course or section.

These will be sent to anyone who makes an appointment.

* Required fields

December 2016

S	M	T	W	T	F	S
27	28	29	30	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31
1	2	3	4	5	6	7

Today

- Office Hours
- Appointment
- Group Session
- Event
- Reserve Time
- Scheduling Wizard

Agenda Day **Week**

Time Scale 5 day 7 day 12-11-2016 to 12-17-2016

	Mon 12/12	Tue 12/13	Wed 12/14	Thu 12/15	Fri 12/16
8:00 am					
:15					
:30					
:45					
9:00 am					
:15					
:30					
:45					
10:00 am					
:15					
:30					
:45					
11:00 am					
:15					
:30					
:45					
12:00 pm					
:15					
:30					
:45					
1:00 pm					
:15					
:30					

Group Session
Group Session: 2 out of 2 spots available
[Manage Participants](#)



Home

Appointments

Students

Services

Admin

Search for Students

Office Hours

Appointment

Group Session

Event

Reserve Time

Scheduling Wizard

December 2016

S	M	T	W	T	F	S
27	28	29	30	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31
1	2	3	4	5	6	7

Today

Agenda Day Week

	Mon 12/12	Tue 12/13	Wed 12/14	Thu
8:00 am				
:15				
:30				
:45				
9:00 am	Group S			
:15	Group S			
:30				
:45				
10:00 am				
:15				
:30				
:45				
11:00 am				
:15				
:30				
:45				
12:00 pm				
:15				
:30				
:45				
1:00 pm				
:15				
:30				

Group Session

12-12-2016 at 9:00 am
 SS4-418
 2 out of 2 spots available

Participants

Participants Edit Cancel View


Manage Session Participants for Group
Session 9:00 am 12-12-2016

Never Mind Submit

Participants Outcomes SpeedNotes

There are 2 of 2 spots available.

Add participant: Add

Course:  Student's Information

Session Participants	Email	Course	Tools
There are no participants currently			

* Required fields

Never Mind Submit

Manage Session Participants for Group Session 9:00 am 12-12-2016

Never Mind

Submit

Participants

Outcomes

SpeedNotes

There are 0 of 2 spots available **Session Full!**

Add participant:

Course:

Session Participants ▲	Email	Course	Tools
Student 1		No Course	<input type="button" value="✕"/>
Student 2		No Course	<input type="button" value="✕"/>

* Required fields

Never Mind

Submit

★ ✕

Manage Session Participants for Group Session 9:00 am 12-12-2016

Never Mind Submit

Participants **Outcomes** SpeedNotes

Time ? to

Participant Comments

Student 1 Student missed session

Student 2 Student missed session

Session Sharing Shared Private

Permissions: People with the following roles may be able to see this group session if they have a relationship with the student(s):

- Financial Aid Staff
- Instructor
- Student Services Support
- HSI/STEM
- HONORS

[More...](#)

* Required fields Never Mind Submit

Manage Session Participants for Group Session

9:00 am 12-12-2016

Never Mind

Submit

Participants

Outcomes

SpeedNotes

Check off the topics discussed and activities completed in this meeting.

Academic Advising

- Academic status concerns
- Completed degree audit
- Discussion of academic goals
- Registration for classes
- Transfer credit review

Counseling

- Addressed time management
- Adjustment to college
- Balancing academic goals and life goals
- Discussed study skills
- Learning disability

Other

- Discussion of career goals
- Family concerns
- Financial aid process
- Review of campus resources
- Transportation issues

Session Sharing Shared Private

Permissions: People with the following roles may be able to see this group session if they have a relationship with the student(s):

- Financial Aid Staff
- Instructor
- Student Services Support
- HSI/STEM
- HONORS

[More...](#)

* Required fields

Never Mind

Submit



DELETING GROUP SESSIONS

Deleting Group Sessions

The screenshot displays a scheduling software interface. At the top, a navigation bar includes tabs for Home, Appointments (highlighted with a red box), Students, Services, and Admin. A search bar labeled "Search for Students" is positioned to the right of the Admin tab. Below the navigation bar, a toolbar contains icons for Office Hours, Appointment, Group Session, Event, Reserve Time, and Scheduling Wizard. The main area features a calendar grid for December 2016, with a "Today" button below it. The calendar is set to a weekly view, showing dates from Monday, December 12th to Friday, December 16th. A "Group Session" is scheduled for Monday, December 12th, from 9:00 am to 9:45 am. This session is highlighted with a red box. A tooltip for the session displays the text "Group Session: 0 out of 2 spots available" and a link labeled "Manage Participants". The interface also includes a "Time Scale" selector (set to 5 days) and a date range selector (set to 12-11-2016 to 12-17-2016).

