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Introduction

Starfish is designed to increase college retention through better communication among students, faculty, and staff. It is an early warning and student tracking system as well as communication and scheduling system. Starfish is accessed through your Blackboard account.

All faculty are required to do the following tasks in Starfish:

1. Update your profile.
2. Complete any flag surveys that you receive from Starfish during the week the survey is available. (You will receive an email from Starfish letting you know when a flag survey is ready for you to complete.)
3. Use the Starfish system to raise flags or referrals when you have academic or personal concerns about a student.
4. Use the Starfish system to praise students by giving out “kudos.”

*All faculty are strongly encouraged to set up office hours using Starfish so that students can have easier access to make appointments with you.

Advisors are *also* strongly encouraged to check their advisees for flags and referrals at least once a week (for details, please see pg. 19)

What should I do first?

To start using Starfish you need to:

- Login to Blackboard and access Starfish (see page 3)
- Use the Office Hours Setup Wizard (see page 3)
- Edit your Profile (see page 6)

How do I access Starfish?

When you access Starfish for the first time the Office Hours Setup Wizard appears. You need to complete this information so that students will be able to see the times you can meet.

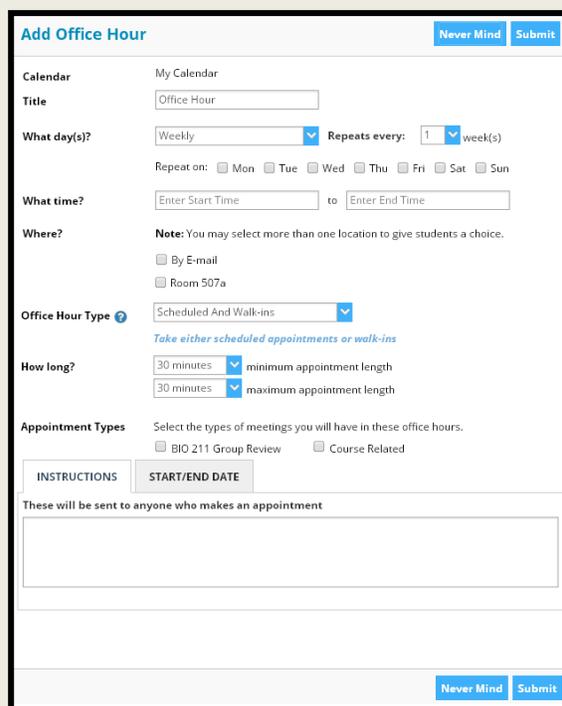
1. Log in to Blackboard.
2. Click the Starfish logo located on My JCHS Blackboard tab. (Shown in Figure 1)



Figure 1

3. When accessing Starfish for the first time you will be presented with the Office Hours Setup Wizard. (Shown in Figure 2)

NOTE: You can choose to bypass the office hours wizard by deselecting the option to **Show me this Office Hours Setup Page again next time I login if I don't have any Office Hours.**



The screenshot shows the 'Add Office Hour' wizard form. It includes the following fields and options:

- Calendar:** My Calendar
- Title:** Office Hour
- What day(s)?** Weekly (dropdown), Repeats every: 1 week(s)
- Repeat on:** Mon, Tue, Wed, Thu, Fri, Sat, Sun (checkboxes)
- What time?:** Enter Start Time to Enter End Time
- Where?:** Note: You may select more than one location to give students a choice.
 - By E-mail
 - Room 507a
- Office Hour Type:** Scheduled And Walk-ins (dropdown). Note: Take either scheduled appointments or walk-ins.
- How long?:** 30 minutes (dropdown) for both minimum and maximum appointment length.
- Appointment Types:** Select the types of meetings you will have in these office hours.
 - BIO 211 Group Review
 - Course Related
- INSTRUCTIONS:** START/END DATE
- These will be sent to anyone who makes an appointment:** (Text area)

Figure 2

4. Fill out the information in the wizard to set up office hours. All fields must be completed.

NOTE: Students view office hours and sign up for appointments through their Starfish homepage and **See available appointments.**

5. Click **Set up Office Hours.**

Navigation

Tabs

The tabs are located at the top of the Starfish window. Tabs will vary according to your assigned system roles. Select a tab that corresponds to the function you want to perform. For example, if you want to check your appointments or change your Office Hours, click on the Appointments tab.

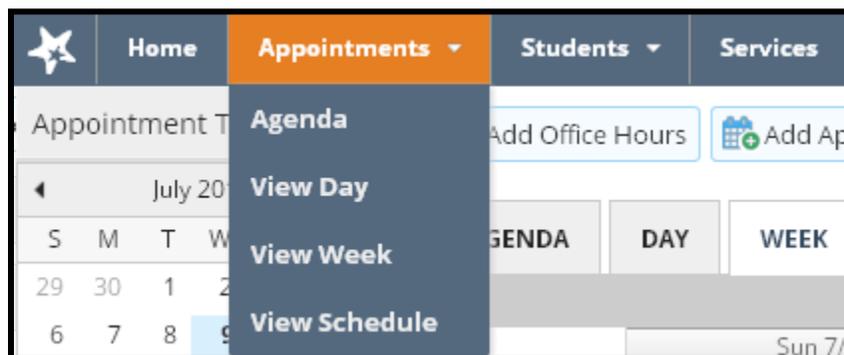


Faculty will have access to the following tabs:

- **Home** – This tab allows you to Add Office Hours, Add Appointment, Add Group Sessions, Access the Scheduling Wizard, View Services, and Edit your profile. You can also view upcoming appointments and view recent changes.
- **Appointments** – This tab will allow you to Add Office Hours, Add Appointment, Add Group Sessions, Reserve Time as well as access the Scheduling Wizard. You can also view upcoming appointments as well as view the office hours you set.
- **Students** – Here you can access student information, flag students, refer students to support services, give out kudos, add notes, and email students. You can also view any tracking items (flags, referrals, or kudos) added for students.
- **Services** – Provides information for various areas that provide services to students at the College.

Tab Dropdown Menus

Notice the upside down triangle next to some of the tab options. These are shortcuts to those tab options. For example, clicking the triangle next to Appointments opens a shortcut menu to view your calendar.

