LBCC Starfish

Early Alert
Instructional Faculty Guide

https://www.lbcc.edu/starfish

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What is Starfish Early Alert?

Starfish is an online platform that allows faculty to provide students' direct feedback about their course performance in the form of kudos, flags, and messages. Celebrate the success of your students and connect them to academic resources or support as needed. With Starfish, you can engage with your students to make every term successful.

*"Starfish has been a wonderful addition to **wrap around support** for our students. They have appreciated the updates on their progress, in particular, the Kudos and Good Work messages that have given them **confidence and recognition** for their effort. I appreciate the notifications for students who are in danger of failing and **connecting them to counselors** who may offer more resources and advice."*

~Nicole Glick, Ph.D.
Dean, Language Arts & Communication

Tracking Items

As instructional faculty, the majority of your work in Starfish will be in raising tracking items. **Tracking items**, such as flags, kudos, and referrals, are opportunities for you to provide students with feedback about their performance in your course. In addition, each tracking item has a unique workflow.

Instructor Managed Flags are both raised by instructors. These flags alert the student of a course-related issue that needs to be resolved. Current flags include:

> ➤ Attendance Concern
> ➤ Missing Assignments
> ➤ Progress Concern (Academic)

> ➤ Online Engagement Concern
> ➤ Low Exam Score(s)

Referrals are raised by the instructor and closed by a Success Coach. These alert both the student and a Success Coach which can assist the student in resolving their course-related issue. These include:

> ➤ ESL Learning Center
> ➤ Online Learning Support
> ➤ Tutoring
> ➤ Mental Health

> ➤ WFD/ Career Center
> ➤ Basic Needs (Food & Housing Insecurity)
> ➤ STHD-Access MS/Office/365 Referral

Kudos provide a student with positive reinforcement and encouragement and can be raised by a variety of individuals depending on context, and will stay active on a student's profile for the remainder of the academic year. Kudos that you can raise as an instructor include:

> ➤ Good work!
> ➤ Showing Improvement
> ➤ Meets Expectations

> ➤ Outstanding Performance
> ➤ Potential Honors Student
> ➤ True Viking Spirit

Please view the Raising Tracking Items page for more information on how to raise.

For specifics on when to raise each tracking item, please view the message template for each.

Closing the Loop / Workflows

Each Flag and Referral has a unique workflow built in to facilitate resolution of the issue at hand. The graph below demonstrates the basic workflow for Instructor-Managed Flags and Support Service Flags & Referrals.
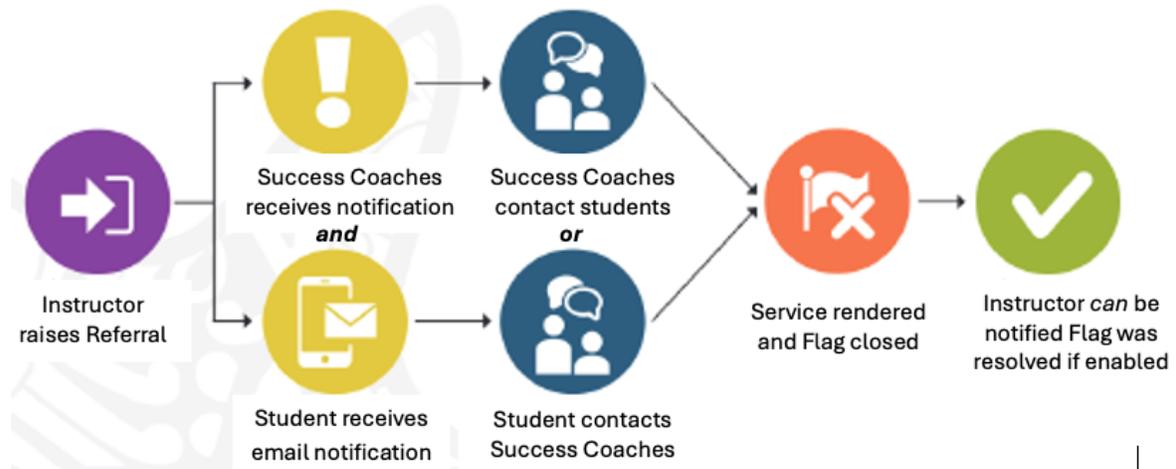
Progress Surveys

In addition to being able to raise tracking items individually at any time, **progress surveys** allow you to provide feedback to all of your students at once with ease. These surveys are launched at key points throughout the semester, and include a selection of flags, referrals, and kudos for you to choose from. Congratulating a student or referring them to student support services can be as simple as checking a box on your class roster!

