



UNC
GREENSBORO
Students First Office

SEPTEMBER 2021

STARFISH NEWSLETTER



Fall 2021 Tracking Items



Flags: 3,344

Kudos: 4,887

Referrals: 392

Important Dates

September 28

7-week Academic Status Report sent to undergraduate instructors

October 8

Tutoring Referral disabled in Starfish;
Last day for students to withdraw
15-week courses without incurring
GPA penalty

November 2

12-week Academic Status Report sent to undergraduate instructors

New Retention Alert Flags

Effective Fall 2021, academic advisors can raise separate flags for students in their caseloads to alert the campus community about students who may be at risk for leaving the University or experiencing a break in their enrollment. The Retention Alert flag options available include: academic standing concern, registration hold, stopping out or transferring indicated, university withdrawal indicated, and general. Academic advisors should select the **Retention Alert flag** that best describes the student's individual situation to assist the Division of Student Success and the Students First Office in monitoring enrollment trends and providing additional outreach when appropriate. The **Detailed Guide to Flags, Kudos, & Referrals** can be used as a reference guide when raising all flag types for detailed descriptions and sample comments.

Academic Status Report

The Academic Status Report (ASR) provides a quick and easy way for instructors to issue flags, *kudos*, and referrals to students. This allows students to stay informed of their academic progress and helps the campus community mobilize to support students who may be struggling in their courses. ASRs are sent to undergraduate course instructors at the 4, 7, and 12-week time points.



Instructors should complete each report as soon as possible to provide feedback to their students and to the academic advisors and staff who support them. On September 7, the 4-week ASR was sent to all undergraduate instructors. To learn more about how the ASR works, take a look at our [quick guide](#). If you would like assistance with completing the Academic Status Report please contact starfish@uncg.edu.

Questions?

Email starfish@uncg.edu or visit [Starfish Website](#)



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Preferred Names in Starfish

HELLO
my name is

Starfish now displays preferred names for students, faculty, and staff who have followed official procedures to record a preferred name with the University. This enhancement will help align user information in Starfish with user information that is stored and maintained in Banner, improve user experience, and ensure continuity of identification across platforms. Students can visit [Spartan Central](#) for more information and forms to register their preferred name. Faculty and staff can contact Human Resources for more information on updating their preferred name in Banner.

New Student Dashboard

NEW

Over the summer, the Student Dashboard received a makeover! Students can now open Starfish and see a new and streamlined Dashboard to help with prioritization of appointments and tracking items (flags, *kudos*, and referrals).

The Responsive Student Dashboard will display a student's calendar, appointments, tracking item notifications, faculty/staff connections, and student services. Moreover, students will now be able to view student-specific announcements displayed on the Responsive Student Dashboard and My Success Network.

New Starfish Referrals

Starfish offers instructors, academic advisors, and academic support staff several referral options for directing students to helpful campus resources. Raising a referral will simultaneously alert the student to take action and notify the service provider of the referral.



In Spring 2021, the TRiO Programs referral was made available in Starfish. The TRiO Programs referral should be raised to identify a student who may benefit from becoming a **TRiO Programs participant**. Beginning Fall 2021, the **Office of Accessibility Resources & Services (OARS)** and **The Digital ACT Studio** referral options are available. A full list of **referral options** is available on the Starfish website.

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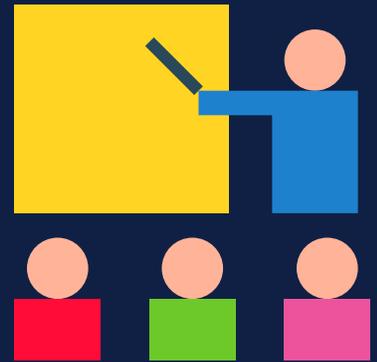


Starfish Training

Need a Starfish refresher? Never used Starfish before? Considering Incorporating Starfish into your work with undergraduate students? We currently offer two workshop options:

- Starfish 101 for Instructors
- Starfish 101 for Academic Advisors

To sign up, please visit [UNCG Workshops](#) or email Starfish@uncg.edu to arrange a departmental or individual training.



New Starfish Partnership

Housing & Residence Life (HRL) will be collaborating with the Students First Office to pilot a new outreach initiative using Starfish Early Alert this fall. When a resident is issued a flag for academic concerns, they are contacted and invited to meet with the assigned Housing Coordinator (CRL) of that residential community.

This partnership will further enhance outreach and support of flagged students. Housing Coordinators will also be able to issue referrals to connect residents to helpful campus resources.

New "Drop-In" Language

The "walk-in" language used in the Starfish Waiting Room and office hour blocks has now been updated to "drop-in". The change will be reflected in areas that were previously showing as "walk-in" to align our language with UNCG's accessibility values.

Starfish Tips Corner

In any given term, faculty/staff may serve in multiple roles, such as the instructor role and the advisor role. When adding appointment availability, users must identify which role those office hours represent and, therefore, which students can see that availability by choosing the appropriate appointment type. Follow the instructions below:

* Office hours Type ? ▼
Take either scheduled appointments or drop-ins

* How long?
 ▼ minimum appointment length
 ▼ maximum appointment length

* Appointment Types ? Select the types of meetings you will have in these office hours.
 Advising Course Related Appointments

1. Click the **Hamburger** menu in the top right corner of your Home page to navigate to **Appointments**.
2. Click on **Office Hours**.
3. Locate the section labeled **Appointments Types**.
4. Select the **types of meetings** you will have in these office hours.
5. Click **Submit** to save your changes.

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Email starfish@uncg.edu or visit [Starfish Website](#)