



Getting Started Guide Starfish Role: Counselors and Support Program Counselors

Welcome to Starfish®

Starfish gives you a convenient way to keep track of your students – raising flags when you observe a pattern of behavior that concerns you, ensuring that the people on campus who can intervene are aware.

Getting started is easy. Starfish will automatically display all students that you have been assigned to or are participating in Support Programs.

Support Programs are Athletics, EOPS/CARE, CalWORKs, UMOJA, MESA, Puente, SSS TRIO, Black Male Excellence, and students on Academic Probation.

LOGIN “one of three ways”: [Starfish Webpage](#) or [myNVC page](#), and/or through [Canvas](#) (Instructional Faculty)



Starfish and Canvas Integration for Instructional Faculty: Starfish will appear in your Course Navigation by default. *Note, if you disable Starfish, students will not see Starfish in Canvas. Students would then have to access Starfish through the Starfish Webpage or myNVC page.

From there, you can raise flags about students, review flags that have been raised about your students, and provide additional information

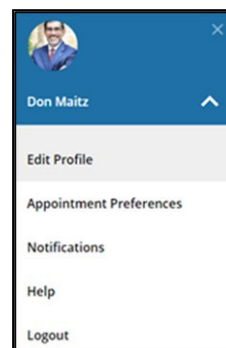
This guide highlights the steps for completing five common tasks in Starfish:

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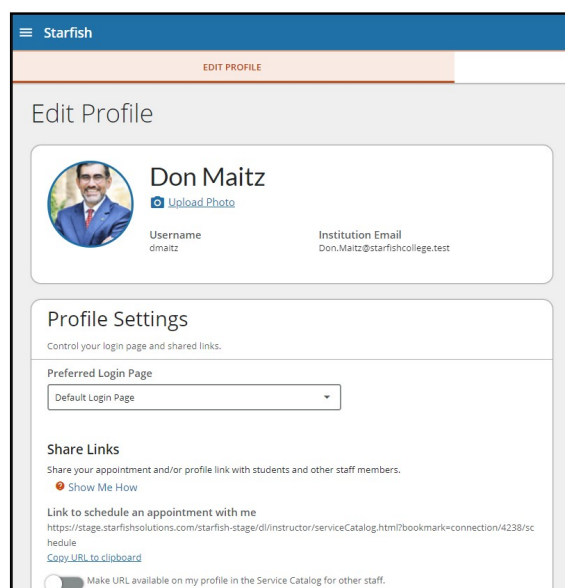
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Setup your Profile

Some of your profile, such as your contact information, is imported from your LMS or SIS.



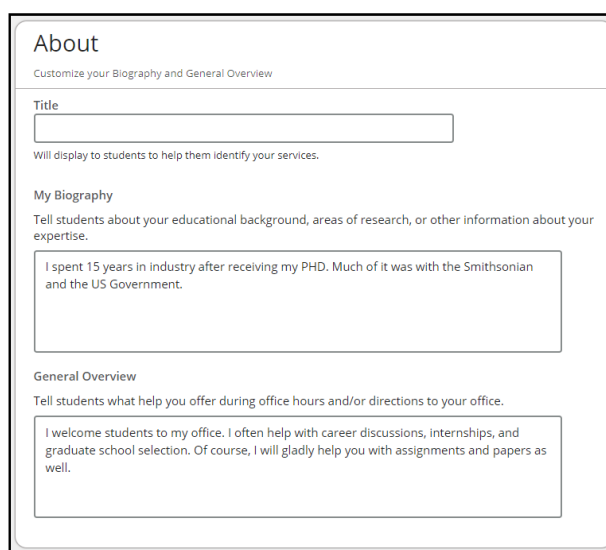
1. Click on your name in the Top Navigation bar and select the **Edit Profile** tab.
2. Help students put a face to your name by using the **Upload Photo** link beneath your existing photo or placeholder to upload a photo. Browse to a photo file (.jpg, .png, or .gif), and then click the **Upload Now** button to update your photo.
3. Select the **Preferred Login Page** from the dropdown.
4. Toggle the **Share Links** option(s) if you would like to share your appointment and/or profile link with students and staff.
5. View and update your **Contact Information**.
6. Double check that the **Time zone** selected matches your time zone. This time zone will be used when including appointment times in emails from Starfish.