The progress surveys will be open for approximately 10 days before closing. See the Procedures section of this guide for step to step instructions on how to complete your progress surveys. Instructors will be notified once the survey is launched.

Accessing Starfish

From LBCC homepage, select Viking Portal. Once you are signed into your portal select the Starfish tile.
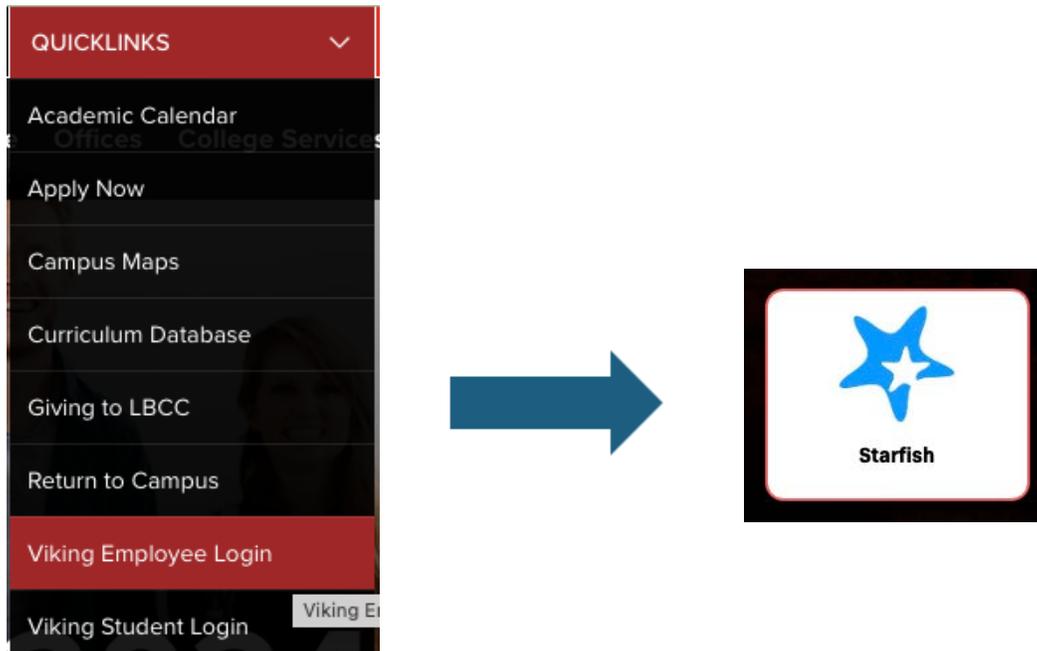
You can also access the system directly by navigating directly to www.lbcc.edu/starfishlogin

Visit the **Starfish for Faculty** page at https://www.lbcc.edu/post/starfish-faculty for more information

