MPC | Monterey Peninsula College

MPC STARFISH

Early Alert

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What is Starfish Early Alert?

Starfish is an online early awareness platform that provides and allows an additional layer of communication between faculty, students, and support services to increase student success. Faculty can provide students' direct feedback about their course performance in the form of kudos, flags, and referrals. Celebrate the success of your students and connect them to academic resources or support as needed. With Starfish, you can engage with your students on a whole new level and 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 services and resources to help them succeed."*
>
> LaKisha Bradley
> Interim Dean of Student Services

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. Each tracking item has a unique workflow associated with it.

Instructor Managed Flags

These are both raised and closed by the instructor in a given course. These tracking items are designed to facilitate conversation between the student and the instructor. These flags should be closed when a concern is resolved or escalated, and include:

- **Attendance Concern:** Raise this flag in face-to-face and synchronous online courses when a student has missed two consecutive class sessions.
- **Low Course Average:** Raise this flag when a student has a course average below 70%.
- **Missing/Late Assignments:** Raise this flag when a student is missing or late with assignments. Please make sure to add comments where appropriate.
- **Other Concern:** Raise this flag to express concerns that are not captured in another alert. Please make sure to add comments.

Student Raised Flags

These are raised by the student. These tracking items are designed to facilitate conversation between the student and the instructor. These flags should be closed when a concern is resolved or escalated, and include:

- **I haven't been able to get my textbooks:** In addition to any copy of the book that you may be able to share with a student, you can refer them to the Library, the Student Equity Lending Library, or to Student Financial Services (financial aid) for support.
- **I need access to technology:** You can refer students to the Library to check out a chromebook or a hotspot. Additionally, they can be sent a link to request MPC Sponsored Comcast internet service.
- **I need help:** This is a general request when a student does not know where to begin. Referral and support is dependent upon your discussion with the student.
- **I need help in this course:** In most cases, this would be for your course and you would be able to support the student or direct them to available academic support resources.
- **I need help paying for college:** You can refer students to Student Financial Services (financial aid).
- **I need help with food, transportation, or housing:** Based on your discussion with the student, you can refer them to the appropriate support office for assistance. This might include referrals to counseling, ASMPC Food Pantry or housing list, or Student Financial Services (financial aid). Additionally, there are list of services available on the MPC Student Health Services Basic Needs Flyer and the Monterey County SAM's Guide.
- **I need help with childcare: T**here are limited resources available for support with childcare. You may direct a student to the Early Childhood Education Lab school if their child is three (3) - five (5) years of age, to Student Financial Services, or to Counseling.

To-Do's

These provide task oriented reminders letting students know to take certain action. To-Dos can be raised by any faculty or staff member using the Starfish platform.

- **Activate Your Starfish Profile**
- **Complete your FAFSA/Dream Act Application**.
- **Register for Next Semester**
- **Submit Your Graduation Petition**

Referrals

These are designed to alert a service area when a student needs additional support. These items are raised by faculty and staff and are closed by either the service area or the individual sending the referral. Instructors can expect to receive a communication from the service area when the referral is closed. Referrals include:

- **Access Resource Center:** Send this referral if you suggest they have an evaluation for or could benefit from resources provided to students with disabilities.
- **Counseling:** Send this referral if you think the student needs to talk to a counselor for items regarding their course schedule, major, career, etc.
- **Financial Aid:** Send this referral to direct a student to the Student Financial Services Office. This would include any basic needs referrals (food, textbooks, housing, etc).
- **Library:** Send this referral to direct a student to the Library for borrowing materials or additional research support.
- **Math Learning Center:** Send this referral to direct a student to the Math Learning Center (MLC) for support for math courses below calculus and for MATH 18 support.
- **Reading & Writing Center:** Send this referral to direct a student to the Reading & Writing Center (RWC) for assistance.
- **STEM CEL:** Send this referral to direct a student to STEM CEL for support with courses in STEM disciplines.
- **Tutoring and Academic Success Center (TASC):** Send this referral to direct a student to academic support for subjects not supported by the MLC, RWC, or STEM CEL.

Kudos

These 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 includes:

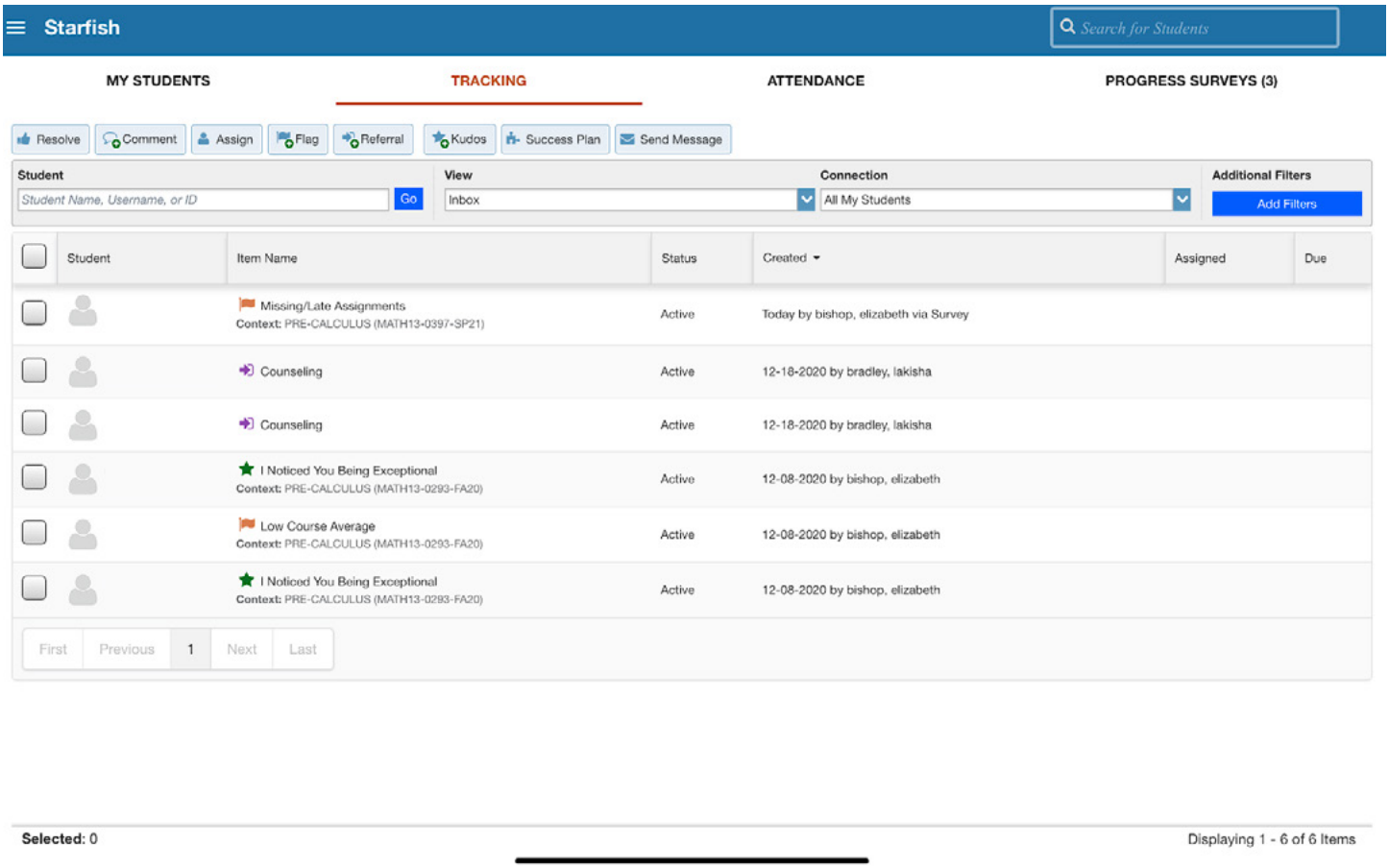
- **Dean's List:** To recognize students who have placed on the Dean's List.
- **Excellent Collaboration:** To recognize students who have taken on leadership roles, helped the community of learners, and/or established group studies.
- **Great improvement:** To recognize students who have shown improvement.
- **I noticed you being exceptional:** To recognize students when you've noticed them doing something good academically or behaviorally.
- **Keep up the good work:** To recognize students who are performing well.
- **Outstanding Academic Performance:** To recognize students who have performed exceptionally in a course.
- **You are off to a great start:** To recognize students who have started strong and encourage them to finish strong.

