Starfish for Staff

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).

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 Staff

Instructions can be found in the user's manual on the Starfish Support Website

View *course flags and kudos* (with permission) • Early Alert & Midterm Deficiency course flags & kudos • General Academic Concern course flags • General course kudos	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. Staff with the appropriate permission can view these flags and kudos in Starfish.
Raise a *Student Behavior Concern* flag, a *Student Academic Integrity Concern* flag, or document behavior 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.
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 each other.
Document student appointments	Document your appointments with students using comments and speednotes so that others (with permission-based access) can better assist students.
Document student contact using a *note*	You may have the ability to document contact with a student (email, phone call) because of your role.
Use *outreach tools*	Send a Reminder to Schedule Appointment (ToDo) email to a student.
Filter by *student attributes*	Using filters allows you to search by certain attributes such as major/minor, service indicators (holds) and other student information including GPA and country.
Raise a *Kudos to You!*	You have the opportunity to raise several kudos: • Kudos to You! (for any reason) • Off to a great start! • You met your goal!
Refer a student	Refer a student to a number of campus services and resources.
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) and scrolling to the bottom.
Send messages to students	Send messages you've created to one or more students.
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.

⋆Starfish   UND