Sharing with Students

Students can also access Starfish from their Viking Portal. Students will need to navigate to the LBCC homepage, select Viking Portal. Once the student is signed into the portal, select the Starfish tile.
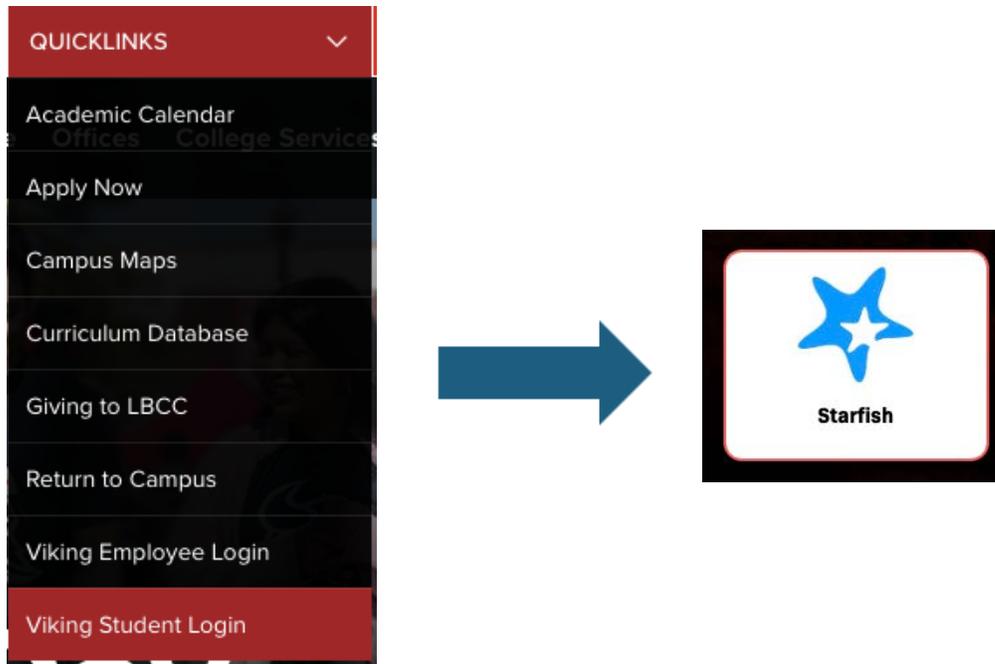
You may also share the direct link to the student page at: https://www.lbcc.edu/post/starfish-students

You can find syllabus language in the Using Starfish section of the **Starfish for Faculty** page at https://www.lbcc.edu/post/starfish-faculty

Setting up Your Profile

The first time you log-in to Starfish. You will be prompted to set-up your profile. Some of your profile, such as your contact information, will already be imported from PeopleSoft.
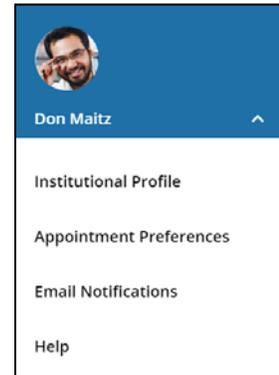
1. Click on your name in the Top Navigation bar and select the **Institutional Profile** tab.

2. Help students put a face to your name by using the **Upload Photo** link beneath your existing photo or placeholder to upload a photo. Browse to a photo file (.jpg, .png, or .gif), and then click the **Upload Now** button to update your photo.

3. Your **Phone** and **Alternate Email** fields will be auto-populated with information from PeopleSoft. All changes to these fields should be made through the Viking Student System. Any changes to these fields in Starfish will be overwritten the next day.

4. Double check that the **Time zone** selected matches your time zone (**PST**).

5. Add information to the **General Overview** and **My Biography** sections to let students know a bit more about you. This information will appear to students when they open your profile.

6. Click the **Submit** button to save your changes.

Notes:

You may also find the following Starfish Two Minute Tips helpful:

- [Update your Starfish Profile](#)
- [Update how you are emailed about Flags and Referrals](#)

Setting up Your Office Hours

The first time you log in to Starfish, Starfish will provide a 'wizard' to walk you through setting up your office hours. Please note that we have not enabled Appointments within Starfish; your office hours are posted for informational purposes only.

If your office hours are different week to week, follow the "**If your office hours don't repeat weekly, click here**" link.

If your office hours recur:

1. Complete the fields presented to specify:

   - **What day(s) do you have office hours?** - check the boxes for each day.

   - **What time are your office hours?** - enter a start and end time.

   - **Where are they?** - select the **Type** of setting and enter the **Details** in the field provided (e.g. the building and room number of your office). Additional options can be created from your profile page.

   - It is not necessary to enter **Instructions**, as students will not be making appointments through this system.

