

Instructor & Advisor Getting Started Guide

Starfish Retention Solutions



Easier than ever to identify and connect with students who need support

Welcome to Starfish®.

Starfish gives you a convenient way to keep track of your students – raising flags when you observe a pattern of behavior that concerns you, ensuring that the people on campus who can intervene are aware. It also allows your students to easily book an appointment with you or someone else who can help.

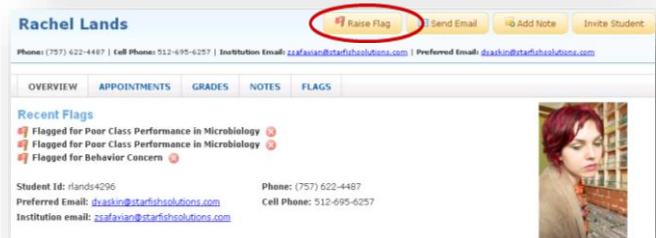
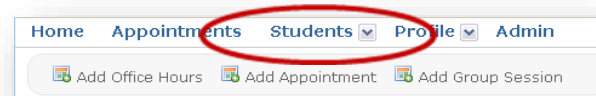
Getting started is easy. Accessible through your LMS or your SIS System, Starfish will automatically display all students that you have been assigned or are enrolled in your courses. From there, you can begin raising flags about students, review flags that have been raised about your students, and provide additional information.

That's it. Simple for you. Empowering for your students.

>> Raise a Flag

When you have a concern with a particular student, raise a flag to communicate your observations.

1. Click on the **Students** navigation item to see all of your students.
2. Find the student you want to raise a flag for – by searching for their name or paging through the students. Click on the student's name to bring up the student's folder. *Note:* Anywhere you see a student's name as a link it will take you to his or her folder.
3. When you click on the **Raise Flag** button, a list of flags that can be raised and viewed by you is displayed.
4. Select the appropriate flag, enter comments and click the **Save** button.
5. The appropriate individuals will be automatically notified.



Having trouble? Want to learn more?

Contact IT Help Desk at 304-710-3470 or helpdesk@mctc.edu



>> Flag Surveys

Manual flags can also be raised by submitting a flag survey. You will receive an email reminder when there is a new survey for you to complete.

1. Click on the **Students** navigation item and then choose the **Flag Surveys** tab.
2. Check the boxes to raise concerns about certain students.
3. Click **Submit** when you are finished to raise the selected flags.

Note: You may be asked to submit more than one survey. They will be listed in a drop-down menu on the Flag Surveys tab.

Name	No Flags	Poor Attendance	Participation	Work Life
Albright, Randy	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Andrews, Randy	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Berger, Jeff	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chappell, Jeff	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fisher, Jim	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fore, Jim	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gilmore, Lexy	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hand, Sara	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Heck, Deb	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ivanov, Deb	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Jennings, Max	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Johnson, Max	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Johnson, Grant	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

>> Setup Your First Office Hours Block

On your first visit, Starfish will walk you through setting up your office hours, which enables a student to then schedule time with you. If you do not wish to provide online scheduling at this time, click **Dismiss**.

1. Indicate the day(s) you hold office hours.
2. Specify the start and end time for the day(s).
3. Set the location of the office hours. You will be able to setup multiple office hour locations in your profile later. Enter details such as building, room number or phone number. You can also enter special instructions such as a phone conference code.
4. Click the **Set up Office Hours** button.

1. What day(s) do you have office hours?
 M T W T F S S
If your office hours don't repeat weekly, [click here](#)

2. What time are your office hours?
Enter Start Time: to Enter End Time:

3. Where are they?
Type:
Details:
Instructions:

To setup additional office hours or make any changes, click **Appointments** at the top of any page. Here you will find links to **Add Office Hours**, **Add Appointment** and **Add Group Session**. Or, use the **Scheduling Wizard** to map out your availability for an entire week or the entire term.



>> Setup Your Profile

Some of your profile, such as your contact information, is imported from Blackboard. Other parts of your profile, such as your biography, can be entered by you.


1. Click the **Profile** link in the Starfish navigation at the top of every page.
2. Enter a phone number and/or cell phone number, if you wish to share them.
3. You may enter an alternative address in the “Preferred Email” field. Select the address(es) where Starfish should send email and calendar events.
4. Upload your photo to help a student put a face to your name.
 - a. Select the **Upload Photo** link.
 - b. Browse for a photo on your desktop. Recommended file formats are JPEG, GIF, and PNG.
 - c. Click the **Upload Now** button.
5. Complete the General Overview and My Biography sections.
6. Click the **Save** button.



The screenshot shows a user profile for Yasmin Gold. At the top left is a profile picture with an "Upload Photo" link below it. To the right of the photo, the name "Yasmin Gold" is displayed, followed by a "Last Login" timestamp of "12:43 PM May 13, 2010". Below the name are fields for "Login:" (ygold), "Institution email:" (zsafavian@starfishsolutions.com), "Phone:" ((757) 622-4487), and "Cell Phone:" ((757) 622-4487). There is also a "Video Phone:" field ((757) 622 1111) and a "Time zone:" dropdown menu set to "(GMT-05:00) Eastern Time". A checkbox for "Display all time zones" is present. Below these fields is a "Send my correspondence to:" section with radio buttons for "institution email", "preferred email", and "both". The "General Overview" section contains a text area with a message: "I welcome students to my office. I've been with the McGraw Center for 14 years. In that time I have helped a number of students with career decisions, internships, and graduate school selection, among other things. Of course, I will gladly help you with assignments and papers as well. Learn more about me!". The "My Biography" section has a text area with the text: "I spent 15 years in industry after receiving my PhD. Much of it was with the Smithsonian and the US Government. At Eckerd University, I not only teach Biology courses, but I have been an advisor at the McGraw Center for 14 years."

>> Frequently Asked Questions

How do I cancel my office hours for one week?

Edit and cancel options will be shown when you click the  icon on your dashboard or calendar. When you click on **Cancel**, select **Occurrence** to change just the current week’s office hours.

How do I get more detail on a student?

Anytime you see a student’s name as a hyperlink, in an email, on your dashboard or throughout various Web pages, this hyperlink takes you to the student’s folder. The student folder contains a) the student’s contact information, b) any appointment history with you, c) the grades recorded in the student’s online grade book, d) notes recorded by you or shared with you, and e) flags raised in Starfish.

How do I change how and when I am emailed by Starfish?

Starfish will email you a calendar appointment for each appointment you have the next day, and a daily summary of flag activity for your students. You can change these settings by clicking **Profile**, and navigating to the **Email Notifications** tab.