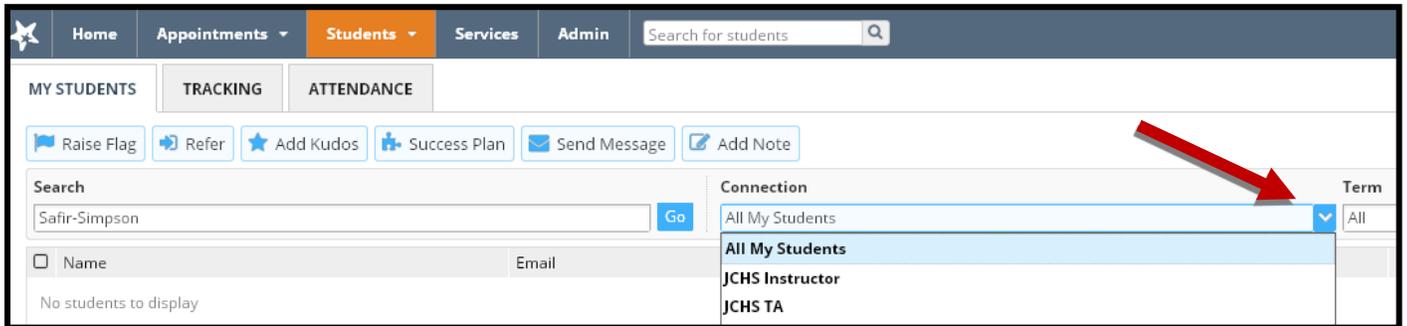


Roles and Relationships

Everyone at JCHS has been assigned “relationships” or “connections” to students in Starfish based on their role(s) at JCHS. Many faculty and staff will have multiple relationships/connections to students based on their various roles. If you are a faculty member who teaches and also an advisor you will have the Starfish roles of “JCHS Instructor” and “JCHS Advisor.” The following is a list of roles and the view associated with that role:

- **Staff** will have access to directory information on any student.
- **Instructors** will have access to some additional information, such as grades, for students in the courses they are teaching. Instructors can also raise flags, referrals, and kudos on the students in the courses they teach.
- **Advisors** will have access to each of their advisees’ profiles, including that student’s email address, all phone numbers, and any profile picture of the student. Advisors can also view grades, notes, appointment history, and any flags, referrals, or kudos for the student.
- **Program Directors** and **Department Chairs** will have access to all information on any student.

When trying to look up students in Starfish, you will have the option of selecting your connection to the student to limit the viewable list.



By choosing the connection of JCHS Instructor, you can only access information on students in the classes you teach. As such, in the role of JCHS Instructor, you will be able to see grades for students in your class, but not see grades for the same student in other classes. By contrast, in the role of Advisor you will be able to view all grades for your advisees.

Profile

Enter Your Institutional Profile

As an instructor or advisor, one of the first things you should do is update your profile. Your profile contains your contact information, photo, and general information so students can learn more about you. Students will see this information when they sign up to meet with you.

1. Click **your name** in the upper right corner of the screen. (Shown in Figure 1)

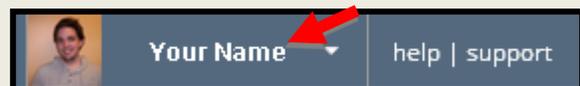


Figure 1

2. Begin filling out as much of your profile as possible. (Shown in Figure 2) Students will see this information, and are more likely to reach out for help when they can learn more about you.

NOTE: Only the first 150 characters of your *General Overview* and *My Biography* will be viewable to students.

Figure 2

3. Click  .

NOTE: Students can view faculty Profiles through their Starfish Homepage under **My Success Network**.

Set Appointment Preferences

Use the appointment preferences to set defaults for office hour blocks, to add meeting locations, and to add calendar managers.

1. Click the **arrow beside your name** in the upper right corner of the screen and select **Appointment Preferences** from the drop-down menu. (Shown in Figure 1)

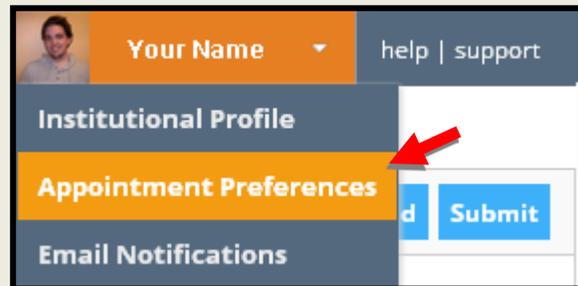


Figure 1

2. Here you can enter default settings for office hour blocks, add locations for meeting with students, and add calendar managers.

Figure 2

3. Use the  option to add meeting locations.

4. Use the  to select people to manage your calendar.

NOTE: *Calendar managers can add and edit your office hours and schedule as well as edit appointments in your calendar.*

5. Click .

Control Email Notifications

Starfish will notify you by email about appointments and items that you are tracking (like certain flags). Examples include Email Notification to Flag Raiser and Email Notification to Flagged Student(s). The Email Notifications option is also used to set preferences on when and how often you receive these emails.

1. Click the **arrow beside your name** in the upper right corner of the screen and select **Email Notifications** from the drop-down menu. (Shown in Figure 1)

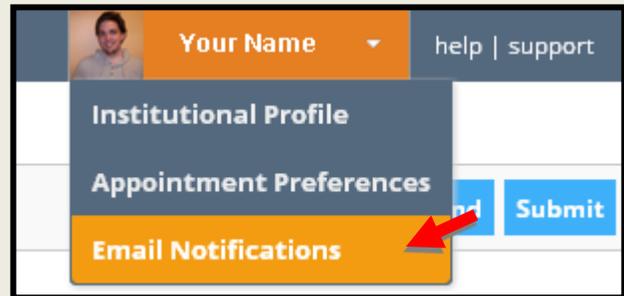


Figure 1

2. Use the Appointments Notification section to set preferences on Starfish appointment reminder emails. (Shown in Figure 2)
3. Choose a planning reminder option. Once these settings are changed, you will receive emails to accept scheduled or cancelled appointments to your calendar.
4. Click in the box next to **Read free/busy times from my external calendar**.

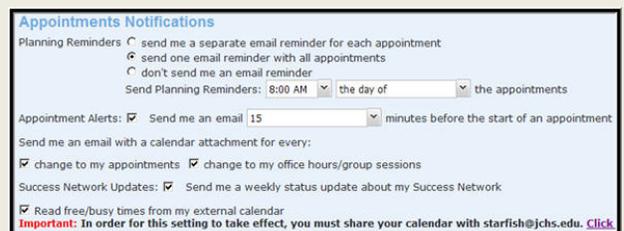


Figure 2

NOTE: This option **MUST** be selected for accepted appointments from Starfish email notifications to show up on your Exchange calendar. ***Refer to the section on **Setting up Exchange Account to Receive Appointments** for instructions on maintaining Starfish appointments on your Exchange Calendar.

5. Use the Tracking Item Notifications section to set preferences on Starfish emails regarding summary item activity such as Flags. (Shown in Figure 3).

