

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
- Online Engagement Concern

Low Exam Score(s)

- Missing Assignments
- Progress Concern (Academic)

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
- ➢ WFD/ Career Center
- Online Learning Support
- > Tutoring
- Mental Health

- 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
- Outstanding Performance
- Potential Honors Student
- Meets Expectations
- 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 <u>how to</u> <u>complete your progress surveys</u>. Instructors will be notified once the survey is launched.

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Name 🔺				No Feedback	In danger of failing 👩	Poor Academic Performance (1)	Visit Advising Center 🏮	Great Work! 😗	
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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 <u>https://www.lbcc.edu/post/starfish-faculty</u> 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 <u>https://www.lbcc.edu/post/starfish-faculty</u>



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.
- 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.
- Double check that the Time zone selected matches your time zone (PST).
- Add information to the General Overview and My Biography sections to let students know a bit more about you. This information will appear to

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	Login Page	Default Login P	'age 🗸
	Login:	yasminG	Institution Email: yasmin@starfishsollege.edu
- 0	Phone 70	3-555-1212	Alternate schmidt_patty@hotmail.com mobile Users @
1	mobile		Send my correspondence to:
8 5	Video Phone		O Institution Email O Alternate Email O Both
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General Overview

A general message should go here. Tell people how you can help them during your office hours.	
teach English Composition and Creative Writing and am also an advisor. Please feel free to stop by or schedule a meeting during my posted office hours. When you sign up for your meeting, be sure to select the reason that best describes whet you'd like to talk about. I can help you think through hopic choices and outlines and help conned you to reference materials particular to your chosen subject. I can also help you decide which English courses are the best options to meat hour indems carvitiremates and reasor servicine.	<

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 t relevant to others on campus. Students are more likely to reach out to you if they know a little about you.	hat would be
I came to Excellent University in 2011. My research and teaching interests include twentieth-century and contemporary American literature and documentary film and the use of historical fiction as a teaching support in elementary education. In my free time i work with several local organizations focused on promoting literacy and creative writing for yourbul. Completed my undergraduate studies at Indiana University of Pennsylvania, and my graduate and doctorate degrees from Caerona Mason I Interestity in Utrinitia	•

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:

- <u>Update your Starfish Profile</u>
- 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 <u>not enabled Appointments</u> 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**, <u>click here</u>" link.

If your office hours recur:

- 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.

Office Hours Setup Wizard If your office hours don't repeat weekly, <u>click here</u> .								
Go ahead and get more later.	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?							
<u> </u>	/ _ T _ F _ S _ S							
2. What time are y	our office hours?							
Enter Start Time	to Enter End Time							
3. Where are they	?							
Туре	in an office 🔽							
Details	Enter an office location							
Instructions	Knock once and enter							
✓ Show me this 0 Hours	Office Hours Setup Page again next time I login if I don't have any Office							
Close Set up O	ffice Hours							

- 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**

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6	7	8	9	10	11	12	Agenda	Day	Week				

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.

■ Starfish

 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.

 Check the box for each desired item/ student combination.

Click the comments icon (¹⁶) to open a text box for your notes.

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Introduction to Creative Writing (ENGL200	(01.201403); Midterm Re			🖺 Gave Draft	Never Mind Submi
ase consider any students who have performed ; student's name to open his or her student folder, anges. Once you submit the survey you cannot ch	poorly or particularly well through m Just close the folder to return to the ange it!	idterms. Please consider provi a Survey page. Remember to "	iding a specific referral re Save Draft" periodically if	commendation for support. You you are doing a little bit at a time	an click on the hyperlink so that you don't lose yo
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ame 🔺	No Feedback	In danger of failing 👩	Poor Academic Performance	Visit Advising Center 0	Great World 😦
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Robwoll, Phillip	¥				
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🗞 Office Hours 📸 Appointment 👹 Group Session 🚸 Event 🏏 Scheduling Wizard 🗞 Reserve Time 🖉 Record Attendance

O System Announcement: Fall course approvals are required for registration and must be in by the end of the month

Outstanding Progress Surveys: General Biology II (SCI-BIOL201-600-201802): 3 Ouestion Flag Survey.

Click the information icon (1) 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 <u>Two Minute Tip on completing a progress survey</u> 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.

- 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

≡ Students								٩	
My Students	Tracking	Attendance	Progress Surveys						
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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.
- 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.
- 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
- 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:

≡ Starfish	Q Search for Stude	nts							
My Students Tracking Attendance									
Tag Referral to Kudos to Success Plan Kessage									
Search	Connection	Term		Additional Filters					
Student Name, Username, or ID Go	All My Students	All	~	Edit Filters 🗙					



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.

- From your Home page, find the student in your Recent Changes or Flags I'm Managing windows. Hover over the Referral or 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.
- 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.
- 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.



A. Student		×
🏴 Flag 🔹 Referral	* Kudos 🛛 🗮 Message 🔂 Note	
Overview Info	View: Inbox Status: O & Cr Active Resolved Both Bj	
Success Plans Success Plans Courses Tracking Meetings Notes	Item Name Status Created Due Assignee Context	▲ 0123456
1 Network	Reading Analysis Tutioning (ECON 1- 5018 Summer) Journal 0731-2018 Create Comment	C Contractor C Stockedu C 552 C 252
	Beebe, Fred Pfease obtain some assistance within the learning and success centers!	
	Notour Reading Lange Control of C	



Closing Flags

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

- 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

E Starfish	Q. Search for Studen				
hy Students Tracking Attendance				1.00 T	
🖷 Hassane 🕞 Comment 🔺 Assign 🦷 Fi	ng 🐐 Herrical 👫 Huttos 🔥 Success Pa	tan 🗃 Send Message			
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Stated	tem Name	Status	Drasted +	Assigned	Due
A student	MAtendance Concern	Active	60-15-2910 by TEST, instructor via Survey		
	Context Meur Eco	ervenic Analysis (CCOVE 1-5678)	1-2018 Durrener)		
8. Student BU3407	Missing Assignments	Active	65-15-2018 by TEST, instructor via Survey		
	Context Shore Day	mariel Analysis (CODV 1-5576	-Stril Summer		

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.

×	×
Clear 2 flags for 2 people	
Select a reason for clearing these flags: *	
The concern was successfully addressed	
The concern was not successfully addressed	
The flag was raised by mistake Add a comment:	
Provide some more details about why you're clearing these flags.	
* Required fields Submit	



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 <u>www.lbcc.edu/starfish</u> 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.



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.



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.



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 (<u>jsabol@lbcc.edu</u>) 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 (<u>https://www.lbcc.edu/pod/hoursoperation-maps</u>) 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



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.