Starfish Newsletter
November 2016

Fall 2016 Tracking Items
*As of 11/11/16

<table>
<thead>
<tr>
<th>Item</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Flags</td>
<td>7,137</td>
</tr>
<tr>
<td>Kudos</td>
<td>4,119</td>
</tr>
<tr>
<td>TASP Referrals</td>
<td>36</td>
</tr>
</tbody>
</table>

Clearing Flags & Closing the Loop

Instructors, advisors, and support staff are encouraged to clear flags when students’ academic concerns have been resolved. After an update on November 19, users who clear flags will be able to quickly and easily indicate a reason for clearing that item and send that message directly to the flag creator. This feature will also make it easier for users to track reasons for clearing past flags.

For an instructional guide on clearing flags, please refer to the university’s Starfish website. A new and updated guide will be provided after the November 19th update.

Opportunities for Your Feedback

Instructor Survey At the end of every fall & spring semester, the Students First Office asks course instructors to provide feedback about the Starfish technology. The Fall 2016 Instructor Survey will be emailed to all undergraduate course instructors on Monday, November 28. Instructors will have until December 9 to complete the survey.

Starfish Outreach & Roles Survey At the end of every fall semester, we also invite academic support staff* with the ability to view flag data to provide feedback on their use of Starfish. The Fall 2016 Outreach & Roles Survey will be emailed to these support staff members on Monday, November 28. Staff will have until December 9 to complete the survey.

*This survey does not include advisors and is limited to other staff in academic support roles (athletics, academic recovery staff, Dean of Students, etc.). Advisors are invited to provide feedback every spring semester.

Starfish Training 2016-2017

New to Starfish? Sign up for a workshop to learn about available Starfish features. Workshops for Fall 2016 are still available. Spring 2017 dates to be posted.

RSVP at workshops.uncg.edu

To arrange an individual/departmental Starfish training, please email starfish@uncg.edu.

IMPORTANT DATES

- November 8
  12-week Academic Status Report sent to instructors of new first-time students ONLY

- November 28
  Fall 2016 feedback surveys will be emailed to instructors and academic support staff

- December 15
  Flags, kudos, & referrals will be disabled for Winter Break. All Fall 2016 flags & kudos will be cleared

Starfish Support

Having trouble with a particular feature? Are students unable to see you in their Success Networks? Have no fear!

For all of your Starfish support needs, email starfish@uncg.edu. When emailing your support question, make sure to include a specific description of the error you are encountering, along with a screenshot. Note: All Canvas support needs should be directed to 6-TECH.

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