7. Add information to the **About** section to let students know a bit more about you. This information displays to students who can make appointments with you in Starfish.
8. Click the **Submit** button to save your changes.

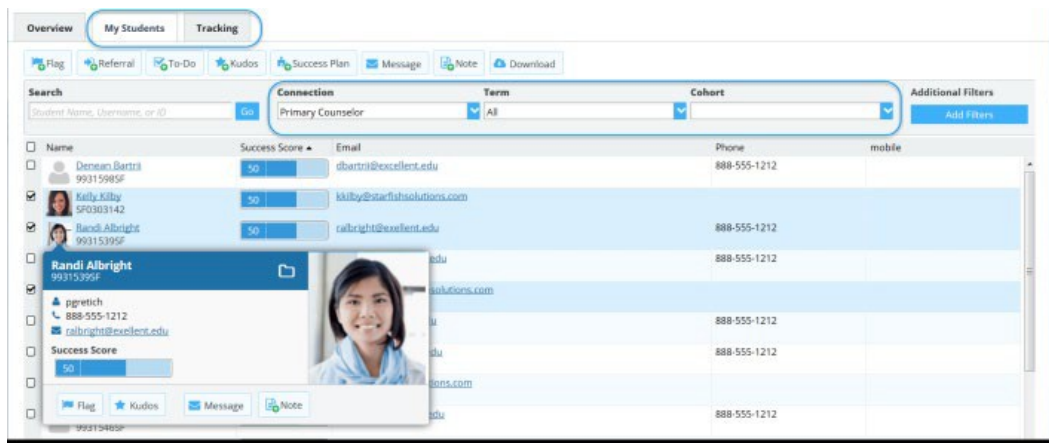
Notes: For more information and additional profile settings, reference the [End Users' Guide to Connect](#). You may also find the following videos helpful:

- [Update your Starfish Profile](#)
- [Update your Office Hours](#)
- [Update your Email Notifications](#)



Viewing and filtering your Student Lists by Connection and Term

On both the My Students and Tracking sub-tabs within the Students tab of Starfish, you have the ability to filter the list of students presented based on your connection to a group of students, and the term within which that connection is valid. Depending on your institution's configuration, you may also have the [ability to filter by Cohort](#).



1. Select the **Connection** desired from the list presented. This list represents all of the roles you have in the system. The "All My Students" option includes the aggregation of students from all of your available connections.
2. Select the **Term(s)** desired. You can select a particular term, you can select "All terms" to return students from any of the terms in Starfish, or you can select "Active" terms to limit results to only those terms that are currently active.

These filters allow you to work with different groups of students and to narrow your focus to specific student populations. For example, on the My Students sub-tab, you might filter based on your role as instructor in a particular course section, or you might filter based on your role as a counselor for a specific term.

The resulting students list will be filtered to only those students that match your Connection and Term selection.

On the Tracking tab, the Term selection option is not presented on the main header bar, but is available when you click the **Additional Filters** button.

Remember that if you use the search box after filtering by Connection and Term, the student you are looking for may be excluded from the results. For the most complete list of students you have available relationships with in Starfish, clear additional filters, select the "All My Students" option for your connection, and 'All' for your term.

Apply “Additional Filters” to Student Lists

Starfish's Additional Filter capability is available within the Students tab on the My Students and Tracking sub-tabs. It allows you to add multiple criteria to filter your list of students. The specific options available will be dependent on whether you have Starfish Early Alert and/or Starfish Connect as well as specific options your Starfish Administrator has configured.

Create an Additional Filter

1. Click the **Add Filters** button on the right side of the header bar, above your list of students.
2. From the Additional Filters menu that is presented, you can select one or more options from the list on the left with which to filter your students list. Menu options may include Tracking Items, Cohorts & Relationships, Meetings, Success Plans, Success Scores, Degree Plans, and Attributes, depending on the features and configurations available for your institution.

3. Click **Submit** after making your selection to apply the filter to the list of students.

Your selections are additive; each criteria you add creates a narrower selection of students.

Filter by Tracking Items

Filter the list of students to only students with tracking items. Check the top check box to filter the list to any students with tracking items. After making this selection, you can make a [variety of selections](#) to further limit the results.