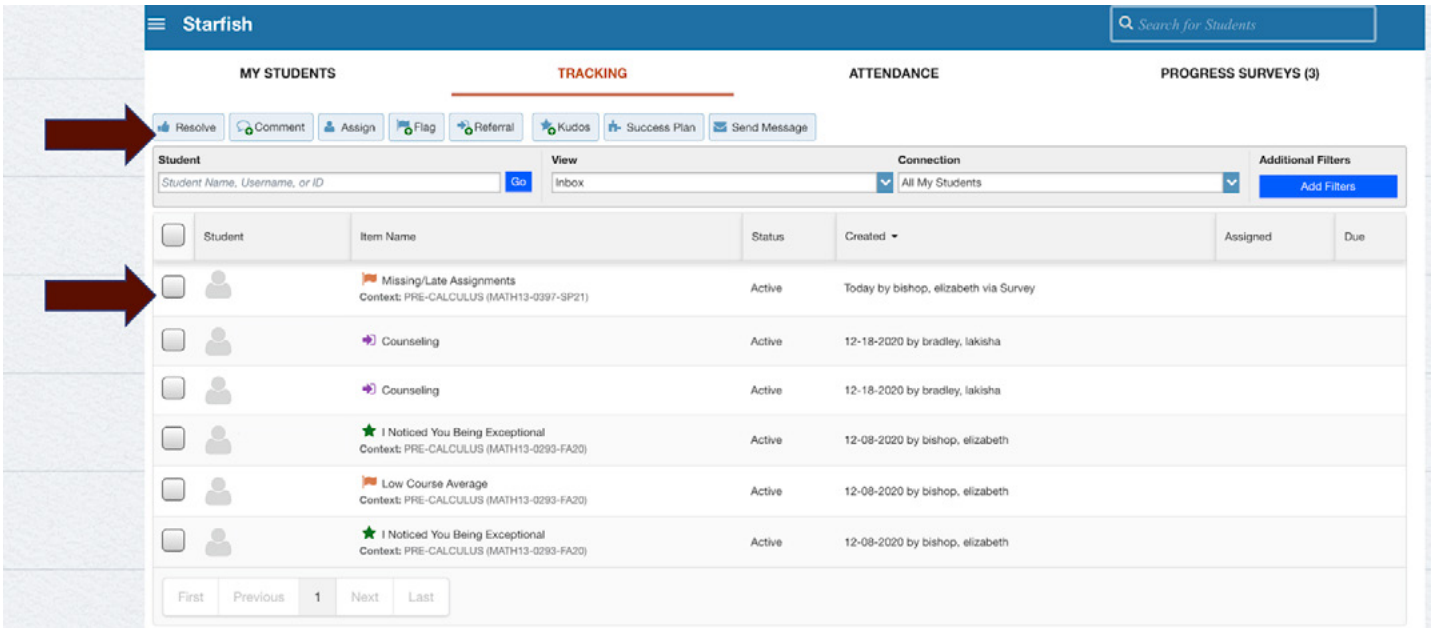
Closing the Loop

Clearing Flags: A flag was raised, what do we do now? Starfish makes it easy for the user to document a solution, clear the flag, and communicate the resolution with one easy step using the close the loop feature. You will need to "Close the Loop" to ensure that everyone involved knows that the issue has been addressed. Clearing a flag may happen when the student discusses the matter with flag raiser.

Referrals: Referrals are designed to alert a service area when a student needs additional support. These items are raised by the instructor and closed by a service area like Counseling. Students will be notified that they need to speak with the referral location.

For more information, view **Faculty and Staff Demo Series - Closing the Loop and Clearing Flags.**


Starfish
Search for Students
MY STUDENTS
TRACKING
ATTENDANCE
PROGRESS SURVEYS (3)
Resolve
Comment
Assign
Flag
Referral
Kudos
Success Plan
Send Message
Student
Student Name, Username, or ID
Go
View
Inbox
Connection
All My Students
Additional Filters
Add Filters
Student
Item Name
Status
Created
Assigned
Due
Missing/Late Assignments
Context: PRE-CALCULUS (MATH13-0397-SP21)
Active
Today by bishop, elizabeth via Survey
Counseling
Active
12-18-2020 by bradley, lakisha
Counseling
Active
12-18-2020 by bradley, lakisha
I Noticed You Being Exceptional
Context: PRE-CALCULUS (MATH13-0293-FA20)
Active
12-08-2020 by bishop, elizabeth
Low Course Average
Context: PRE-CALCULUS (MATH13-0293-FA20)
Active
12-08-2020 by bishop, elizabeth
I Noticed You Being Exceptional
Context: PRE-CALCULUS (MATH13-0293-FA20)
Active
12-08-2020 by bishop, elizabeth
First
Previous
1
Next
Last
Selected: 0
Displaying 1 - 6 of 6 Items


Starfish
Search for Students
MY STUDENTS
TRACKING
ATTENDANCE
PROGRESS SURVEYS (3)
Resolve
Comment
Assign
Flag
Referral
Kudos
Success Plan
Send Message
Student
Student Name, Username, or ID
Go
View
Inbox
Connection
All My Students
Additional Filters
Add Filters
Student
Item Name
Status
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First
Previous
1
Next
Last

Workflow

The workflows give you a high-level perspective of how information flows in a virtual platform for each of the tracking items. Moreover, the table includes information about who can initiate tracking items and who is responsible for resolving them.

As we develop Starfish, we are continually refining workflows and messages, discovering best practices, and adding additional tracking items every semester.

**If you have a suggestion for a tracking item in Starfish, or want to suggest a revision to items and/or workflows, please send your feedback to StarfishSupport@mpc.edu.*

Progressive Surveys & Spring 2020 Timeline

Faculty can raise tracking items individually at any time, but progress surveys allow you to provide feedback to all of your students at once.

In Spring 2021 we will be launching two progress surveys during weeks three or six (depending on the course) and 12 of the semester. The progress surveys will be open for one week. See the Procedures section of this guide for step to step instructions on how to complete your progress surveys.

Week 5	Week 9
Showing Improvement	Showing Improvement
Good Work	Good Work
Meets Expectations	Meets Expectations
Missing Assignments	Missing Assignments
Attendance Concern	Attendance Concern
Library Research Assistance	Progress Concern (Academic)
Tutoring	Library Research Assistance
ESL Learning Center	Tutoring
	ESL Learning Center

