

# Starfish for Advisors

## WHAT IS STARFISH?

Early alert software used by UNCG to enhance the feedback students receive about their academic performance, with the goal of providing students with earlier opportunity to take action. Instructor feedback is shared with academic advisors who can use this information to enhance advising services and student support.

## WHY SHOULD ADVISORS USE STARFISH?

- ◆ **Informs you** about advisees who are struggling in their courses
- ◆ **Facilitates conversations** with advisees about barriers they are facing and strategies to improve
- ◆ Allows you to **issue Starfish referrals** to advisees who may benefit from specific campus resources
- ◆ **Enables efficient communication between advisor and support offices** when your advisees are facing personal concerns or retention-related concerns
- ◆ Provides an **online scheduling tool** to help manage student advising appointments (and your Starfish calendar can be synced with your iSpartan calendar for easier calendar management)

## HOW DO I USE STARFISH?

 Instructors give academic feedback to students via concern **flags**, congratulatory **kudos**, and action **referrals**. You will be **alerted via email** when your advisees receive this feedback

 **Issue your own flags & referrals** to advisees you have concerns for

 **Log in to Starfish** at any time to view flags and issue referrals

 **Clear flags** as concerns resolve or improve

 **Post appointment availability** in Starfish and maintain appointment notes

## HOW CAN I SUPPORT MY FLAGGED ADVISEES?

- ⇒ Provide outreach to flagged students. Outreach can take any form—email, phone call, or chatting about the flag at the next advising appointment
- ⇒ Check in to see if advisees have followed through on your referrals
- ⇒ Refer your students to meet with the Students First Office if you're not sure how to help

## TRAINING OPPORTUNITIES?

Requests for individual & departmental training may be directed to the Coordinator of Academic Outreach in the Students First Office at [starfish@uncg.edu](mailto:starfish@uncg.edu).

## FREQUENTLY ASKED QUESTIONS



### How do I access Starfish?

Log in with your UNCG username and password at [starfish.uncg.edu](https://starfish.uncg.edu)



### Who do I contact for technical support?

Email [starfish@uncg.edu](mailto:starfish@uncg.edu) and Starfish support staff will assist you



### Where can I find more information about Starfish?

Visit the [Starfish website](#) for information and instructional guides on using available Starfish features



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