Filter by Cohorts and Relationships

Use this tab to limit the results based on Cohorts, enrollments, memberships, and other relationships.

- If the Cohorts feature is configured on your system, you can filter by a Cohort/ Cohorts defined in your system. For more information about using Cohorts to filter student lists, see [Apply Cohorts When Working with Student Information](#).
- Results can be filtered to students enrolled in specific course sections or organizations.

There is not a drop down associated with this item. In order for this filter to work properly, you will need to know the correct identifier for the course section or organization.

Partial matches are supported. For example "Biology" would match for all courses that include this word somewhere in its name." BIO.101" might help you get all students enrolled in any section of BIO.101.

Alternatively you might use this to match an organization name such as ATHLETES_FA2012 (students who are part of an organization of athletes in Fall 2012 - note that this organization name is sent from your LMS or SIS and is not displayed elsewhere in Starfish.

- Filter by term and connection as you can on the My Studentstab.

Filter by Attributes

The list of attributes available is based on what data is being sent from your SIS as student attributes. For each available attribute you can elect to filter on [several possible criteria](#).

Which option you use depends on what you are trying to find, and how the information is being sent to Starfish. Review the following example scenarios for filtering students on academic probation:

1. [Starfish is receiving from your SIS an attribute called ACAD PROBATION for each student that is on probation. No attribute or value is sent if the student is not on probation.](#)
2. [Starfish is receiving an attribute for academic status called "ACAD STATUS" for each student, and the values that might be sent from the SIS include "Good Standing," "Academic Warning," and "Academic Probation."](#)
3. [Starfish is sending a numeric attribute such as GPA and you want to find values above or below a certain threshold.](#)

You also have the option within the attribute section to add additional attributes/values in to the filter.

This creates an "And" search with each attribute added. So for example, if I first select the attribute GPA with the "Specific Value" > 3.0, my filter would include all students who have a GPA > than 3.0. If I click the **Add Attribute** button and select MAJOR with the specific value of "Math," my list of students would be filtered to students who have a GPA >3.0 AND are Math majors.

There is currently not a way to perform an "or" search. However, you can create a "between" search for numeric values by using a less than and a greater than value for the same attribute. For example, you could filter for GPA >1.99 AND <2.51 to get the list of those students with GPAs between 2.0 and 2.5.

Saving and Clearing the Filter

After submitting the filter settings, the list of students that match your filter criteria will be displayed. Generally this filter will be saved until you clear it using the **Clear Additional Filter** button; however, if you log out of Starfish after submitting your filter settings without navigating to any other page in Starfish after the list of students is displayed, the filter will be discarded and returned to whatever options you had previously.

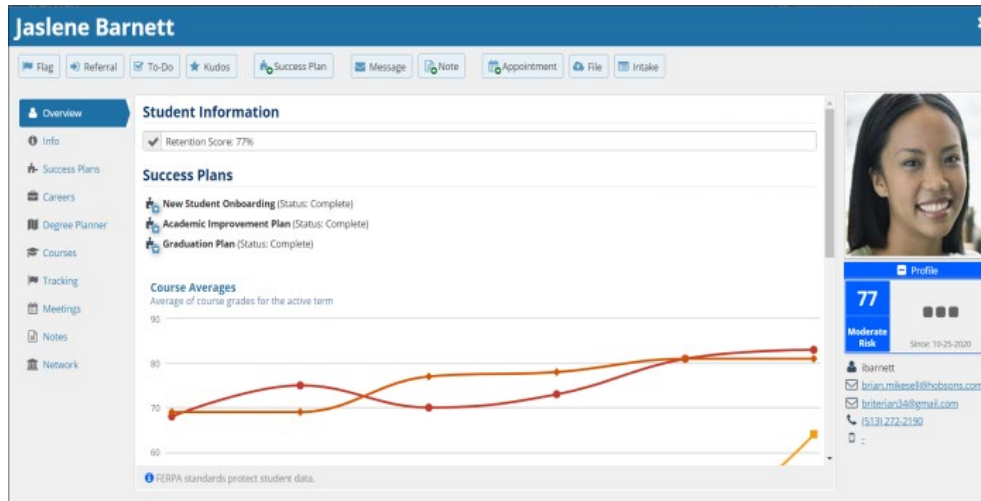
When a filter is active, the Additional Filters button is relabeled "Edit Filters" and a gold circle with a checkmark in it appears above the button indicating there is an active filter. Click the **Clear** icon (the white "x" in the blue square to the left of the Edit Filters button) to clear all additional filters, or click the **Edit Filters** button to review and update or clear individual filters.