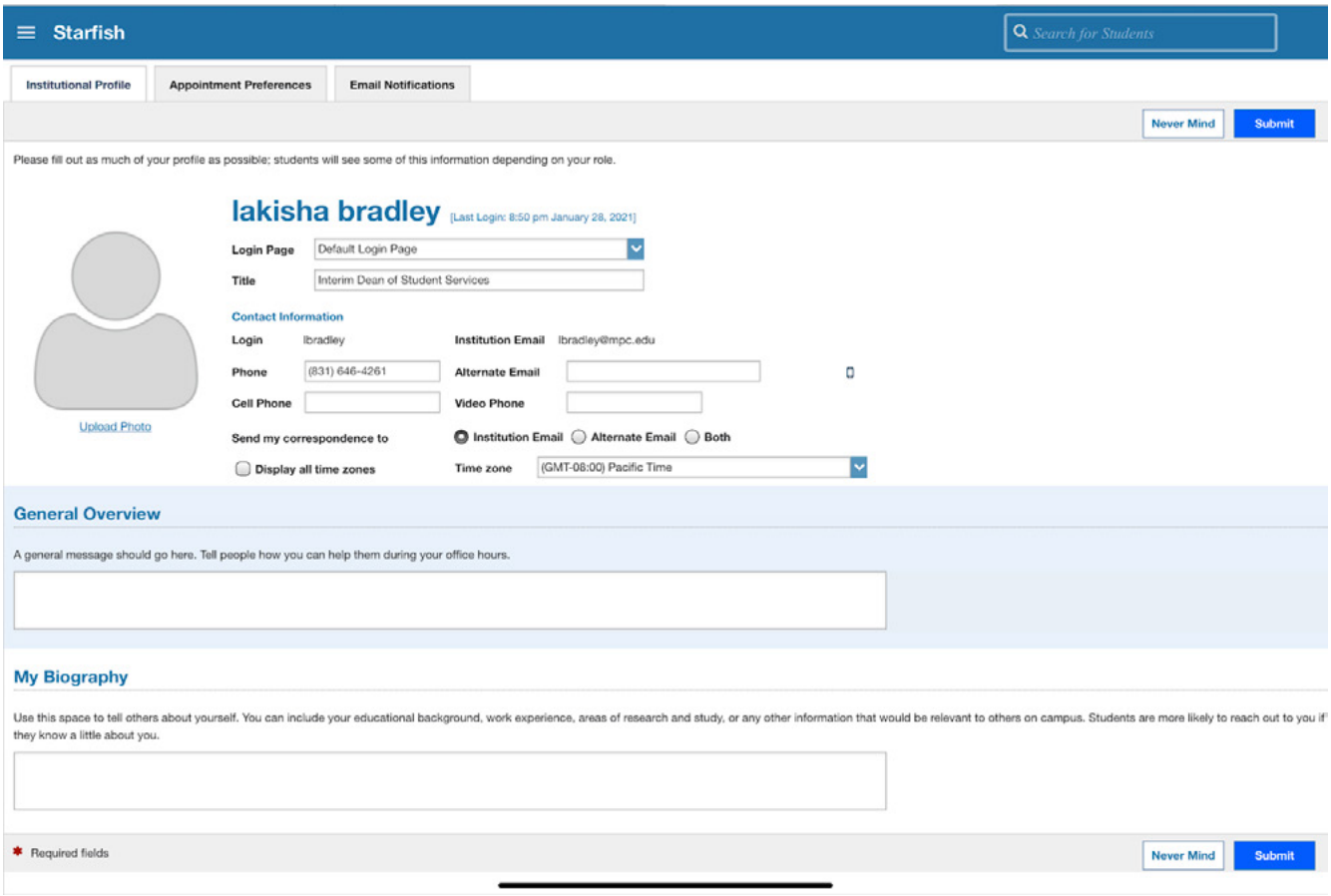
Accessing & Sharing Starfish

Starfish uses the same login credentials as Lobo Apps and campus email accounts. You may log in using the link in Lobo Apps. For more information on accessing Starfish, visit the Starfish for Faculty & Staff webpage or register to attend one of our Starfish Early Alert Workshops.

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 SIS.

1. The drop down will show your name as well as the access you have to your students. Click your name at the top navigation bar and select the Institutional Profile tab.

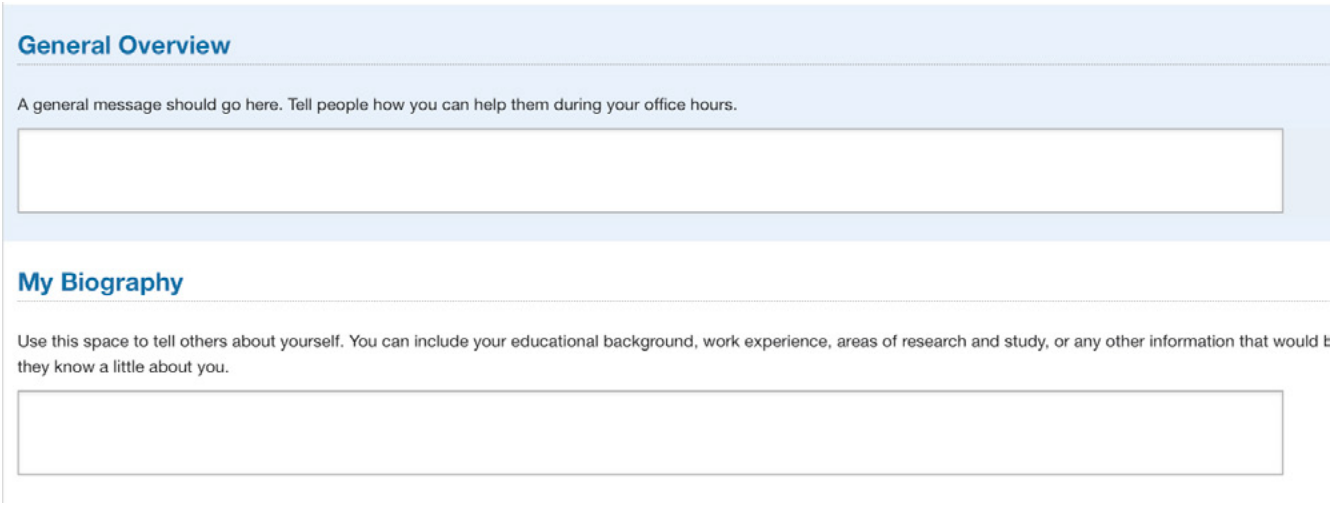


3. Please update your informatino on this page.
4. You can also choose which page you log into by clicking on the Login Page. Choose a couple different options and see which you like best. Our suggestion is Students- My Students.
5. Help students put a face to your name by using the Upload Photo link. Browse and select a photo file (.jpg, .png, or .gif), and then click the Upload Now button to update your photo.

6. Click the Submit button to save your changes.

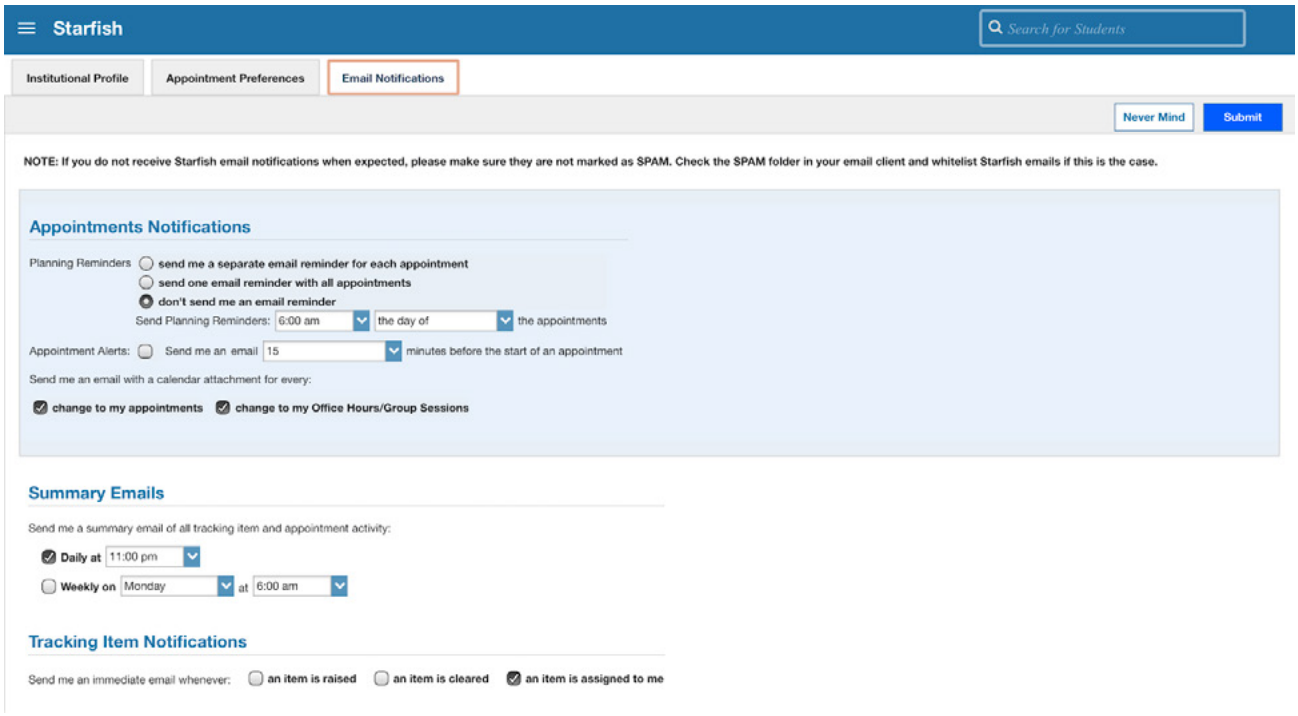
Notes: You may also find the following Starfish Two Minute Tips helpful.