2. Click the **Set up Office Hours** button to save your office hours.

Notes:

To setup office hours at a later point or make any changes, use the buttons on your **Home** page to **Add Office Hours**
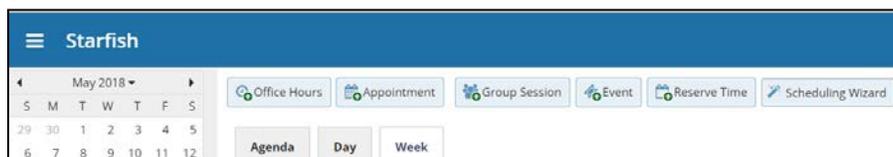
You may also find this Two Minute Tip on How to Create Office Hours helpful.

Completing Progress Surveys

Progress Surveys will launch at specific times during the semester and provide you with the opportunity to raise tracking items for all students in a course at once. You will receive an email reminder when there is a new survey for you to complete. Each individual survey presents a student roster for one course section on whom you can raise flags. Tailored progress surveys are launched for 8, 12, and 16 week courses. For a timeline of when these surveys are launched please visit our website.

1. Select the progress survey link on your Starfish **Home** page to go the **Progress Surveys** tab. (only visible when you have active surveys).

The selected survey opens, listing your students on the left, and items you may raise across the top.

2. Check the box for each desired item/ student combination.
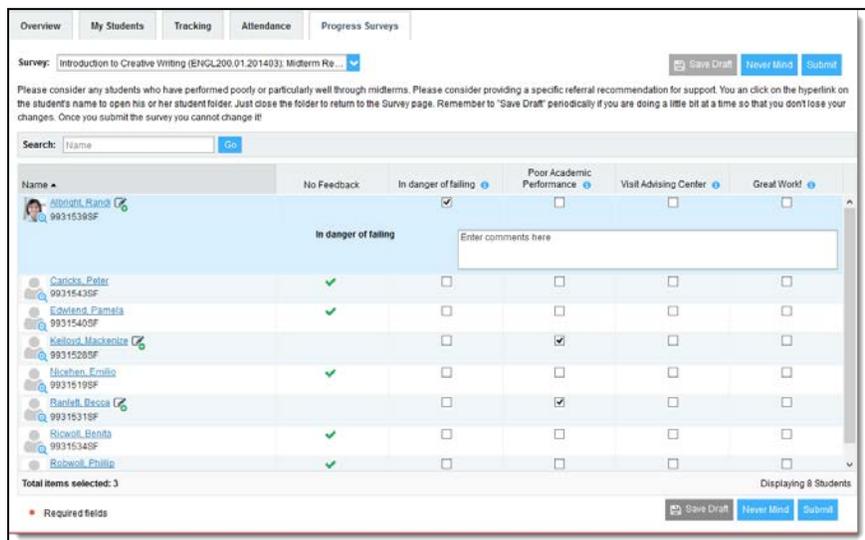
Click the comments icon (⌨️) to open a text box for your notes.

Click the information icon (ℹ️) associated with an item to verify whether or not the student can view the flag and related comments.
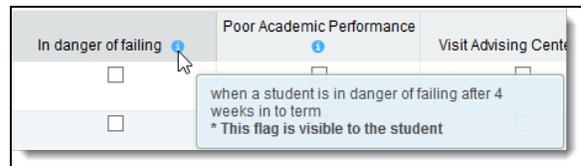
3. ***Click the Submit button only when you are finished providing feedback.*** The items you selected will be raised on your students when you submit the survey. Once your survey has been submitted, you will not be able to change your selections.

Important
Once you have submitted the survey you will not have an opportunity to add to or undo the items you raised. Use the **Save Draft** option if you aren't ready to submit your survey.

Notes:

Watch the [Two Minute Tip on completing a progress survey](#) for a demonstration of this feature.

Raising Tracking Items

Starfish allows you to raise **flags** for students to alert them of potential concerns, **referrals** to connect them with support services, or **kudos** to encourage students and let them know they are on the right track. This can be done at any point throughout the semester.

