Starfish EARLY ALERT Reference Guide

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

Tracking Item Options

Flags	*Kudos*	Referrals
Excessive Absences	Outstanding Academic Performance	Academic Skills & Tutoring (SSC)
Low Test/Quiz Scores	Showing Improvement	Math Help Center
Unsatisfactory Coursework		Writing Center & Speaking Center
Personal Concern*		Students First Office (SFO)
Academic Integrity Concern*		Career Services Center
Disruptive Behavior Concern*		International Student Support (IPC)
Retention Concern*		

REMINDERS & TIPS FOR TRACKING ITEMS:

Flags & *kudos*: issued by instructors (academic advisors may also raise Personal Concern & Retention Concern flags)

Referrals: issued by instructors, advisors, & support staff

***Behavioral flags:** managed by Dean of Students (DOS), Office of Student Rights & Responsibilities (OSRR), and New Student Transitions & First Year Experience (NST&FYE)

Outreach Flow Chart: What Happens After Raising a Tracking Item

Academic Flags

- Student receives email alert addressed from instructor, advisors & staff are notified, student is encouraged to take action
- Advisors/support staff may clear flags as they work with students to resolve concerns
- Instructor should clear flags if concern improves/resolves

*Behavioral Flags

Personal Concern

- Student is **not** automatically notified about flag or comments
- DOS outreaches to student to express support and invite student to seek help

Academic Integrity & Disruptive Behavior Concern

- Student is **not** notified about flag or comments
- DOS or OSRR outreaches to instructor to advise about options

Retention Concern

- Student is **not** notified about flag or comments
- Flag information is available to advisors, academic support staff, & NST&FYE staff

Raiser should clear the flag if concern improves or resolves

Referrals

- Student receives email notice and instructions on how to access referred service
- Service provider may deliver additional outreach; advisors & staff may view
- Raiser 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, no further action required
- *Kudos* should not be cleared

How to Raise, View, and Clear Tracking Items

Raise Manually at Any Point

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**

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

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

Helpful Hint: Use the "Download" feature to download an Excel report of the data you are viewing in Starfish. *If Starfish permissions allow.

How to Clear Tracking Items You've Created

1. Open Starfish and open your *Student* tab. Select the *Tracking* sub-tab
2. Search by student name or filter by student list
3. Check the box beside the student flag you wish to clear and click the **Resolve** button
4. Select a reason for clearing, enter comments about why the flag is being cleared, and click **Submit**

Starfish CONNECT Reference Guide

Starfish CONNECT refers to the Starfish features that allow for online appointment scheduling and office hour posting.

HOW TO POST APPOINTMENT AVAILABILITY IN STARFISH

1 Set Appointment Preferences:

a. Open Starfish and click your name to open your profile settings. Click the ***Appointment Preferences*** tab.

b. Choose a default appointment length (*recommended*)

c. Set a scheduling deadline to avoid same day appointments (*recommended*)

d. Add your office location(s) (*recommended*)

e. Choose to give a colleague access to manage your calendar (*optional*)

f. Click **Submit**

2 Set Email Notifications Settings:

a. Click the ***Email Notifications*** tab in your profile settings

b. Check 2 boxes to receive an emailed calendar attachment for every change to your appointments and office hours to receive email notices when students schedule appointments (*recommended*)

c. To allow Starfish to ready busy times from your iSpartan calendar, check the box and follow instructions to insert your private iCal link (*optional*). Students will not see the details of your iSpartan calendar when scheduling

d. Click **Submit**

3 Add Appointment Availability to Starfish

a. Open the ***Appointments*** tab on your main toolbar and click the **Add Office Hours** button

b. Post a title for your office hours

c. Set the time and frequency of your availability

d. Specify at least one location (offering multiple locations allows students to select their preferred location when scheduling)

e. Decide if you require students to schedule in advance and/or walk-in to meet with you

f. Establish a minimum/maximum appointment length (setting different min and max will allow students to choose how long they need when scheduling)

g. Choose an appointment type to restrict scheduling access to specific groups of students (if applicable)

h. Add instructions to be seen by students when scheduling appointments and choose an end date for the office hours (if reoccurring)

i. Click **Submit**. Notify your students to begin scheduling

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 send a request to the Coordinator of Academic Outreach at starfish@uncg.edu.

ACCESS STARFISH: STARFISH.UNCG.EDU • ISPARTAN TOOLS & APPS • CANVAS.UNCG.EDU>ACCOUNT>STARFISH

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