- Faculty and Staff Demo Series - Updating your Profile



Email Notifications

You can determine how frequently you would like to receive notifications, receive summary emails, as well as what types of tracking notifications you are receiving. Follow the directions to set your email notifications. Faculty will want to choose ("an item is cleared" and "an item is assigned to me").



Setting up Your Office Hours

Starfish does provide a calendar and appointment scheduler. Because of this, 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.

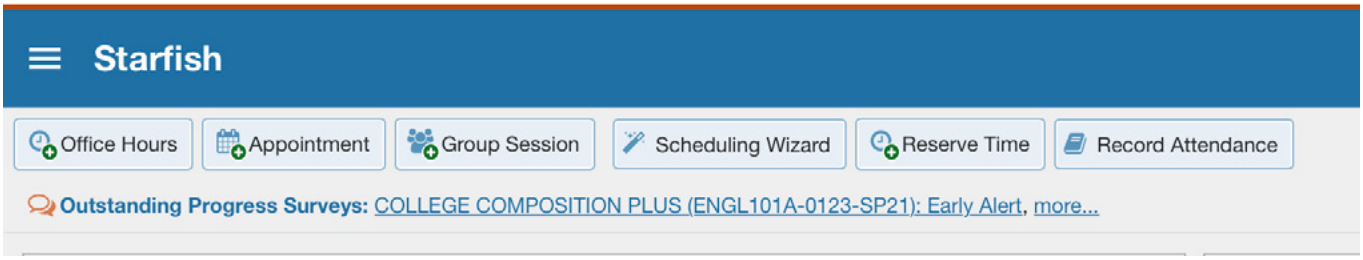
If your office hours do recur:

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.

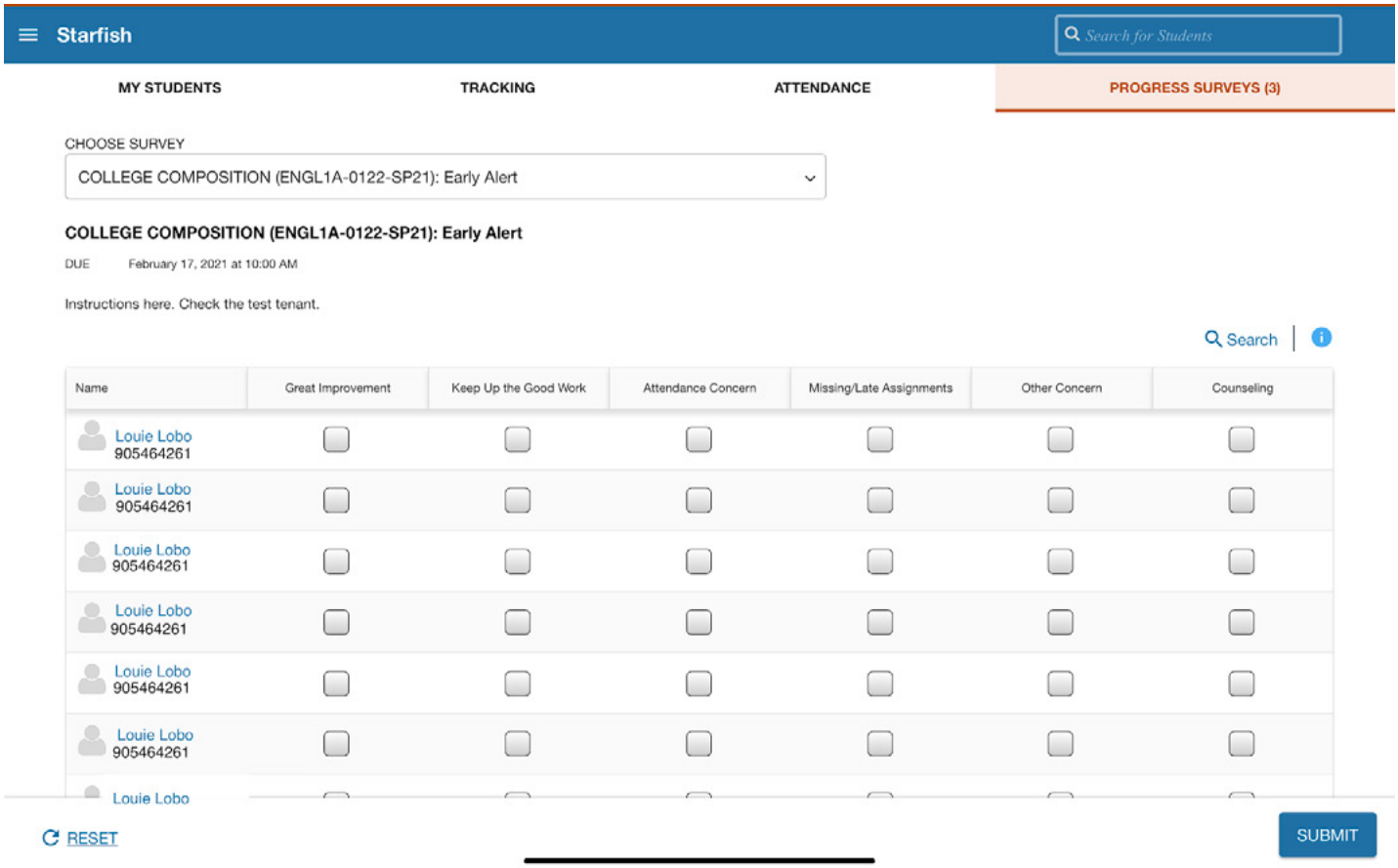
Notes: To set up office hours at a later point or make any changes, use the buttons on your **Home** page to **Add Office Hours**. You may also find this Two Minute Tip on "How to Create Office Hours" helpful.

Completing Progress Surveys

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. Remember, you have one week to complete each survey.



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 ( ) 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

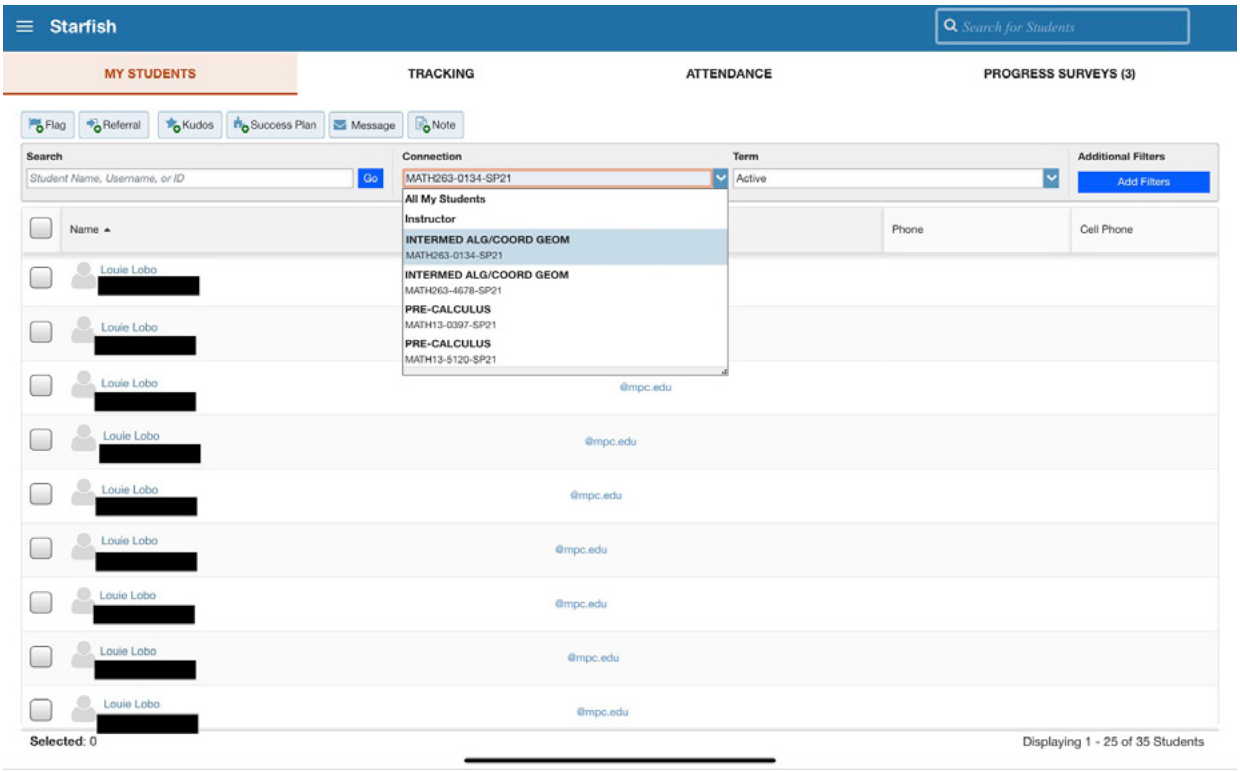
Once you have submitted the survey, you will not have an opportunity to add to or undo the items you raised. Use the SAVE DRAFT option if you aren't ready to submit your survey.