1. Click on the **Students** link in the menu on the left-hand side of the screen to see a list of all your students.

2. Find the desired student by typing the name into the **Search** box or adding filters on the right-hand side of the screen (link), and click the checkbox on the left-hand hand side of the student's name. You may select multiple students to raise the same item for all. Please note that the same message will be sent to all students if you are entering comments. You can also click a student's name to review their Student Folder before raising.

3. Click the button for **Flag**, **Referral**, or **Kudo**, as appropriate

4. A list of items that you have permission to raise on this student will be displayed. Select the desired tracking item.

5. Select the course from the **Course Context** drop down list, and enter notes in the **Comment** box if necessary. This text will be sent to the student in an email.

6. Click the **Save** button to send to student.
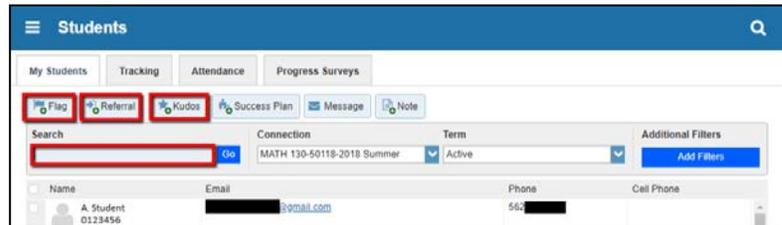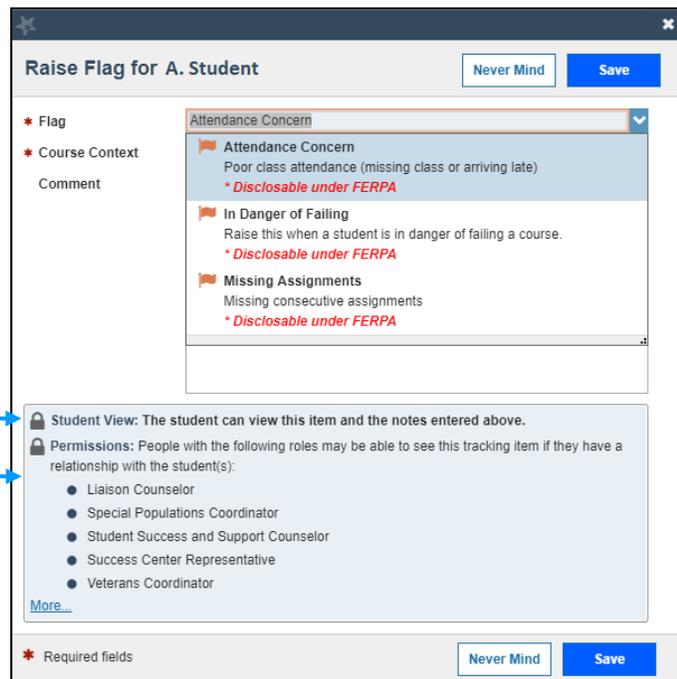
Notes:

The **Student View:** indicates whether the student can view the flag and the notes you include in the **Comment** box.

The **Permissions** area lists roles that have permission to view the selected flag and the notes you include in the **Comment** box.

Filtering Student Lists

Starfish comes equipped with filters that can help you target specific students in your course(s) based on various criteria.

1. From the Students screen, use the Connection or Term drop-down menus to filter your student group based on those criteria. You may also select the **Tracking** tab at the top of this screen for more filters specific to tracking items.

2. To add more filters, click on the blue **Add Filters** button on the right hand side of the screen. This will bring up the Additional Filters menu

3. The first screen will allow you to filter your students based on tracking items. You can view all students for whom you have raised a specific flag, whether still open or closed, as well as sort by creation date or a number of other criteria