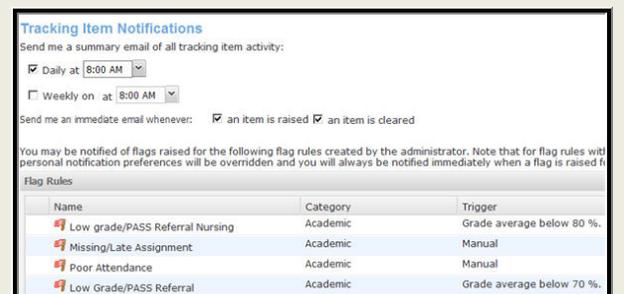


Figure 3

NOTE: You may be notified of flags raised for the flag rules listed on your screen. These rules are created by the system administrator. Regardless of your frequency settings, you will always be notified immediately for flags set with  emergency notifications.

6. Click .

Setup Exchange Account to receive Appointments

As noted previously, in order for appointments to show on your Exchange Calendar, you must have Profile, Email Notifications set to a planning reminder option and *Read free/busy times from my external calendar*. In addition, your Exchange account must have Starfish listed as a Delegate. See instructions below.

1. Go to the Starfish home page.
2. Click the **arrow next to your name** and select the **E-mail Notifications tab** (Shown in Figure 1)

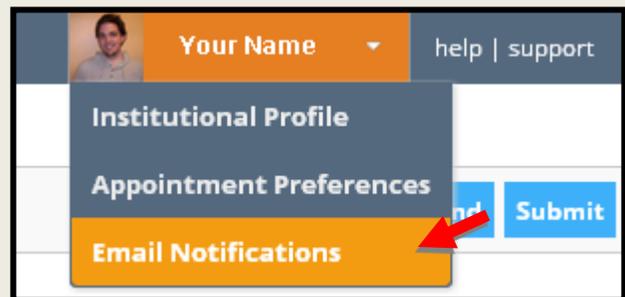


Figure 1

3. The Appointments Notification window will open. Click in the box next to **Send me a separate email reminder for each appointment**.
4. Click in the box next to **Read free/busy times from my external calendar**. (Shown in Figure 2)

NOTE: DO NOT use the instructions given in the [Click here](#) for further instructions link.



Figure 2

5. Log into your JCHS email account, and click **Options** and select **See All Options** from the drop-down menu. (Shown in Figure 3)

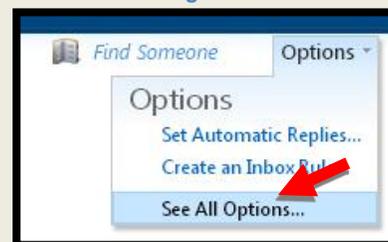


Figure 3

6. Choose **Settings** and then click **Calendar** from the left hand menu. (Shown in Figure 4)

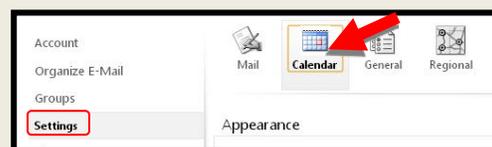


Figure 4

7. Scroll down and click the **Manage Delegates** button in the right column. (Shown in Figure 6)

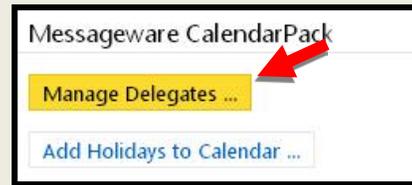


Figure 6

8. Click .
9. In the text box under Add Users type the word **Starfish**. (Shown in Figure 7)



Figure 7

10. Click .
11. Click the drop down arrow next to the Starfish Permission Level and select **Reviewer**. (Shown in Figure 8)
12. Scroll down and Click **Ok**.

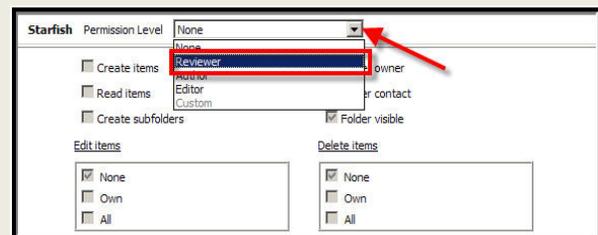


Figure 8

NOTE: To add the calendar item to your Exchange calendar, simply Accept the calendar item when you receive the notification email (set as a meeting request).

Appointments

Starfish allows you to post times when you are available to meet with students. Students can then make appointments to meet with you during these times. The following options are available:

- restrict what type of appointment can be made during certain times (e.g., advising or class-related office hours);
- set minimum and maximum lengths of time (15 minutes-1 hour); and
- designate different locations, including in your office, by phone, or by email.

You can create three kinds of appointments:

1. Office hours: blocks of time with multiple timeslots
2. Appointments: add an appointment with a student directly to your schedule
3. Group sessions: designated times when multiple students can meet with you; these can be restricted to specific types of appointments based on the first student to sign up

Starfish also allows you to associate notes with specific appointments by clicking on the Outcomes tab in the appointment window.

Add Office Hours

If you have set your preferences to communicate between your Starfish and Exchange calendars, then please also read the “Coordinating Your Starfish and Exchange Calendars” section on page 13.

1. Click the **Appointments** tab. (Shown in Figure 1)



Figure 1

2. Click **Add Office Hours**. (Shown in Figure 2)

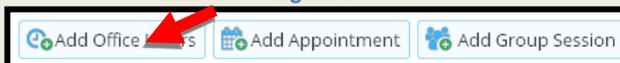


Figure 2

3. The Add Office Hours window opens. (Shown in Figure 3)

Figure 3

4. To choose what day(s), click the drop down arrow. (Shown in Figure 4) You can select your preferred frequency from the menu.

You also have the option to repeat the office hours in weekly intervals as well as repeat on certain days of the week. Click in the box next to all days that apply. These may be selected for you based on the option you chose for What day(s)?

Figure 4

5. Type in what time and select where if multiple locations are listed. (Shown in Figure 5)

NOTE: Locations listed are based on what you entered in Appointment Preferences under the Profile tab. **To add locations, you must go back to the Profile tab and**

Figure 5

Appointment Preferences.

- Indicate how long by choosing a minimum appointment length and a maximum appointment length. (Shown in Figure 6)

Figure 6

- Type in the instructions box what you want to be sent to anyone who makes an appointment. (Shown in Figure 7)

Figure 7

- Click **Start/End Date** and select when the hours will start and stop. (Shown in Figure 8)

Figure 8

- Click **Submit**.

- You should see the new office hours under Agenda, My Office Hours. (Shown in Figure 9)

NOTE: Students view available office hours and set up appointments through their Starfish homepage and **My Success Network**.

To add a student's appointment to your Exchange calendar, simply Accept the calendar item received in a Starfish email notification to your Exchange Account.