	Mon 12/12	Tue 12/13	Wed 12/14	Thu 12/15	Fri 12/16
8:00 am					
:15					
:30					
:45	Group Session				
9:00 am	Group Session: 0 out of 2 spots available				
:15	Manage Participants				
:30					
:45					
10:00 am					
:15					
:30					
:45					
11:00 am					
:15					
:30					
:45					
12:00 pm					
:15					
:30					
:45					
1:00 pm					
:15					
:30					

December 2016

S	M	T	W	T	F	S
27	28	29	30	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31
1	2	3	4	5	6	7

Today

Office Hours Appointment Group Session Event Reserve Time Scheduling Wizard

Agenda Day Week

Time Scale 5 day 7 day 12-11-2016 to 12-17-2016

	Mon 12/12	Tue 12/13	Wed 12/14	Thu 12/15	Fri 12/16
8:00 am					
:15					
:30					
:45					
9:00 am					
:15					
:30					
:45					
10:00 am					
:15					
:30					
:45					
11:00 am					
:15					
:30					
:45					
12:00 pm					
:15					
:30					
:45					
1:00 pm					
:15					
:30					



Group Session

12-12-2016 at 9:00 am
SS4-418
0 out of 2 spots available

Participants

- Student 1
- Student 2

Participants Edit Outcomes **Cancel** View





FLAGS, KUDOS, AND REFERRING A STUDENT



My Students Tracking

[Flag](#) [Kudos](#) [Message](#) [Note](#) [Download](#)

Search [Go](#) Connection: All My Students Term: Active Cohort: Additional Filters: [Add Filters](#)

	Name	Email	Phone	Cell Phone
<input type="checkbox"/>	Student 1			
<input type="checkbox"/>	Student 2			
<input type="checkbox"/>	Student 3			
<input type="checkbox"/>	Student 4			
<input type="checkbox"/>	Student 5			
<input type="checkbox"/>	Student 6			
<input type="checkbox"/>	Student 7			
<input type="checkbox"/>	Student 8			
<input type="checkbox"/>	Student 9			
<input type="checkbox"/>	Student 10			
<input type="checkbox"/>	Student 11			
<input type="checkbox"/>	Student 12			
<input type="checkbox"/>	Student 13			
<input type="checkbox"/>	Student 14			
<input type="checkbox"/>	Student 15			

Raise a Flag

The screenshot shows a web form titled "Raise Flag for Student 1". At the top right, there are two buttons: "Never Mind" and "Save". The form has a dropdown menu for "Flag" with "LMC Missed Appointment" selected. Below this, there are fields for "Course Context" and "Comment". A permissions notice is visible at the bottom left, and another "Never Mind" and "Save" button pair is at the bottom right.

Raise Flag for Student 1 [Never Mind] [Save]

* Flag: LMC Missed Appointment
Assigned to students when they miss a scheduled counseling appointment.

Course Context

Comment

Permissions: A tracking item must be selected to determine the sharing permissions

* Required fields [Never Mind] [Save]

****Students will receive alerts through Insite email****

Give Kudos

The screenshot shows a web form titled "Create Kudos for Student 1". At the top right, there are two buttons: "Never Mind" and "Save". The form has a dropdown menu for "Kudos" with "LMC Keep Up the Good Work" selected. Below this, there are fields for "Course Context" and "Comment". A permissions notice is visible at the bottom left, and another "Never Mind" and "Save" button pair is at the bottom right.

Create Kudos for Student 1 [Never Mind] [Save]

* Kudos: LMC Keep Up the Good Work
Raise this kudo for students who are performing well.

Course Context

Comment

LMC Outstanding Academic Performance
Raise this kudo when a student has outstanding academic performance.

Permissions: A tracking item must be selected to determine the sharing permissions

* Required fields [Never Mind] [Save]

Refer a Student

Create Referral for Multiple Students

Never Mind Save

* Referral

Course Context

Comment

- ➔ **Counselor Referral**
Use this to refer a student to the counseling office.
- ➔ **Financial Aid Referral**
Use this to refer a student to the financial aid office.
- ➔ **LMC Student Retention and Support Services**
Use this to refer a student in academic distress: Probation, dismissal or undecided/undeclared about major.
- ➔ **LMC Transfer and Career Services**
Assigned to students that may need support in career exploration or to obtain information about transfer.
- ➔ **Tutoring Referral**
Use this to refer a student to tutoring services.

Permissions: A tracking item must be selected to determine the sharing permissions

* Required fields

Never Mind Save

Create Referral for Multiple Students

Never Mind Save

* Referral

Course Context

Due Date

Comment

Counselor Referral

No Course

04-29-2016

See counselor regarding development of your education plan

Student View: The student can view this item and the notes entered above.

Permissions: People with the following roles may be able to see this tracking item if they have a relationship with the student(s):

- Counselor
- Campus Administrator
- EOPS/CARE Office
- DSPS Office
- Admissions and Records Staff

[More...](#)

* Required fields

Never Mind Save