4. Click the **Cohorts and Relationships** option in the left-hand menu of the Additional Filters window to sort your students based on membership in various organizations, such as Honors, Athletics, or Promise Pathways). You may select students in a specific section or sort through all of your students by selecting the appropriate option under Term and Connection. Select the organization on the left hand side, and click the individual arrow button in the middle of the window to select that organization. Please note that some organizations have restricted access, such as DSPS.
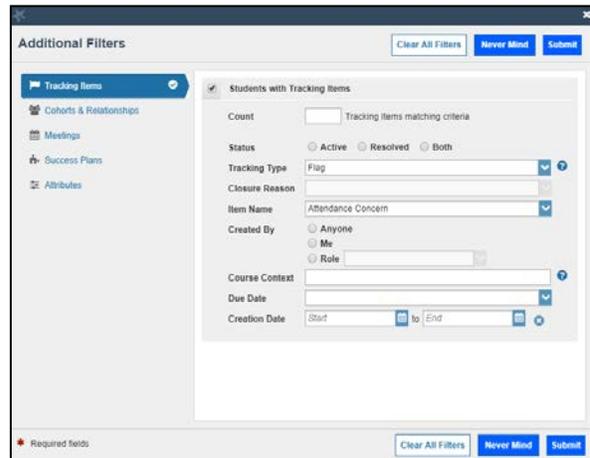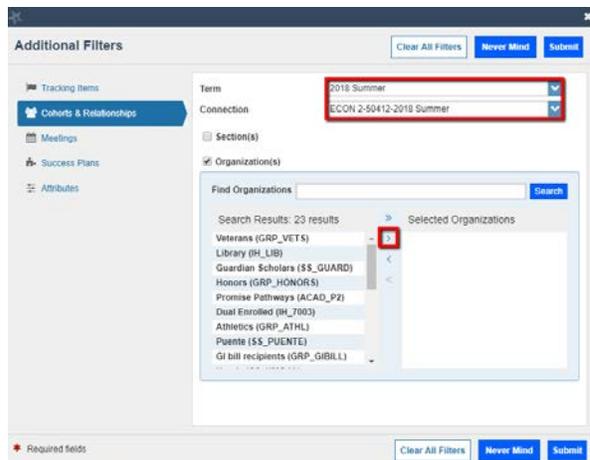
Important

Once you have added filters, they will remain active on the screen, regardless of whether you close the window / log in and back out again. To remove the filters, select the X button to the right of the Edit Filters link:

Checking Tracking Item Status

Support Service Flags and Referrals will be closed by coach,coordinators and/or service providers within the service area. You can check the status of a Support Service-managed tracking item a number of ways.

1. From your Home page, find the student in your Recent Changes or Flags I'm Managing windows. Hover over the [Referral icon] **Referral** or [Flag icon] **Flag** icons to the left of a student's name to bring up the pop-up on the right.
2. Click the Details button at the bottom of this window to open the student's folder.
3. From this window, you can see when the item was raised, whether or not it has been assigned to anyone, and whether there are any notes from the service provider.
4. You can reach this same screen by searching for the student in the **Tracking** tab of your **Students** page, which is accessible from the main menu drop-down in the upper left-hand corner.
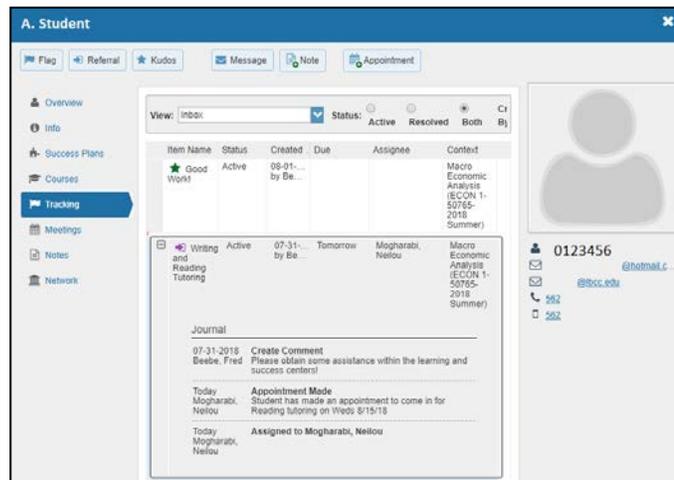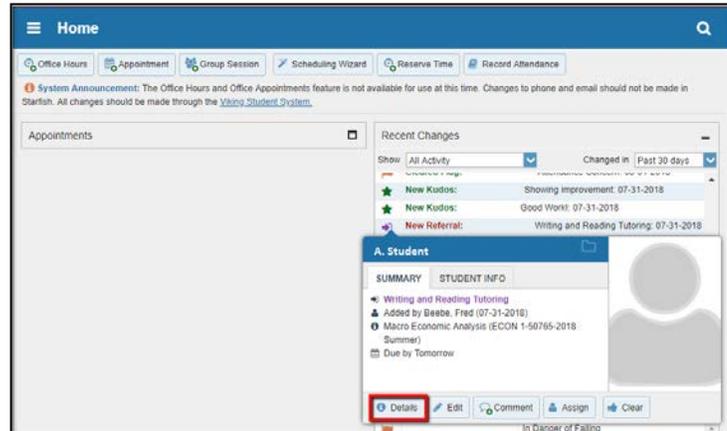
Closing Flags