Figure 9

→ This works only if you have followed the Setup Exchange account to receive appointment instructions.

Edit/Cancel Office Hours

1. Click **Appointments** tab. (Shown in Figure 1)

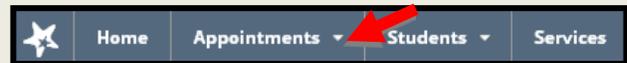


Figure 1

2. Under the My Office Hours section, select the next to the hours you want to edit or cancel. This will open the Office Hours Menu. (Shown in Figure 2) Here you can choose to **Edit Office Hours** or **Cancel Series**.

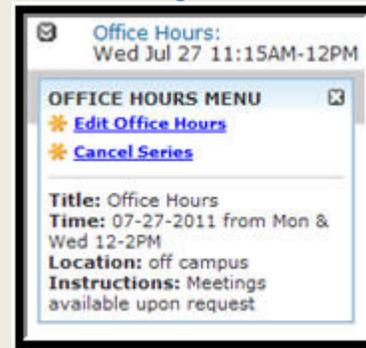


Figure 2

Note: If you choose *Cancel Series*, you can send a message to people with appointments, explaining why you canceled this Office Hour Block.

3. Be sure to click  to save the changes.

NOTE: It is often easier to reserve a time than it is to cancel office hours, especially if you are only cancelling one instance of your weekly office hours. Please see page 15 for more information.

Add Appointment

1. Click **Appointments** tab. (Shown in Figure 1)



Figure 1

NOTE: Appointments with students can also be made through the Students tab.

2. Click **Add Appointment**. (Shown in Figure 2)

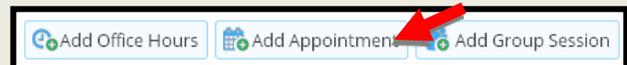


Figure 2

- The Add Appointment window opens. (Shown in Figure 3) Fill in the information and select the drop down arrows were appropriate.

Figure 3

- Click .
- By clicking on **Outcomes**, you can enter notes about the appointment—what was discussed, what the student will do next, and so on. (Shown in Figure 4)

Figure 4

- Click .

Coordinating Your Starfish and Exchange Calendars

When you setup your office hours, you'll receive a special e-mail called an iCal in your Exchange account. You may accept the iCal, delete it, or decline it without sending a response.

- Accepting the iCal** will reserve your office hours in the Exchange calendar as Busy; you will also receive individual iCal requests whenever a student schedules with you.
- Deleting the iCal or declining it without sending a response** will not reserve your office hours in Exchange, but will keep your office hours available in Starfish; you will still receive a new iCal request if a student schedules with you during office hours. ***This is the standard recommendation for anyone with firm office hours.***

- If you decline the iCal and send a response, your office hours will be cancelled in Starfish and nothing will appear in Exchange; students will not be able to schedule with you.

Add Group Session

1. Click **Appointments tab**. (Shown in Figure 1)



Figure 1

2. Click **Add Group Session**. (Shown in Figure 2)

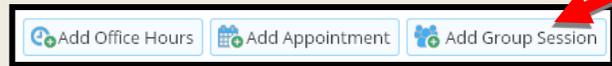


Figure 2

3. The Add Group Session window opens. (Shown in Figure 3) Fill in the information and select the drop down arrows where appropriate.

The image shows the 'Add Group Session' form. It includes the following fields and options:

- Title:** Text input field containing 'Group Session'.
- When?:** A dropdown menu set to 'Once' and a date field set to '07/26/2011'.
- What time?:** Two text input fields for 'Enter Start Time' and 'Enter End Time' separated by 'to'.
- Where?:** Radio buttons for 'off campus' (selected) and 'Meetings available upon request'.
- Reason:** A dropdown menu with 'Select a reason...'.
- How many students?:** Text input field containing '10'.
- Below the form, there are two checkboxes: 'Allow students to see other students who have signed up' and 'Support supplemental instruction'.
- At the bottom, there are two tabs: 'INSTRUCTIONS' and 'START/END DATE'.
- At the very bottom, there is a text area labeled 'These will be sent to anyone who makes an appointment:'.

Figure 3

4. Click .

5. Group Sessions appear on the agenda page under My Group Sessions. (Shown in Figure 5).



Figure 5

NOTE: Group Sessions may be **edited** or **canceled** using the  icon.

Reserve Time

On the Starfish calendar, you can reserve specific times when students will not be able to make appointments with you. However, this will not reserve that time in your Exchange calendar. Therefore, the simplest way to control both calendars is to mark those times as busy in Exchange. If you have set your preferences to communicate between your Starfish and Exchange calendars, any times you have marked as Busy in Exchange will automatically appear as reserved times in your Starfish calendars.”

1. Click **Appointments tab**. (Shown in Figure 1)



Figure 1

2. Click **Reserve Time**. (Shown in Figure 2)



Figure 2

3. The Reserve Time window opens. (Shown in Figure 3) Fill in the information and enter the start date and time as well as the end time.

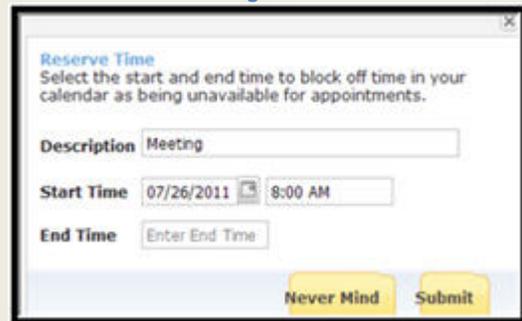
A screenshot of the 'Reserve Time' window. The window title is 'Reserve Time' and it contains the instruction: 'Select the start and end time to block off time in your calendar as being unavailable for appointments.' Below this, there are three input fields: 'Description' with the text 'Meeting', 'Start Time' with a date picker set to '07/26/2011' and a time field set to '8:00 AM', and 'End Time' with the placeholder text 'Enter End Time'. At the bottom right of the window are two buttons: 'Never Mind' and 'Submit'.

Figure 3

4. Click **Submit**.
5. Reserved Time appears under Upcoming Appointments. (Shown in Figure 4).

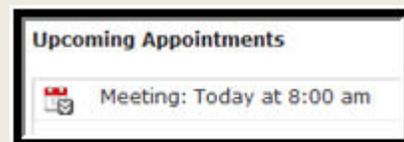


Figure 4

My Students

Instructors, advisors, and counselors can view a student's secure online folder in Starfish at any time. The information is particularly helpful prior to meeting with the student. Options available in the Student Folder include appointments, grades, notes, and tracking. You can also raise flags and send email from the student folder.

1. Click the **Students tab**. (Shown in Figure 1)



Figure 1

2. The My Students window will open. (Shown in Figure 2) Here you can Raise Flags and Referrals, Add Notes, Send Messages, Create Plans, and access students' information based on your role in Starfish.

