Starfish EARLY ALERT refers to the Starfish features used for student academic tracking and campus notifications.

### Tracking Item Options

<table>
<thead>
<tr>
<th><strong>Flags</strong></th>
<th><strong>Referrals</strong></th>
<th><strong>Kudos</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Excessive Absences</td>
<td>Academic Skills (SSC)</td>
<td>Outstanding Academic Performance</td>
</tr>
<tr>
<td>Low Test/Quiz Scores</td>
<td>Tutoring (SSC)</td>
<td>Showing Improvement</td>
</tr>
<tr>
<td>Unsatisfactory Coursework</td>
<td>Math Help Center</td>
<td></td>
</tr>
<tr>
<td>Personal Concern*</td>
<td>Speaking Center</td>
<td></td>
</tr>
<tr>
<td>Academic Integrity Concern*</td>
<td>Career Services Center</td>
<td></td>
</tr>
<tr>
<td>Disruptive Behavior Concern*</td>
<td></td>
<td></td>
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</tbody>
</table>

**Flags & kudos:** Raised by course instructors only  
**Referrals:** Raised by course instructors and academic support staff/advisors

### Outreach Flow Chart: What Happens After Raising a Tracking Item

#### Academic Flags
- Student receives email alert, advisors & staff are notified, student is invited to meet with Starfish Outreach Team
- Instructor/staff should clear flags if concern improves or resolves

#### Behavioral Flags
- Personal Concern
  - Student is not notified about flag or comments
  - Dean of Students Office outreaches to student to express support
  - Instructor clears the flag if concern improves or resolves

- Academic Integrity & Disruptive Behavior Concern
  - Student is not notified about flag or comments
  - Dean of Students Office outreaches to instructor to advise about options

#### Referrals
- Student receives email notice and instructions on signing up for referred service
- Service provider may deliver additional outreach; advisors & staff may view
- Instructor should clear referral if student uses service or concern is resolved

#### Kudos
- Student receives congratulatory email notice. No additional action is needed.
- Advisors & staff are notified
- Kudos should not be cleared

### How to Raise, View, and Clear Tracking Items

#### How to Raise Manually at Any Point (Instructors only)
1. Open Starfish and open your Student tab
2. Sort by student list or search for student by name
3. Select Add Flag, Add Kudos, or Add Referral button
4. Choose the correct flag/kudos/referral option
5. Click Submit

#### How to Raise via Academic Status Report (ASR) (Instructors only)
1. View email invitation to complete an ASR at 4, 7, & 12 weeks
2. Open Starfish
3. Click the Academic Status Report link on your homepage
4. Enter feedback for students or submit with No Feedback
5. Click Submit

#### How to View Tracking Items on Your Students (instructors, advisors, & some support staff)
1. Open Starfish and open your Student tab
2. Select the Tracking sub-tab
3. Search by student name using the search box or filter by student list
4. Hover over the tracking item in the Item Name column to view details

#### How to Clear Tracking Items You’ve Created (instructors, advisors, & some support staff)
1. Open Starfish and open your Student tab
2. Select the Tracking sub-tab
3. Search by student name or filter by student list
4. Check the box beside the student flag you wish to clear and click the Resolve button
5. Select a reason for clearing and enter comments about why the flag is being cleared
Starfish CONNECT refers to the Starfish features that allow for online appointment schedule and office hour posting.

**1. Edit Your Appointment Preferences:**
- Open Starfish and click your name
- Choose a default appointment length (recommended)
- Set a scheduling deadline to avoid same day appointments (recommended)
- Add your office location (recommended)
- Choose to give a colleague access to manage your calendar (optional)
- Click Submit

**2. Edit Your Email Notifications:**
- Check boxes to receive a calendar attachment for every change to your appointments and office hours (recommended). This will allow you to receive email notices when students sign up for appointments in Starfish.
- Click Submit

**3. Add Appointment Availability to Starfish:**
- Open your Appointments tab and select the Add Office Hours button
- Post a title for your office hours
- Set time, location, and appointment length; also decide if these office hours will recur
- If applicable, choose an appointment type to determine which of your students can see these office hours
- Add instructions that will be sent to your students when they schedule
- Choose an end date for the office hours (if recurring)
- Click Submit

**Starfish Support @ UNCG**

**Website**
Visit studentsfirst.uncg.edu/starfish-overview for comprehensive information about Starfish at UNCG. The website includes a useful How-To page with links to cheat sheets and quick guides on how to use Starfish features.

**Support**
Can’t get a feature to work? Submit a support ticket to UNCG’s central Starfish email account at starfish@uncg.edu.

**Training**
To request personalized or departmental training, please contact Elena Medeiros via email to starfish@uncg.edu or by phone at (336) 334-3872.
Starfish workshops for staff and faculty are available for sign-up each semester via workshops.uncg.edu. Advanced registration is required.

**To open Starfish: Log in at starfish.uncg.edu**