For Instructor-managed flags, you will be responsible for closing the item once the concern has been resolved.

1. Click on the **Students** link in the menu on the left-hand side of the screen to see a list of all your students.

2. Find the desired student by typing the name into the **Search** box or adding filters on the right-hand side of the screen (link). You can also use the "View" drop-down menu to select your Flag Inbox. Click the checkbox on the left-hand hand side of the student's name, and choose resolve. You may select multiple students to close flags for them all at the same time.

3. Please note that the same message will be sent to all students if you are entering comments. You can also click a student's name to review their Student Folder and close individually. **If some items need to be closed as a successful intervention, and others as unsuccessful, they must be closed separately.**
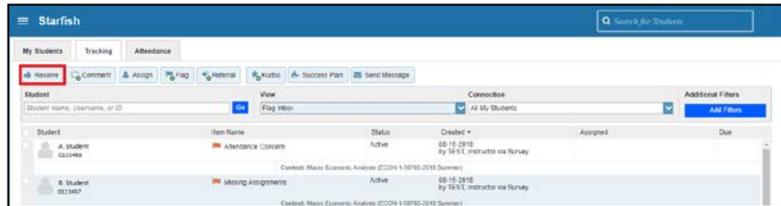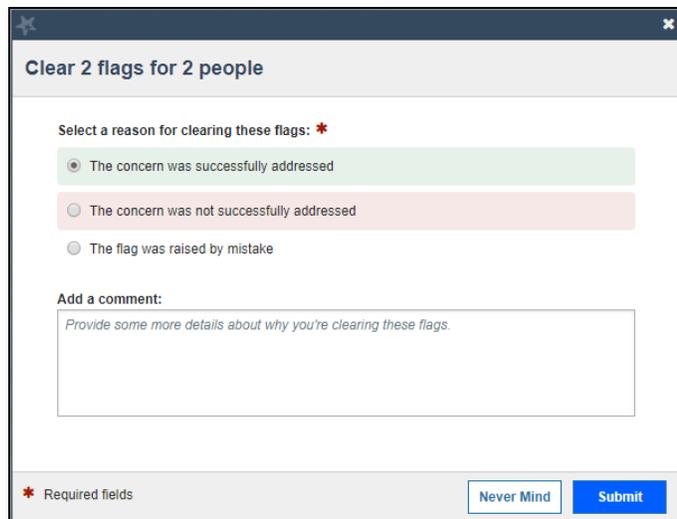
Message Templates

In the following pages, you will find a sample email for each tracking item currently active in Starfish. These pages show exactly what is sent to the student when the item is raised, and provide you with specific information on when each item should be raised. All emails are sent with a list of helpful resources at the end, which can be found on the last page of this guide. The message templates are not customizable by instructor or course.

Please note that message templates are subject to change as we refine the system. Visit www.lbcc.edu/starfish for the most up to date information.

Message Template: Attendance Concern Flag

This flag is to be raised when a student has missed multiple class sessions, impacting their overall grade. If a student has already missed so many class sessions that they are **in danger of failing** the course, please raise an **Academic Progress Concern flag** instead.

Information *[in red brackets]* below will only display if comments are added.