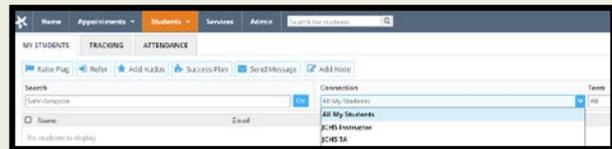


Figure 2

NOTE: You can search by Name, Connection, and Term. The Connections available to you are **based on your role** in Starfish set by the System Administrator. If you cannot find a student, first make sure you are using the proper role and term as your connection

3. To access a student's folder, click the  icon next to the name of the student. This will open the Student Menu.



Figure 3

NOTE: Clicking the Student's name will also open the Student's folder.

4. Click **View Student Folder**. (Shown in Figure 4)

NOTE: You should only access student information that you have a need to know, as per JCHS's Technology Use Policy.

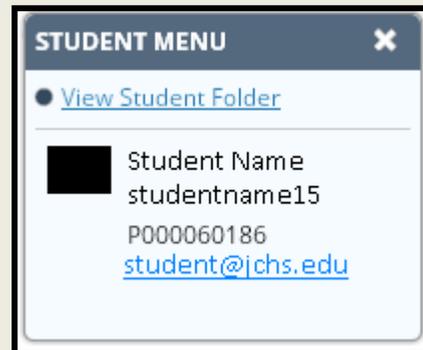


Figure 4

5. The buttons at the top of the student's folder all represent actions like **Raising Flags/Referrals** or **Sending Messages**. The tabs beneath show you different information such as **Courses**, **Meetings**, and **Notes**. (Shown in Figure 5)

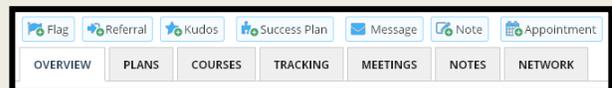


Figure 5

NOTE: The information and flags you can raise are **based on your role** in Starfish set by the System Administrator.

Use Flags/Referrals/Kudos

To increase communication among faculty, students, and staff, Starfish enables users to raise a flag or referral on a student in order to alert others in the College to various concerns about a student. For example, Staff or Faculty may “raise a flag or referral” if they are concerned about a student’s academic performance, emotional state, attendance, or financial aid, among other concerns. Flags and referrals are raised manually by the faculty/staff member. Flags and referrals may also be assigned due dates, making it easier for faculty and staff to ensure concerns are addressed on a schedule that increases the potential for success.

Manual Flags and Referrals

Manual flags must be raised by a faculty or staff member. Depending on your role, you may be able to raise many of these flags or referrals:

- Counseling Referral
- Missing/Late Assignment
- PASS Referral/Academic Performance Concern
- Poor Attendance
- Tutoring Referral
- Writing Assistance Referral

Manual flags give you the ability to raise a flag at any time you feel it is needed. Additionally, some of these flags are not ever included in flag surveys.

Progress Surveys

All faculty must complete the progress surveys. Progress Surveys are sent out by email at designated times in the semester to ensure that concerns are expediently reported for all at-risk students. These surveys are also an easy way for faculty to report concerns about a large number of students from one class all at once. On a progress survey, an instructor may be able to raise many of the manual flags.

Checking Advisees

All advisors at JCHS are strongly encouraged to check their advisees for flags and referrals at least once a week.

6. Log in to Starfish.

7. Click the **Students** tab from the menu at the top of the page. (Shown in Figure 1)



Figure 1

8. If necessary, click the **Tracking** tab in order to access information about student flags and referrals; for many advisors, this tab is the default when accessing their Students tab in Starfish. (Shown in Figure 2)



Figure 2

9. Under the **Connection** drop-down menu, select your roll as “**Academic Advisor**.” (Shown in Figure 3)

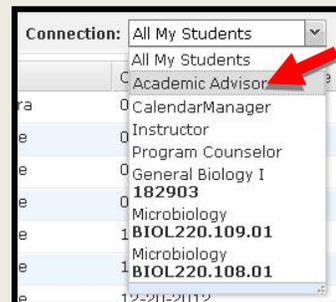


Figure 3

10. This will populate the list with your academic advisees. There will be one entry for each flag or referral, so some students may appear more than once.

11. This list can be sorted by student name, type of flag, creator, date of creation, due date, or context. It can also be sorted by **Status**—which shows you whether the flag is still **Active** and in need of attention, or if the flag has been **Resolved** (Shown in Figure 4)

Item Name	Status
Writing Assistance Referral	Active
Writing Assistance Referral	Active

Figure 4

12. By clicking on the icon  beside any entry, advisors can view the flag’s details, edit the flag, add comments, or even clear the flag. (Shown in Figure 5)