Notes: Watch the Two Minute "Tip on Completing a Progress Survey" for a demonstration of these features.

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.

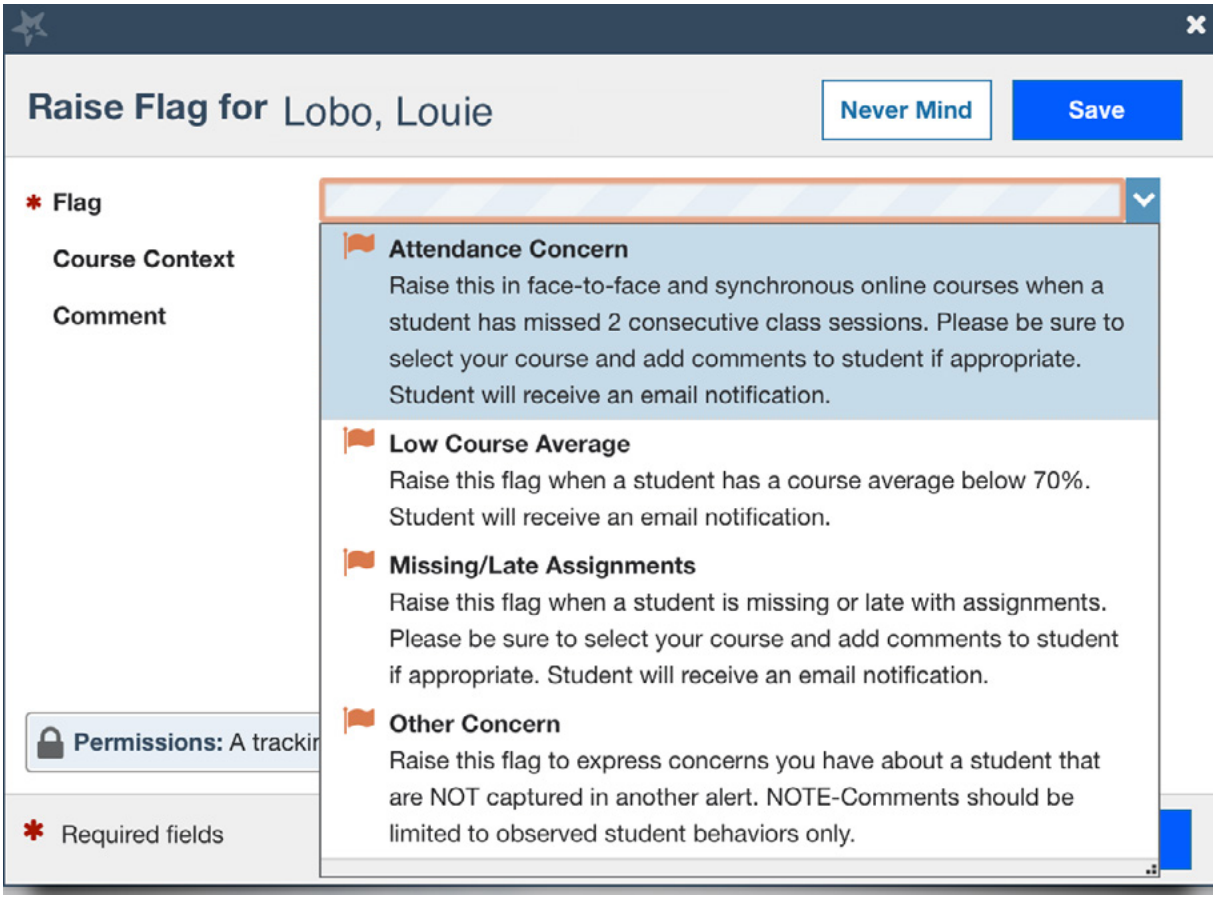
1. Click on the Students link in the menu on the left-hand side of the screen to see a list of all your students.



2. Find the desired student by typing the name, sid 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. FOR COUNSELING ONLY- 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 Athletics, EOPS, or STEM). You may select students in a specific section or sort through all of your students by selecting the appropriate option under Term and MPC Starfish Early Alert Instructional Faculty Handbook Page 13.

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: Due to FERPA regulations, some organizations, such as ARC, have restricted access.

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.

