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

### Tracking Item Options

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<td>Unsatisfactory Coursework</td>
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<td>Personal Concern*</td>
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<td>Academic Integrity Concern*</td>
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</table>

**REMINDERS & TIPS FOR ALL TRACKING ITEMS:**

Flags & kudos: issued by instructors
Referrals: issued by instructors, advisors, & support staff

* Behavioral flags: Not FERPA disclosable, managed by Dean of Students (DOS)/Office of Student Rights & Responsibilities (OSRR)

### 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 notified about flag or comments
  - DOS oureaches to student to express support
- Academic Integrity & Disruptive Behavior Concern
  - Student is not notified about flag or comments
  - DOS or OSRR oureaches to instructor to advise about options
- Instructor should clear the flag if concern improves or resolves

#### 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

#### 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

#### 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

**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 (instructors, advisors, & some support staff)
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 and enter comments about why the flag is being cleared and click Submit
Starfish CONNECT refers to the Starfish features that allow for online appointment scheduling and office hour posting.

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 an email request to starfish@uncg.edu.
Starfish workshops for staff and faculty are available for sign-up each semester via workshops.uncg.edu. Advance registration is required.