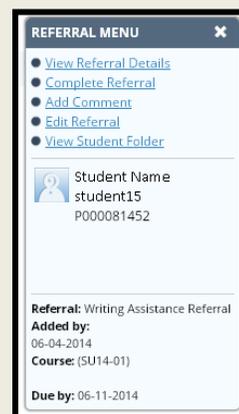
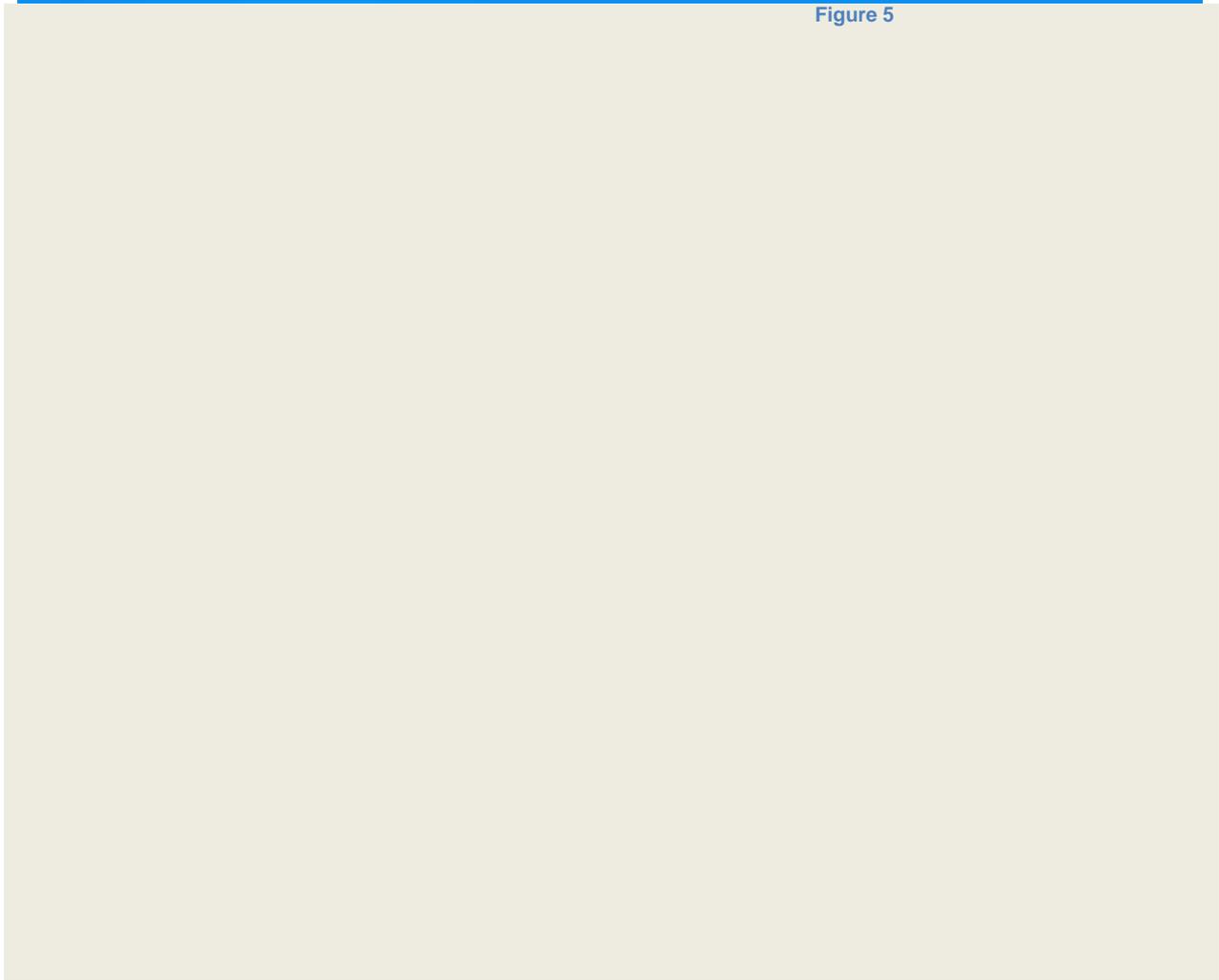


Figure 5



Raise a Tracking Item

Flags and referrals should be raised whenever a student, another staff member, or both should be alerted about some aspect of the student's experience at JCHS. If you would like to document an observation about the student but do not feel that an alert is required, you might instead use a "note". See section on Enter Notes.

1. Click the **Students** tab. (Shown in Figure 1)



Figure 1

2. The My Students window will open. (Shown in Figure 2) Here you can Flag Students, Make Referrals, Give Kudos, Add Notes, Email Students, and access students' information based on your role in Starfish.

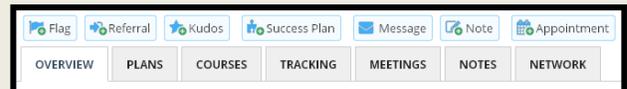


Figure 2

3. Search for a student by Name, Connection, and Term. The Connections available to you are **based on your role** in Starfish set by the System Administrator. (Shown in Figure 3).



Figure 3

4. Click .

5. To raise a tracking item on a student, you may click in the box to the left of the student's name. (Shown in Figure 4). You may also flag/refer a student from the Student Folder option.



Figure 4

NOTE: You may choose multiple students by clicking in the box to the left of each student's name. You may also select all students by clicking in the box directly to the left of **Name** at the top of the list.

6. Click **Raise Flag**, **Refer**, or **Add Kudos**. (Shown in Figure 5)



Figure 5

7. Fill out all necessary information in the pop-up box that appears. (Shown in Figure 6)



Figure 6

8. Select the appropriate flag or referral type by clicking on the drop down arrow and highlighting the flag type. (Shown in Figure 7)

NOTE: You will need to scroll to see all of the available flag types. Available flag/referral types are based on your role in Starfish.

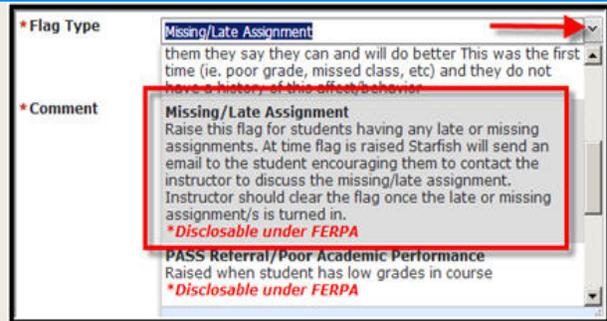


Figure 7

9. Type in any comments indicating why the tracking item is being raised in the Comment text box.
10. Choose the Course Context if the flag applies to a specific course in which the student is enrolled.

11. Click  .

NOTE: Students view designated flags from their Starfish home page **under My Success Path**. **Only flags where the student has the “View” permission will be displayed.** If you raise an item that can be viewed by a student, you will see a message indicating that the student will be able to see the item.

Enter Notes

Instructors, advisors, and counselors can enter notes in a student's online folder in Starfish at any time. For guidelines regarding appropriate advising notes, see guidelines for advising notes in the Academic Advising Handbook. It is important to note that a report can be generated on all notes, including those marked private. Therefore, **do not put anything in a note that you do not want others to see.**

1. Click the **Students tab**. (Shown in Figure 1)



Figure 1

2. The My Students window will open. (Shown in Figure 2) Here you can Raise Flags, Make Referrals, Add Notes, Send Messages, and access students' information based on your role in Starfish.

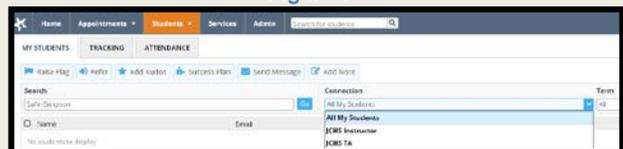


Figure 2

3. Type in a student's last name in the search box and select the appropriate connection to the student. (Shown in Figure 2)

NOTE: Connections available to you are **based on your role** in Starfish.

4. Click **Go**.
5. Click in the box to the left of the student's name. (Shown in Figure 3)



Figure 3

6. Click **Add Note**.
7. The Create Note window opens. (Shown in Figure 4) Type in your note.

NOTE: When the option "shared" is chosen, you will see a list of roles of people who can view the note; for example, program directors can view all advising notes.

