

# Starfish Basics & Cool Features

*Academic Advising Series*

*September 14, 2021*



**MURRAY STATE**  
UNIVERSITY

Student Engagement and Success

# Presentation Objectives:

This session will focus on the Starfish Student Success Network basic features and cool features. Participants will:

- Review basic features of Starfish and how they can be incorporated into academic advising sessions.
- Consider steps to take to have a productive student meeting.
- Review the academic advising tip for today's session.

# ***Empowering every student to reach their fullest potential!***



# What to do when students are struggling?

- Review information found in Starfish, myGate, and/or RACR Degree Audit
- Reach out directly to the student through face-to-face interaction, email, or phone
  - Once you have a sense of the issues that are affecting their success and you feel you are unable to help, refer them to Student Engagement and Success.
- Utilize the Starfish Student Success Network to alert staff for further outreach
  - Submit a flag to raise a concern
  - Submit a Kudo to reinforce positive behaviours

**What best practices do you use to outreach to students and provide assistance? What's worked for you?**

# **Starfish Student Success Network:**



**One of many TOOLS to support  
students and their success.**

# Key Benefits for Faculty & Staff

Access useful information on your students on one screen

Easily share your concerns with the right people at the right time

Quickly provide feedback on students and help connect them with services

Easily record outcomes on student meetings

Understand predicted retention and how to address risk

Communicate with students individually or in groups

Provide positive reinforcement of successful behaviors

Socialize the breadth of available interventions available on campus



# Accessing Starfish

- Accessing Starfish is completed through single sign-on to myGate or Canvas
  - **myGate**
    - Log into myGate
    - Go to the Teaching/Advising tab or the Employee tab
    - Click on the Starfish Student Success Network link
  - **Canvas**
    - Access a course
    - Select Starfish Integration in menu
    - Make this visible in your courses for students to access in Canvas



- Home
- Modules
- Assignments
- Grades
- Starfish Integration
- MSU Support**
- Library Guides

# Student Information

- View lists of your students through the connections you have with them – advisor, instructor, dean, other
- Click on a student’s name to view more information about the student through the student folder --- From a snap shot of information to more details about courses, grades, flags and kudos, to notes and the support network in place for each student.

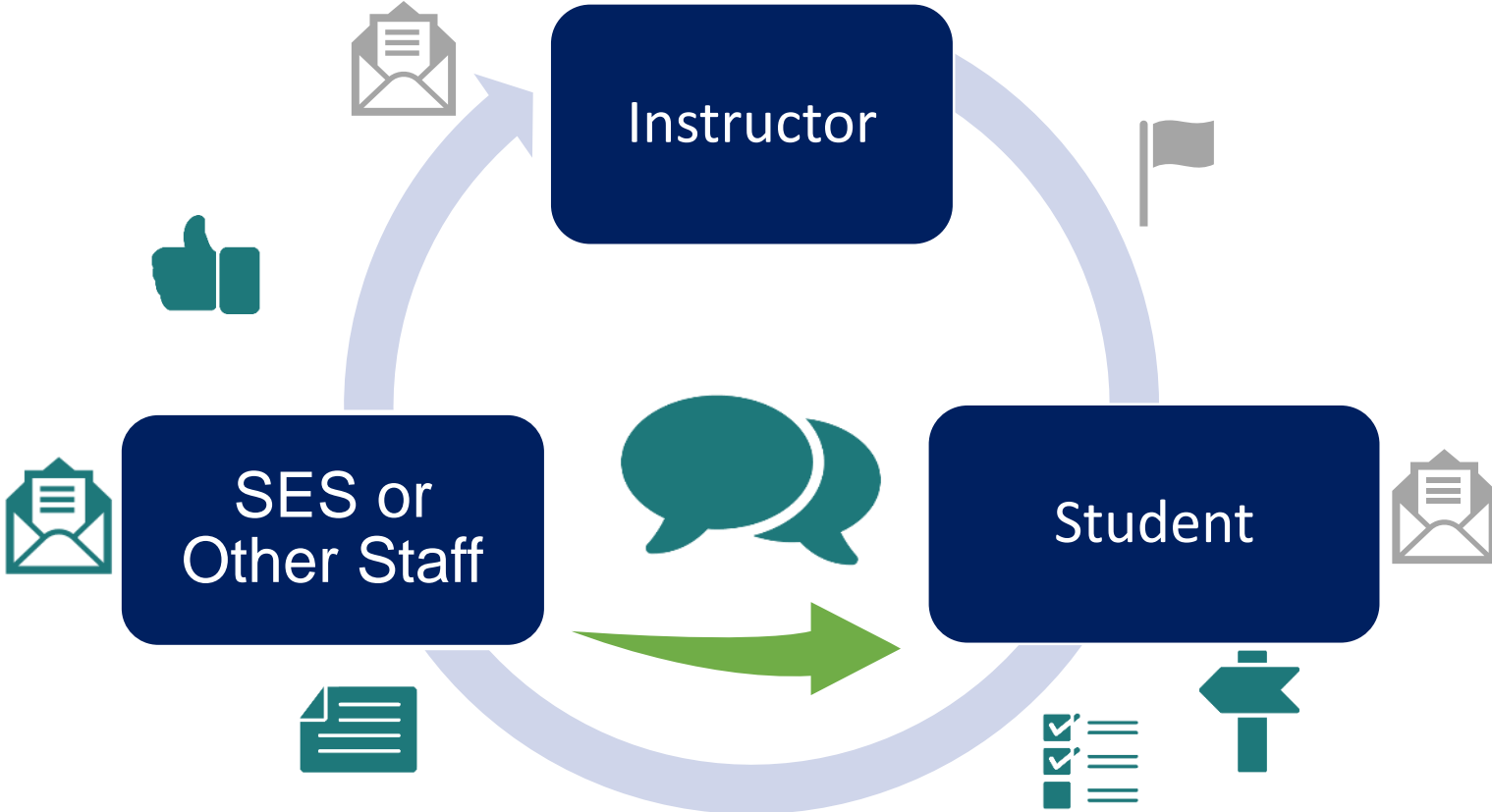
**It’s all here in the Starfish Student Success Network. Dive In!**