Email Title: [Starfish] We miss you in **"Course Name"**

Email From: **"Flag Raiser"**

Email Body:

> Dear **"Student Full Name,"**
>
> Missing class content can impact your course performance and overall GPA, but it's not too late to change your attendance habits in "Course Name." Please follow up with me before or during our next class session.
>
> *[Here are my additional comments:*
>
> *"Instructor Comments" You can include information about number of absences and/or your attendance policy.]*
>
> Sincerely,
> **"Instructor Name"**
>
> Log onto Starfish to view this flag.
>
> <Resources Snippet>

Message Template: Missing Assignments Flag

This flag is to be raised when a student has **_missed two or more assignments in your course_**, impacting their overall grade. If a student has already missed so many assignments that they are **in danger of failing** the course, please raise an **Academic Progress Concern flag** instead.

Information *[in red brackets]* below will only display if comments are added.

Email Title: [Starfish] Missing Assignments in **"Course Name"**

Email From: **"Flag Raiser"**

Email Body:

Dear **"Student Full Name,"**

Completing assignments on time is important to your overall success in class. According to my records, you are missing two or more assignments in **"Course Name"**. Please follow up with me to discuss your next steps in this course.

[Here are my additional comments:

"Instructor Comments" You can include information about specific work missed and/or your late work policy.]

Sincerely,
"Instructor Name"

Log onto Starfish to view this flag.

<Resources Snippet>

Message Template: Academic Progress Concern Flag

This flag is to be raised when a student shows signs that they may fail the course, but **still have a chance to redeem their grade.** You may provide the student with specific examples for them to improve upon and suggestions for methods of improvement in the comment section. This information will guide the student and counselor towards successful resolution.

Email Title: [Starfish] Academic Progress Concern in **"Course Name"**

Email From: **"Flag Raiser"**

Email Body:

Dear **"Student Full Name,"**

I value your success and I'm concerned that you are not progressing towards a passing grade in "Course Name." You still have time to turn your grade around. I've included specific information about your class performance below:

Instructor comments are required for this flag. Comments will display here.

Please use one of the following links to schedule a STARFISH appointment with a counselor as soon as possible. You may also call the LAC Counseling Office at 562-938-4561 or the TTC Counseling Office at 562-938-3920. During your appointment you can discuss your options and academic status for your long-term success.

Make a Counseling Appointment here!

The sooner you take action, the better! Please contact me with any questions, I am here to help.

Sincerely,

"Instructor Name"

Log onto Starfish to view this flag.

<Resources Snippet>

Message Template: Library Research Assistance Referral

Information *[in red brackets]* below will only display if comments are added.

Email Title: [Starfish] Library Resources Referral: **"Course Name"**

Email From: **"Flag Raiser"**

Email Body:

Dear **"Student Full Name,"**

I wanted to check in and make sure you are all right. I am concerned that you are not progressing toward a passing grade in **"Course Name"** and would benefit from meeting with a librarian.

[Here are my additional comments: "Instructor Comments" Ex: I am referring you to a librarian who can help you with finding scholarly resources, using Library databases and evaluating information.]

Here is what you need to do:

Please email Librarian Jeffrey Sabol (jsabol@lbcc.edu) to schedule an appointment with a Librarian as soon as possible. Appointments are available during the library's open hours, both at the LAC and PCC campus libraries (https://www.lbcc.edu/pod/hours-operation-maps) During your appointment you can discuss your research questions with a librarian as well as learn how to find scholarly information. I encourage you to also contact a librarian with research questions from any other class you are enrolled in at Long Beach City College.

Sincerely,

"Instructor Name"
Email: **"Email Address"**
Phone: **"Phone Number"**

[Log onto Starfish](#) to view this referral

<Resources Snippet>

Message Template: Kudos

Information *[in red brackets]* below will only display if comments are added.

Email Title: [Starfish] **"Kudo Name"** in **"Course Name"**

Email From: **"Flag Raiser"**

Email Body:

Dear **"Student Full Name,"**

Congratulations!

I appreciate your dedication and hard work in the classroom. Keep it up!

[Here are my additional comments:

"Instructor Comments"]

Sincerely,
"Instructor Name"

Log onto Starfish to view this kudo.

<Resources Snippet>