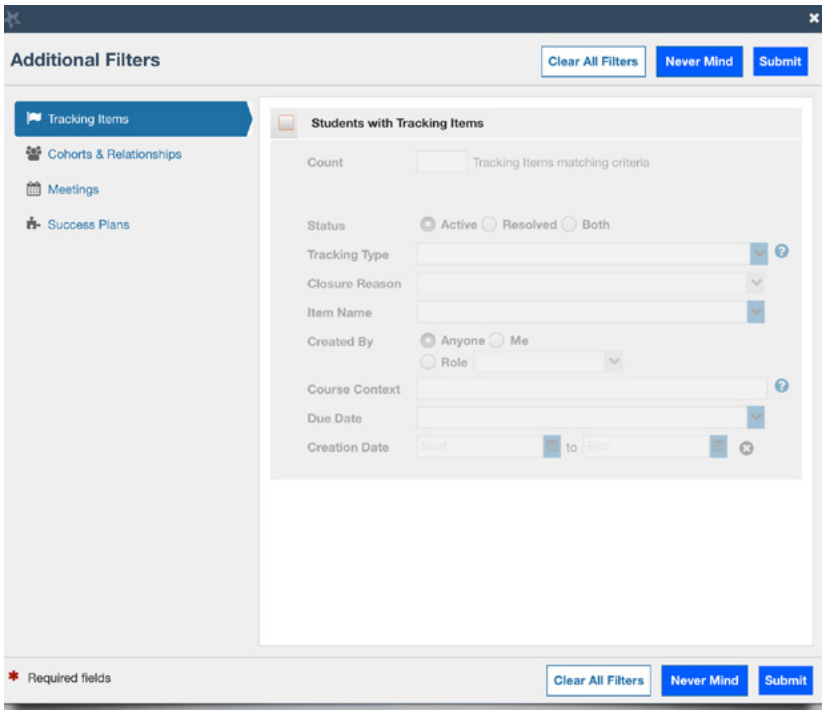


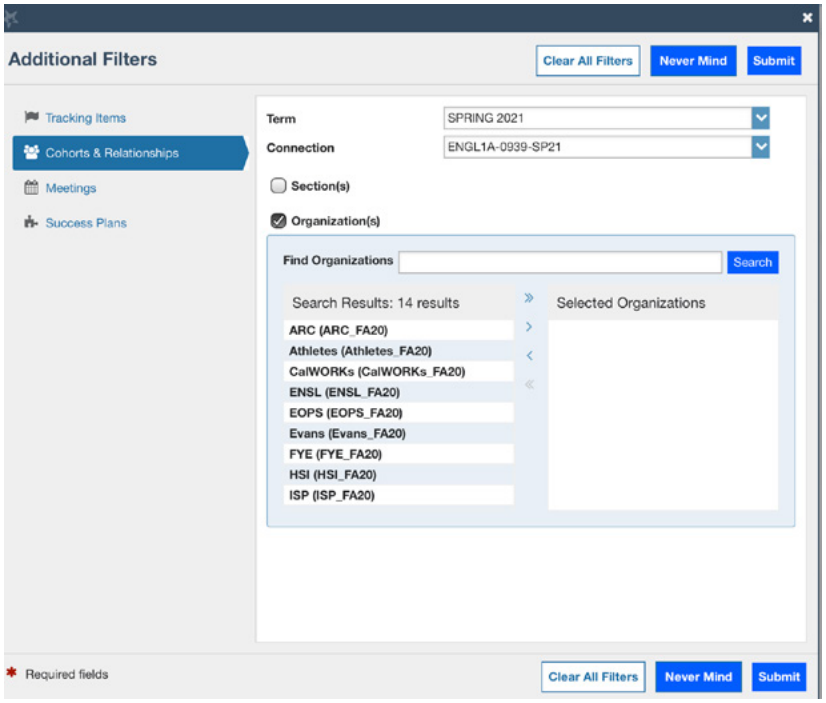
Filtering Student Lists

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 ARC.





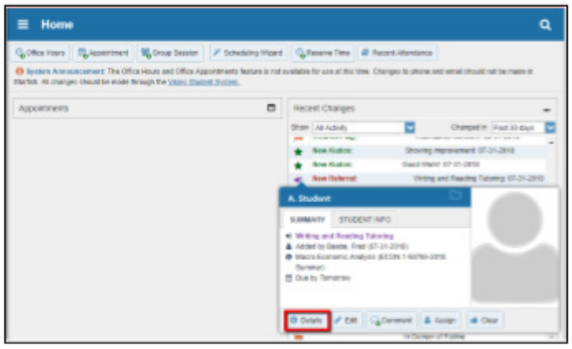
Important

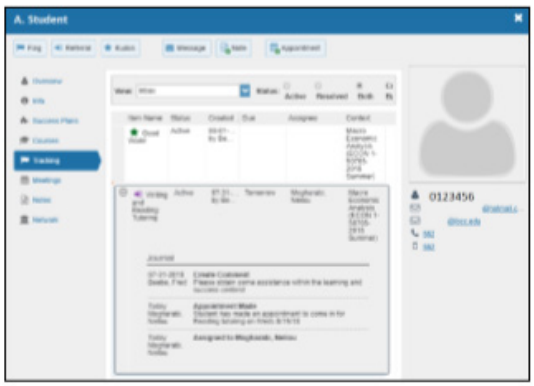
Once you have added filters, they will remain active on the screen, regardless of whether you close the window/ log in and back out again. To remove the filters, select the X button to the right of the Edit Filters link:

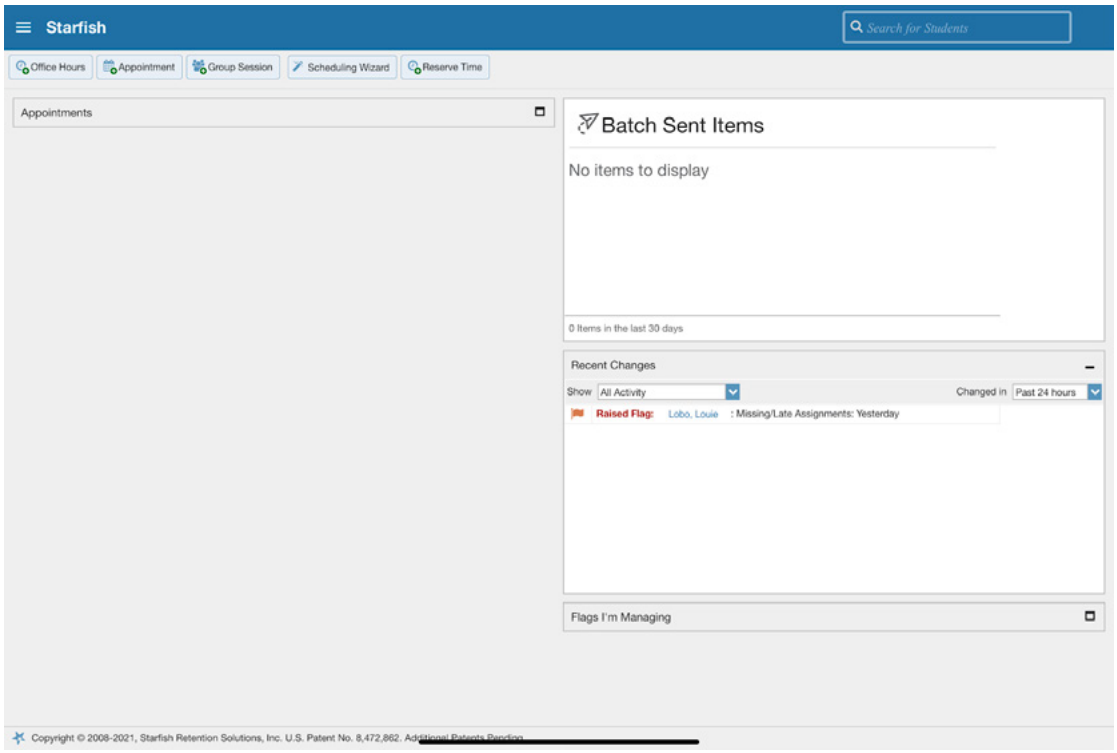
Checking Tracking Items Status

Progress Concern (Academic) flags and many referrals will be closed by coordinators and/or service providers. Once closed, you will receive an email with any notes. You may also check the status of an open 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 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.
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.



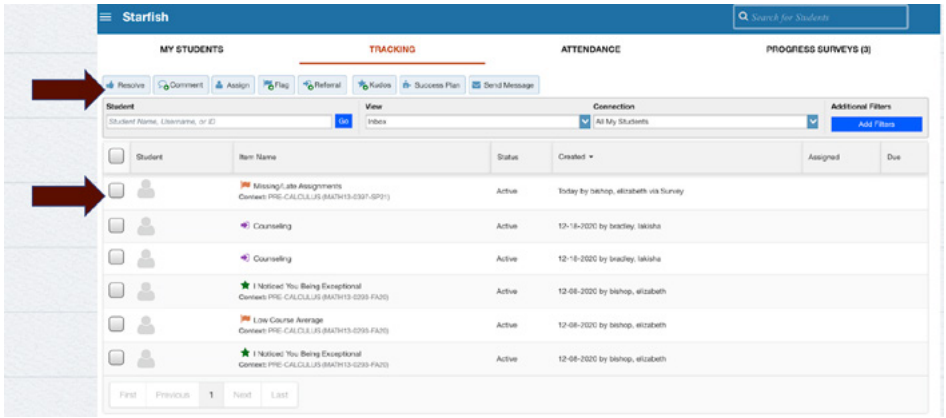


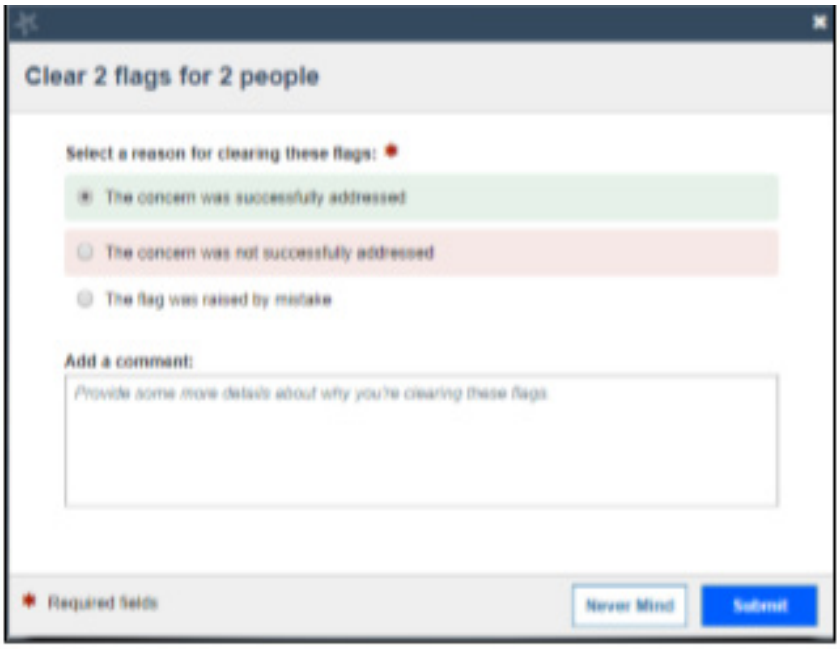


Closing Tracking Items

Instructors are responsible for closing instructor-managed flags and Success Center/Tutoring referrals once the concern has been addressed.