The screenshot displays a user interface for student information. At the top, there are several action buttons: 'Flag', 'To-Do', 'Kudos', 'Success Plan', 'Message', and 'Note'. Below these is a navigation menu with 'Overview' selected, and other options like 'Info', 'Success Plans', 'Courses', 'Tracking', 'Meetings', 'Notes', and 'Network'. The main content area is titled 'Student Information' and contains a list of student details, each with a checkmark icon on the left.




Student Information	
✓	Major/Program of Study: Exercise Sci/Pre-Hlth Profnl
✓	Academic College: Nursing & Health Professions
✓	Level: Undergraduate
✓	Classification: Sophomore
✓	Last Term Registered: Spring 2021
✓	Last Term Level: Undergraduate
✓	Last Term GPA: 4.00
✓	Cumulative GPA: 4.00
✓	Academic Standing: Good Standing
✓	Residential College: Regents College
✓	Primary Campus is Murray
✓	Commuter: YES



# Early Alert Workflow



# Starfish Tracking Items

-  **Flag:** Raise a flag to alert the student and success staff about concerns you have for the student's success. The comments you enter on an academic flag are seen by the student. Outreach is conducted by student success staff.
-  **Kudo:** Send a kudo to reinforce positive behaviors. Your comments are seen by the student.
-  **Note:** You can create a note that can be viewed by the student as an email to them if you select "send to student" in the note creation template. If you don't select "send to student", the message will not be seen by the student. When sending a note/email to the student, you can see a read receipt on the note.



# Message Templates

All message  
templates are  
posted on  
[murraystate.edu/  
starfish](http://murraystate.edu/starfish)

**Subject: Missing/Late Assignments in [Course Name]. Take action today!**

Dear [Student First Name],

A concern has been raised by [Instructor Name] in [Course Name]. Your instructor's concerns include: [Raise Notes]. Please contact your instructor ( [Raiser Email]) immediately to address these concerns. Thank you.

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Here are some academic steps that you can take to be successful:

1. **Contact your instructor** to create an action plan
2. **Attend and participate** in all classes
3. Take **good notes**
4. **Study** frequently. Check out these [study skills resources](#).
5. Attend [tutoring](#)
6. **Practice self-care** -- Eat well; exercise; get 6-8 hours of sleep per night
7. Meet with your **academic advisor** frequently. Find your academic advisor in your Starfish Student Success Network or in myGate.

If you need additional assistance, please contact the staff in [Student Engagement and Success](#), or for a list of services (campus resources), visit your **Success Network** in Starfish.

# Appointment Scheduling

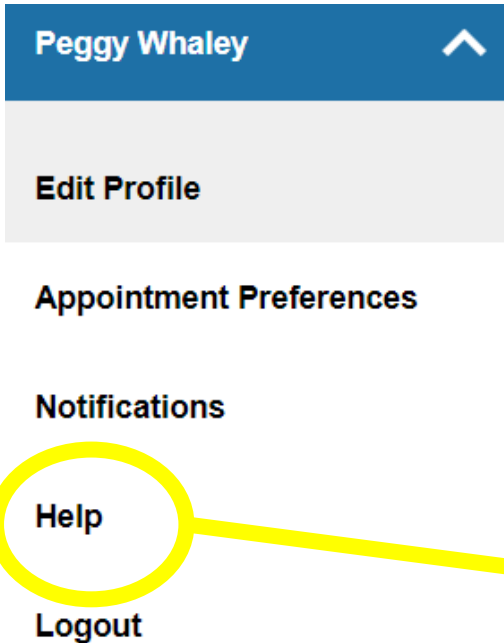
- You have the opportunity to create office hours in Starfish and allow students with whom you are connected to schedule meetings.
- Following the student meeting, you can record meeting outcomes all through Starfish.
- This video on the Starfish resource website, [Setting Up Office Hours](#), walks you through setting up office hours.

# Preparing for a Productive Student Meeting

# Resources and Support



# Training and Resources



A vertical menu for user Peggy Whaley. The top bar is blue with the name 'Peggy Whaley' and an upward-pointing chevron. Below it is a grey bar with 'Edit Profile'. Further down are 'Appointment Preferences', 'Notifications', 'Help', and 'Logout'. The 'Help' option is circled in yellow, with a yellow arrow pointing from it to the right.

Peggy Whaley

Edit Profile

Appointment Preferences

Notifications

Help

Logout

**Request a Training: Complete the online form at [murraystate.edu/starfish](http://murraystate.edu/starfish)**

**Starfish Website: [www.murraystate.edu/starfish](http://www.murraystate.edu/starfish)**

**System Administrators: Peggy Whaley (Lead) and Jennifer Smith**

**Starfish Online Help Center: Accessed through your Starfish account or [murraystate.edu/starfish](http://murraystate.edu/starfish)**

**Thank you for  
attending.**

**Wishing you a  
very successful fall  
semester!**