Selecting private means the note will only be viewable to you. However, a report can be generated on all notes, including those marked private, which means that no note is actually "private" in Starfish. Therefore, **DO NOT PUT ANYTHING IN A NOTE THAT YOU DO NOT WANT OTHERS TO SEE.**

8. Click **Submit**.

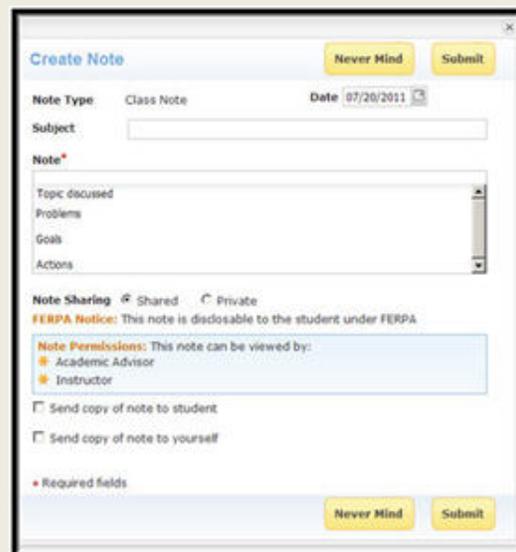


Figure 4

Email Students

1. Click the **Students** tab. (Shown in Figure 1)

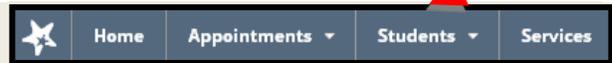


Figure 1

2. Type in a student's last name in the search box (Shown in Figure 2) and select the appropriate connection to the student. (Shown in Figure 3)

Figure 2

NOTE: Connections available to you are **based on your role** in Starfish.

3. Click .

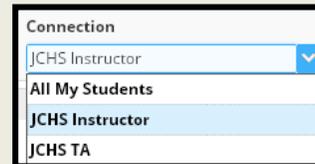


Figure 3

4. Click in the box to the left of the student's name. (Shown in Figure 4)

5. **NOTE:** You may choose multiple students by clicking in the box to the left of each student's name. You may also select all students by clicking in the box directly to the left of name. However, there is no blind copy option available.



Figure 4

6. Click .

Tracking

From the top menu in Starfish, click on Students, then Tracking. This shows you all students who have been flags or referrals. For each tracking item, you'll also see the type, status, when it was created, and who created it. You can also view recent changes to flags from your Starfish home page in the "recent changes" section on the right-hand side of the home page.

Resolve Items

Tracking items are marked as resolved when some positive action has taken place by the student or on the student's behalf. For example, if a student shows for a PASS appointment, the PASS Referral will be resolved.

There are a couple ways to resolve items. Look for the menu icon  to the left of the item name in the student list or student folder. Select the resolution option for the selected item. In the form that opens, add a resolution note and, where applicable, a Close the Loop note.

Create a Plan

To raise more than one tracking item on a student at once, you must **Create a Plan**. Plans are useful for recording issues, points of discussion, and action items raised during appointments or other interventions with a student.

1. Click the **Students** tab. (Shown in Figure 1)

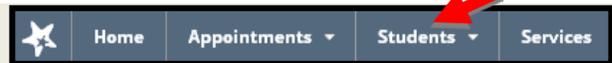


Figure 1

2. Click the student's name.

3. Select the **Success Plan** button. (Shown in Figure 2)

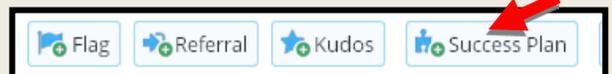


Figure 2

4. Give the plan a Name and provide an Overview of the plan.
5. Add the tracking items to the plan by selecting the Tracking Item and entering the comments and other details for the item. Select the Add Item button to add the item to the plan. (Shown in Figure 3)

Figure 3

6. Arrange the items in the list in the proper order for completion by the student.
7. Click Submit. If you wish to print the complete plan, select the Submit & Print option.

NOTE: All tracking items added to the plan will be raised when the plan is created, and a notification of each Flag will be sent to the appropriate recipients based on the permissions set for the associated tracking item rules.

Success Network

JCHS offers students a wide variety of services, and Starfish wants to ensure that all students can efficiently utilize those services. As such, at the top of the Starfish homepage, a catalog of College services can be found under the “Success Network” tab. The Success Network allows users to

- discover who staff members are for each service and what their hours are,
- find contact information for many College departments,
- find the calendars to schedule testing, tutoring, help with writing, PASS appointments, and
- schedule appointments directly with various staff members.

Technical Assistance

Online Help

For technical assistance access the help feature in Starfish by clicking on the word “help” at the top right of each screen. See below.



Contact Starfish by phone at *1-866-782-7035* or by email at *support@starfish.com*.

For questions regarding using Starfish as part of the JCHS advising process, contact Al Overstreet, Director of Academic Support Services, by phone at 985-8205 or by email at *AWOverstreet@jchs.edu*.

Frequently Asked Questions

Purpose

How will I know if a student follows up on a PASS, Writing Assistance, or Tutoring Referral?

When the student meets with a PASS counselor or tutor, the counselor or coordinator will resolve the flag, which will in turn (a) instantly email the flag raiser to say that the flag has been resolved and (b) allow the flag raiser to see in Starfish that the flag has been resolved. In this way, you can be certain that the student followed up on the referral. Be aware you will NOT receive follow-up on counseling appointments as a matter of student privacy.

How does Starfish protect the information stored on its pages?

All Starfish employees sign confidentiality agreements that acknowledge the laws and regulations concerning FERPA and student privacy.

How will Starfish work with Self-Service in the advising process?

Advisors will continue to use self-service to authorize students for registration and to view academic plans and online transcripts. Starfish will replace the "Advising Tracking" side of self-service, which is no longer supported by the TSG department. Advisors will document advising notes in Starfish.

When can I start using Starfish to enter advising notes on new students?

Students are given access to Blackboard and Starfish once they've deposited to the College.

Access

Why does Starfish time out?

For security reasons, the system is set up to disconnect after 45 minutes of inactivity. If you get timed out, simply click on the Starfish tab. You don't need to log back into Blackboard unless you have been timed out of Blackboard as well.

If I'm working on a note in Starfish and get timed out, will it save what I've done?

No. The note will not be saved unless you submitted it before you timed out.

Roles and Relationships

What type of information should I have access to in Starfish?

This depends of your JCHS role; for more information, see page 5.

Profile

Where is my profile displayed to students?

To view a faculty/staff profile, the student would have to click on the faculty/staff member's name. Then his or her profile will be viewable.

The Starfish homepage keeps telling me to edit a profile, but I've already created one. What should I do?

Once your profile is set, this message may continue to appear. You can minimize the module by click on the minus sign located in the top right corner of the module during each session if you would prefer not to see the message.

Appointment Preferences

What does it mean to “allow drop-ins after the deadline has past”?

