

Starfish for Advisors

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 ADVISORS USE STARFISH?

- **Informs you** about advisees who are struggling in their courses.
- **Facilitates conversations** with advisees about barriers they are facing and strategies to improve.
- Allows you to **issue Starfish referrals** to advisees who may benefit from specific campus resources.
- Provides an **online scheduling tool** to help manage student advising 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 MY ADVISEES?

- ⇒ **Post appointment availability** in Starfish and maintain **appointment notes**.
- ⇒ **Provide outreach** to advisees using the tools on the flip side of this sheet.
- ⇒ **Refer advisees** to specific campus resources.
- ⇒ Encourage advisees to use Starfish to **schedule appointments and access services**.
- ⇒ Encourage advisees to use the **Request Help** feature in Starfish (on their dashboard).

HELPFUL LINKS



Log into Starfish with your UND user name and password [here](#).



Submit a [Support Ticket](#).



Visit the [Starfish support website](#) for information, instructions, quick reference cards, & training videos.



[Request](#) training, a presentation to students, or a department specific Starfish feature.



[Nominate](#) a Starfish champion!

Starfish Tools for Advisors

Instructions can be found in the user's manual on the [Starfish Support Website](#)

1	Set up office hours	Set up office hours so that your students can make appointments with you in Starfish. (Calendar managers can be assigned.) You may sync your Starfish calendar with Outlook so they conveniently read other.		
2	Document student appointments.	Document your appointments with students using comments and speednotes so that others (with permission-based access) can better assist students.		
3	View course flags and kudos <ul style="list-style-type: none"> • Early Alert & Midterm Deficiency • Showing Improvement & Great Work kudos • General Academic Concern course flags 	Instructors will raise flags and kudos during the early alert & midterm deficiency progress surveys. They can also raise a General Academic Concern flag and course kudos at any time during the semester. You will receive notifications about these tracking items; you may also view these flags & kudos.		
4	Raise a Student Behavior Concern flag, a Student Academic Integrity Concern flag, or document using a General Concern note	Useful guideline sheets on raising these flags and the General Concern note have been provided by the Office of Student Rights & Responsibilities and can be found on the Starfish support website .		
5	Document student contact using a note .	Document contact (email, phone call) with a student using the advising note.		
6	Use advisor outreach tools	There are emails (ToDos) available to advisors to use at Early Alert & Midterm Deficiency time, as well as the following General Outreach ToDos: <table border="1" data-bbox="649 840 1526 976"> <tr> <td> <ul style="list-style-type: none"> • Welcome • 5th week check-in • 10th week check-in • At risk for probation </td> <td> <ul style="list-style-type: none"> • Probation • Reminder to schedule appointment • Apply for graduation </td> </tr> </table>	<ul style="list-style-type: none"> • Welcome • 5th week check-in • 10th week check-in • At risk for probation 	<ul style="list-style-type: none"> • Probation • Reminder to schedule appointment • Apply for graduation
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7	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.		
8	Raise a kudos	You have the opportunity to raise several kudos: <table border="1" data-bbox="649 1102 1526 1270"> <tr> <td> <ul style="list-style-type: none"> • Kudos to You! (for any reason) • Off Probation • Off to a great start! • You met your goal! </td> <td> <ul style="list-style-type: none"> • Outstanding Academic Performance • Dean's List • President's List • Your GPA is improving! </td> </tr> </table>	<ul style="list-style-type: none"> • Kudos to You! (for any reason) • Off Probation • Off to a great start! • You met your goal! 	<ul style="list-style-type: none"> • Outstanding Academic Performance • Dean's List • President's List • Your GPA is improving!
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9	Refer a student	Refer a student to a number of campus services and resources.		
10	View intake forms	Incoming freshman 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) and scrolling to the bottom.		
11	Send messages to students	Send messages you've created to one or more students.		
12	View events	Certain events that students attend are documented in Starfish and advisors have the ability to view these events.		
13	View progress survey dates	Progress survey dates can be found on the Starfish support website (click on Progress Surveys and then Progress Survey Dates).		

Important Notes:

- Ability to view student data and perform other functions is based on the connections you have to students through your Starfish role(s). Therefore, you may not have access to all student info or features.
- Sample emails to students can be found on the [Starfish support website](#).