WHAT IS STARFISH?
Starfish is a tool that provides an efficient way to quickly offer coordinated support to all students ensuring they receive the right type of assistance/intervention to keep them on track.

WHY SHOULD STAFF USE STARFISH?
- **Informs you** about students who are struggling in their courses (with permission based on your role).
- **Facilitates conversations** with students about barriers they are facing and strategies to improve.
- Allows you to **issue Starfish referrals** for students who may benefit from specific campus resources.
- Provides an **online scheduling tool** to help manage student appointments (and your Starfish calendar can be synced with your Outlook calendar).
- **Provides important information** to other individuals and offices (with proper permissions).

HOW CAN I SUPPORT STUDENTS?
- Post appointment availability in Starfish and maintain **appointment notes**.
- Refer students to specific campus resources.
- Encourage students to use Starfish to **schedule appointments and access services**.
- Encourage students to use the **Request Help** feature in Starfish (on their dashboard).

FREQUENTLY ASKED QUESTIONS
- **How do I access Starfish?**
  Log in with your UND user name and password [here](#).
- **Who do I contact for technical support?**
  Submit a [Support Ticket](#).
- **Where can I find more information about Starfish?**
  Visit the [Starfish website](#) for information and instructional guides on using available Starfish features.
### Starfish Tools for Staff

(Click links for instructions and sample emails)

<table>
<thead>
<tr>
<th>View <strong>course flags and kudos</strong> (with permission)</th>
<th>Instructors can raise flags and kudos during the early alert &amp; midterm deficiency progress surveys. They can also raise a General Academic Concern flag and course kudos at any time during the semester. Staff with the appropriate permission can view these flags and kudos in Starfish.</th>
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<tbody>
<tr>
<td>• Early Alert &amp; Midterm Deficiency course flags &amp; kudos</td>
<td></td>
</tr>
<tr>
<td>• General Academic Concern course flags</td>
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<tr>
<td>• General course kudos</td>
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| Raise a **Student Behavior Concern** flag or document behavior using a **General Concern** note | The Office of Student Rights & Responsibilities has provided a useful information sheet on raising a Student Behavior Concern flag or documenting behavior using a General Concern note. |

| Filter by **student attributes** | Using filters allows you to search by certain attributes such as major/minor, service indicators (holds) and other student information (GPA), or country. |

<table>
<thead>
<tr>
<th>Raise a <strong>kudos!</strong></th>
<th>Make a student’s day by sending a kudos. When raising a kudos, you will have the opportunity to enter comments explaining the reason for the kudos.</th>
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<tr>
<td>• Kudos to You! email</td>
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<tr>
<th><strong>Refer a student</strong> to a campus service</th>
<th>Refer a student to a number of campus services. The student will get an email regarding the referrals; in many cases, the student will receive contact from the office within 24 business hours.</th>
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<td>• Referral email</td>
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| **View intake forms** | Incoming freshmen are asked to complete an intake form with some “get to know you” questions. You can view this form by clicking on a student’s Info tab (left hand side after selecting the student’s name) and scrolling to the bottom. |

| Set up **office hours** | Set up office hours so that your students can make appointments with you in Starfish. Instructions can be found in the Starfish User’s Manual. |

| **Sync your Starfish calendar with outlook** | Have your Starfish and Outlook calendars conveniently read each other. Instructions can be found in the Starfish User’s Manual. |

| **Document** student appointments | Document your appointments with students so that others (with permission-based access) can view your comments and better assist students. Instructions can be found in the Starfish User’s Manual. |

| **Send messages** to students | Send messages you’ve created to one or more students. |

Access is based on permissions for each role in Starfish.