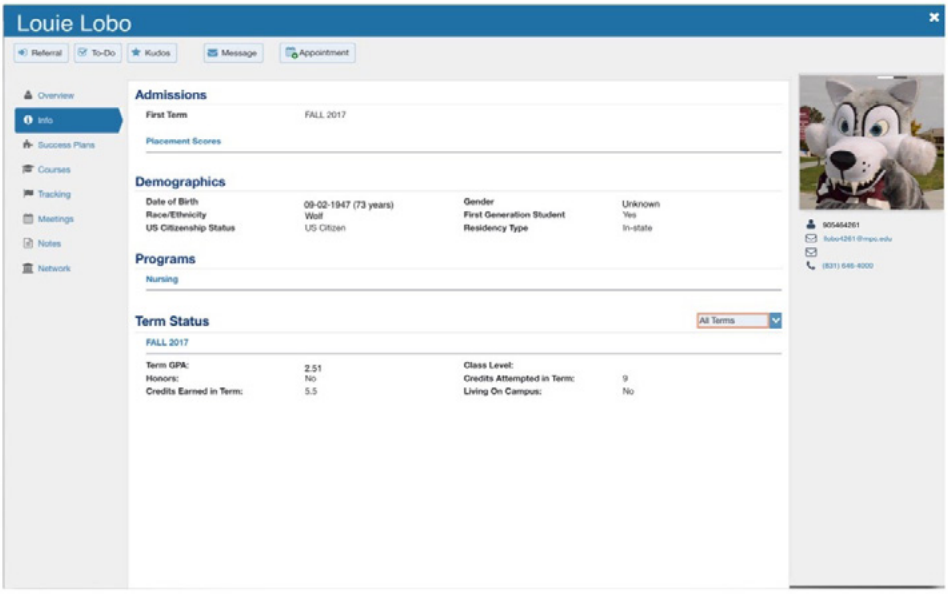
1. Click on the Students link in the menu on the left-hand side of the screen to see a list of all your students.
2. Find the desired student by typing their name into the Search box or adding filters on the right-hand side of the screen. You can also use the "View" drop-down menu to select your Flag Inbox.
3. 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 by checking the box next to each student's name before clicking "Resolve."
4. If closing flags for multiple students at once, please note that the same message will be sent to all students if you are entering comments. Additionally, If some items need to be closed as a successful intervention, and others as unsuccessful, they must be closed separately.





Info Tab

The Student Folder Info tab may include SIS information such as Admissions and Demographics, Cohorts, and Student Intake.



If you have a work-related relationship with a student that does not give you permission to view this kind of information, or if none of this information is available for a given student, this tab may not appear in that student's folder. Faculty do not have this role or access to this information.

SIS Information

The Info tab presents information imported from your Student Information System (SIS). This may include the Admissions, Demographics, Programs, and Term Status sections. The tab and data sections will only display if the following are true:

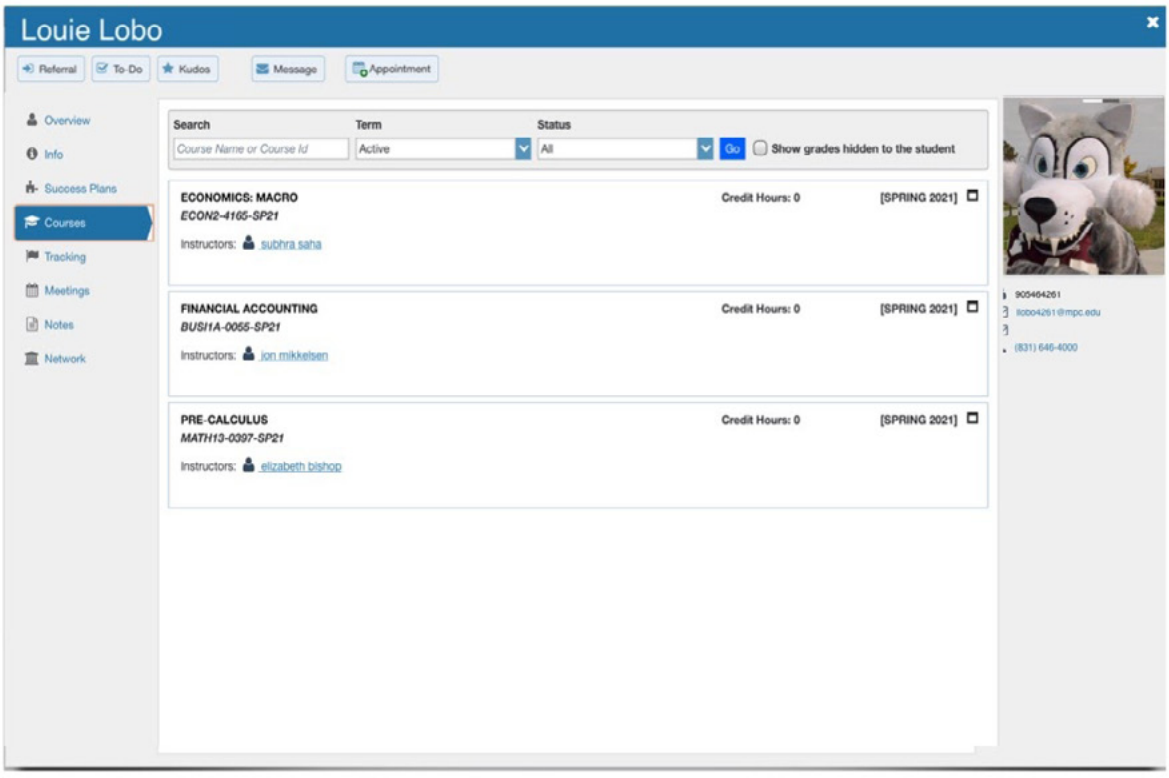
- Your institution is sending the relevant file from your SIS
- You have a role that grants you permission to see this information about students with whom you have a relationship. If values for a particular element within any of the panels is not sent for the student, the row for that value does not display. For example, if Race/Ethnicity is not sent for a particular student, this label would not display in the Demographics panel.

Cohorts

Cohorts are groups of students in MPC Starfish. The Cohorts section may also display if the Cohort feature is in use and the student is a member of a defined MPC Cohort.