You can give students the opportunity to sign up for a meeting even after the deadline to respond has passed.

How do I add to or change my locations?

Under the Profile tab choose Appointment Preferences. Scroll down to the My Locations section and click Add a location.

Email Notifications

Does the Starfish calendar work with my Exchange Calendar?

Yes. You must have the following settings in place in Starfish under Profile, Appointment Notifications:

1. In Starfish under Profile, Appointment Notifications, **choose a planning reminder option** and check the **Read free/busy times from my external calendar** option.
2. In your Exchange account, **add Starfish** under **Manage Delegates** with Reviewer permissions.

How do I make appointments in my Starfish calendar show up in Exchange?

Go to Profile; there you will find the Email Notification option. Change your settings to Send me a separate email reminder for each appointment. Once these settings are changed, you will receive an individual email for each appointment scheduled or cancelled in your calendar. To add the calendar item to your Exchange calendar, simply Accept the calendar item.

How do I make appointments in my Exchange calendar show up in Starfish?

If you have the above permissions set up correctly, you will see your Exchange appointments listed as “External Hold” items. These appointments must be edited in Exchange. Consider setting up your Office Hours in Starfish before scheduling appointments in Outlook—if you have preexisting appointments that conflict with your intended Office Hours, you won’t be able to schedule them. To students viewing your calendar, these will appear only as blocked off/unavailable times.

What does “Read free/busy times from my external calendar” mean?

This option must be selected for Starfish to share information with your Exchange calendar. Students and others are not able to view appointments on your Exchange calendar or any other information in your Exchange email account.

I keep getting too many emails from Starfish. How can I limit the number of emails I am receiving?

Go to Profile, Email Notifications; there you will find options to limit the number of emails you are receiving on tracking items.

Flags, Referrals, and Other Tracking Items

What does it mean when a flag or referral has been resolved?

A flag or referral is marked as resolved when some positive action has taken place by the student or on the student’s behalf. For example, if a student shows for a PASS appointment, the PASS referral will be resolved.

How do I know when to raise a flag or referral?

Flags and referrals should be raised whenever a student, another staff member, or both should be alerted about some aspect of the student’s experience at JCHS. If you would like to document an observation about the student but do not feel that an alert is required, you might instead use a “note”.

What do all of the Starfish flags and referrals mean?

Whenever a user attempts to manually raise a flag or referral, all available options are briefly described in the drop-down menu. For more details about flags and referrals, see the workflows at the end of this document.

Can students see the flags/referrals I’ve raised on them?

Students may be able to see some flags or referrals if the “view” permission has been selected for that tracking item. Initially, all flags and referrals do not have “View” permission and will not be shown, but the permission can be added if we deem it helpful.

How can I create a report of flagged students in my course?

From the top menu in Starfish, click on Students, then Tracking. This shows you all students who have been flagged, the flag name, status, created by, and creation date. You can also view recent changes to flags from your Starfish home page in the "recent changes" section on the right hand side of the home page.

In my role as an advisor, will I be able to see academic flags that have been raised on my advisees?

Yes! When you click on your advisee's name in Starfish, you can view academic flags that have been raised and/or resolved, along with the date the flag was raised and who raised the flag.

Why do I need to raise manual flags/referrals when I'm completing the progress survey?

Manual flags and referrals give you the ability to raise tracking items at any time you feel it's needed. Additionally, some of these items are not included in the progress surveys.

Success Plans

How do I create a plan for a student?

Under My Students, click on a student's name; there you will see the Create Plan option.

Notes

Why is there an option to make a note shared or private?

When you choose the note type and the option "shared" is chosen, you will see a list of roles of people who can view the note; for example, program directors can view all advising notes. Selecting "private" means the note will only be viewable to you. However, a report can be generated on all notes, including those marked private, which means that no note is actually "private" in Starfish. Therefore, **DO NOT PUT ANYTHING IN A NOTE THAT YOU DO NOT WANT OTHERS TO SEE**. For more guidelines regarding appropriate advising notes, see guidelines for advising notes in the academic advising handbook.

Will I be able to view notes that others have written on a student?

Only if you have been given permission to view the notes based on your role and relationship to the student.

Can I print a note?

There is no print option; however, you can copy and paste the text of a note into a Word document, or you can have a note sent to your email and you can print it from there.

Can I copy and paste into a note?

Yes! However, depending on what you are copying, the format may change. WE DISCOURAGE COPYING AND PASTING EMAILS FROM STUDENTS INTO ADVISING NOTES BECAUSE THEY MAY CONTAIN PERSONAL INFORMATION THAT DOESN'T BELONG IN AN ADVISING NOTE. For more guidelines regarding appropriate advising notes, see guidelines for advising notes in the academic advising handbook.

Can I perform a spell check on the text I enter in a note?

Starfish does not have a spell check option on notes; however, some internet browsers have an integrated spell check.

Can I edit the content of a note or delete a note?

Yes, but remember that advising notes should not be altered unless a mistake was made when entering a note. For more guidelines regarding advising notes, see guidelines for advising notes in the academic advising handbook.

Appointments

Will students be able to see my other appointments in my Exchange Outlook calendar?

No. Students can only see whether or not you have an opening for them to schedule an appointment.

Where can I go to see all my appointments?

Using the Appointments tab, you can view your calendar by day/week, or get a detailed agenda.

Success Network

How can I find the service I'm looking for?

Even if you don't recall the name of the service you're looking for, the search box at the top will work with any keywords that might help your search, including a tutor's name.

Other/Troubleshooting

How do I send bulk emails in Starfish?

Go to Students; select the students to be emailed by clicking in the box to the left of each student's name, and then click the Email Students button.

If I have questions about how to do something in Starfish, whom do I contact?

For assistance with Starfish, use the online help located at the top right of the screen. You may also contact AI Overstreet with questions regarding its use in the advising process.

When I pull up students in Starfish, why can't I see all of my students?

Because users often are searching for specific groups of students, Starfish allows you to limit which students you can see based on your relationship with those students. In this way, an advisor who is also a faculty member can quickly bring up only those students who s/he is advising and contact them all simultaneously. If you are not seeing the correct group of students when you click on My Students, make sure you are choosing the correct "Connection" and "Term."

Who do I contact if I need technical assistance with using Starfish?

For assistance with Starfish, click the help link at the top right of the Starfish window. You may also contact Starfish at 1-866-782-7035 and support@starfish.com.

Who do I contact if I'm not receiving e-mails sent from JCHS faculty or staff through Starfish?

Contact the Technology Service Center at 540-224-1599.

Who do I contact for assistance with my Exchange calendar?

Contact the Technology Service Center at 540-224-1599. Job aides may be found at <http://chsweb.carilion.com/is/htdocs/howtos.html#email>.