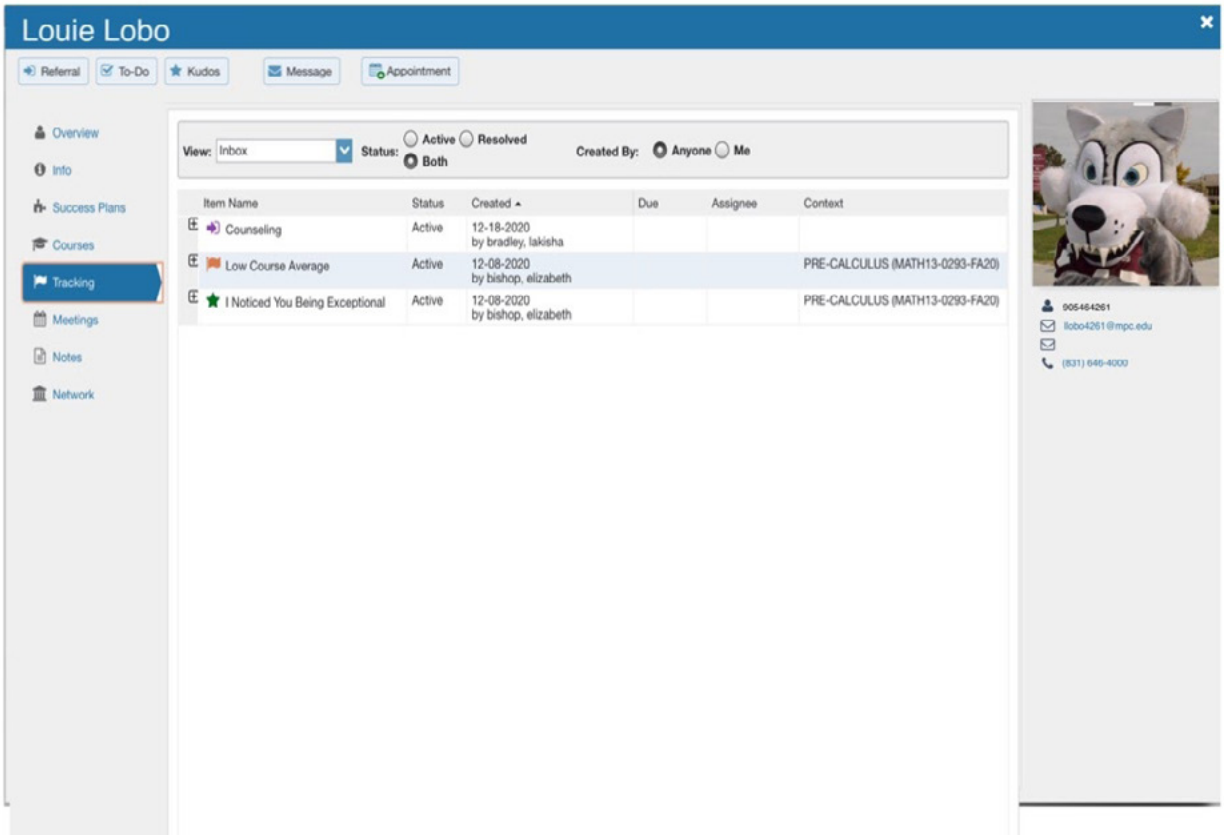
Courses Tab

The Student Folder Courses tab displays information about each of the courses the student is taking/has taken in the term selected. Clicking on the "expand" (window) icon on the far right of the course summary panel for any of the courses listed will expand the course information to include additional detailed panels. Faculty will have access based on the role and your relationship with the student.



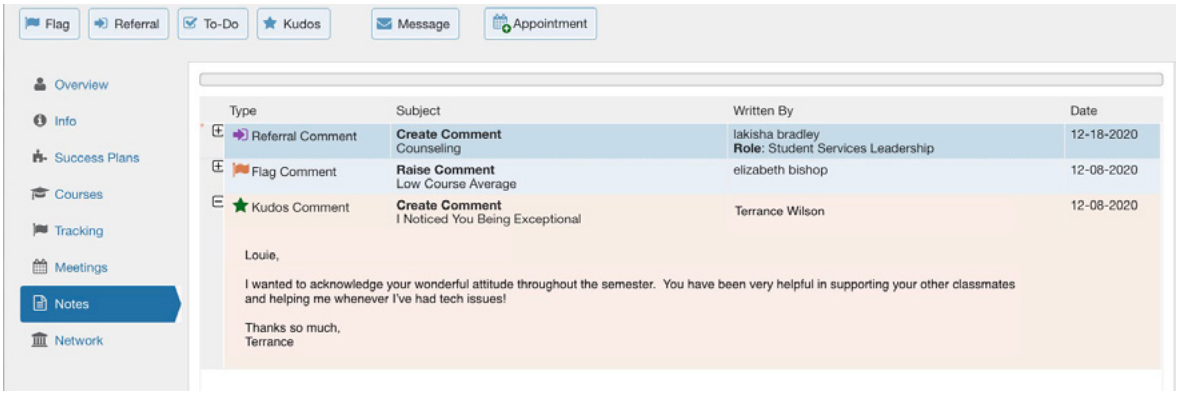
Flags/Referrals/To-Dos/Kudos Tab

The Student Flags/Referrals/To-Dos/Kudos tab displays the tracking items that have been raised for this student. Overall, information is presented similarly, but it is limited to items related to this student. Click the "+" sign to the left of an item to expand the item and read additional information associated with the flag. Hover over the Flag Menu icon to access the flag menu pop-up card and select an available action.



Notes Tab

The Student Folder Notes tab provides an aggregated look at comments saved about the student whether as part of a flags process, within a meeting, posted directly to the student folder as a note, or sent to the student via MPC Starfish's Send Message option. Click on the "+" sign associated with any item to view the details.

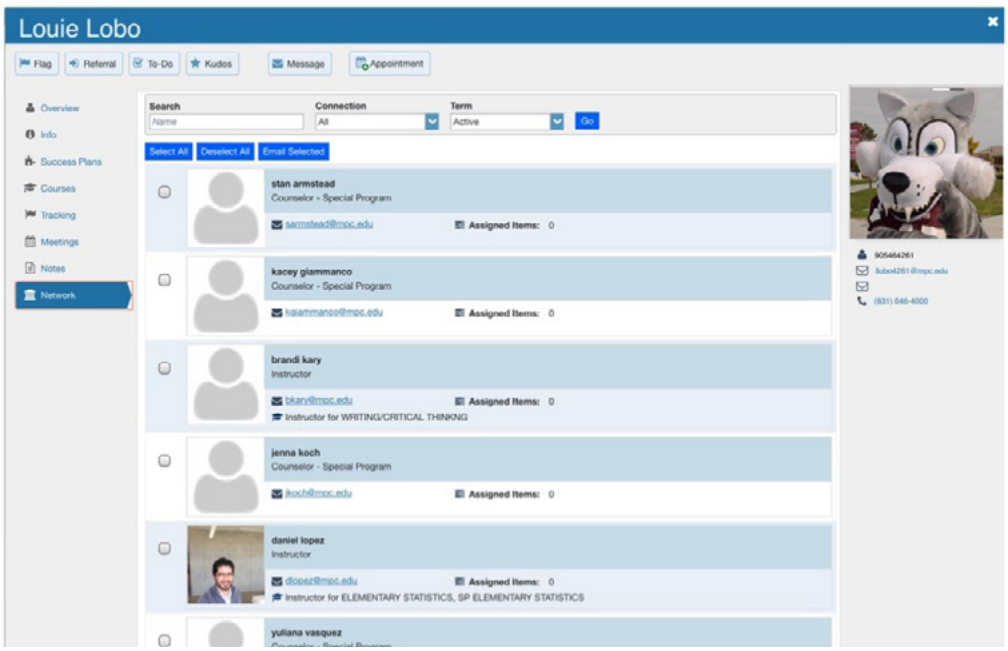


Network Tab

The Network tab lists those individuals with whom the student has a relationship and presents their email and phone contact information. Starfish also provides an Email Selected button that allows you to select one or more people from the list and send a message about the student via Starfish. This list is filtered based on settings your MPC's administrator specifies in Starfish regarding which roles are available on the student's Network tab.

Contact Other Users with a Connection to a Student

Users with relationships to a given student may communicate regarding the student's progress in a few different ways. If you navigate to a student's folder by clicking the hyperlink of a student's name, you can access the Network tab.



From here, you can view other users with connections to this student. If you would like to send a message to one of these users, select the box to the left of the person's name, and then click Email Selected.

Note: Clicking on the email address of the user, rather than clicking Email Selected, would open a normal email within your email system to send an email to this person. This would be an email sent outside of Starfish. Always use the "Email Selected" option for emails that should be captured within the Starfish system. This allows your student to see the email and documents it in the Starfish system.

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