You can also clear the active filters by clicking the **Clear All Filters** buttons shown on the bottom and top of the Additional Filters form.

Viewing a Student's Folder

Overview Tab

The Student Folder Overview tab may include the following sections: Student Information, Success Plans, Student Files, Course Averages, and Active Flag Charts.



Student Information

Student "attributes" that have been selected by your institution for inclusion display in this section. Ability to view the information in this section is based on your role/relationships with the individual student. For a given student, you will either see all of the attributes imported about them, or none of them. Individual attributes only display if a value has been sent for the specific student. For example, if there are 7 possible attributes that may be sent, and you see 5, you have permission to view this student's attributes, but only 5 values have been sent to Starfish for that student.

Info Tab

The Student Folder Info tab may include SIS information such as Admissions and Demographics, Cohorts, and Student Intake.

Jaslene Barnett

Overview | **Info** | Success Plans | Careers | Degree Planner | Courses | Tracking | Meetings | Notes | Network

Admissions

Transfer	Yes	High School GPA	3.71
First Term	Fall 2013		
SAT Composite: 2200			
SAT Math:	502	SAT Reading:	785
SAT Writing:	10		
ACT Composite: 25			
ACT Math:	31	ACT Science:	27
ACT English:	27	ACT Reading:	21
ACT Writing:	30		
TOEFL Composite: 487			
TOEFL Listening:	43	TOEFL Structure:	41
TOEFL Reading:	49		
Placement Scores			
Math:	550	Reading:	450
Writing:	750		

Cohorts

Profile

77
Moderate Risk
Since: 10-25-2020

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If a your role through which you have a relationship to a student does not have permission to view this kind of information, or if none of this information is available for a given student, this tab may not appear in that student's folder.

SIS Information

The Info tab presents information imported from your Student Information System (SIS). This may include the Admissions, Demographics, Programs, and Term Status sections. The tab and data sections will only display if the following are true:

- Your institution is sending the relevant file from your SIS
- You have a role that grants you permission to see this information about students with whom you have a relationship

Permissions are assigned for each section. For example, you would either see all of the admissions data that was imported or none of it.

If values for a particular element within any of the panels is not sent for the student, the row for that value does not display. For example, if Race/Ethnicity is not sent for a particular student, this label would not display in the Demographics panel vs. displaying with a null value.

Intake

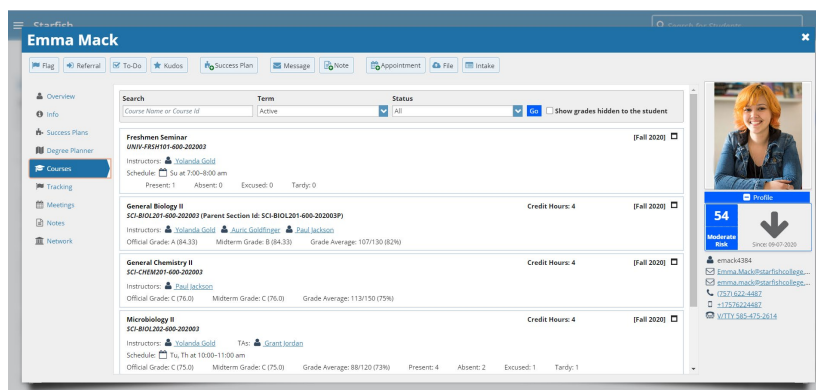
Below the SIS information, the Info tab may include the student's Intake form if this feature is in use at your institution.

Courses Tab

The **Courses** tab located within the *Student Folder* displays information about each of the courses the student is taking/has taken in the term selected.

Depending on your institution's setup, you may find the following information:

- Grade Book data (imported from your LMS)
- Midterm and Final Grade data (imported from your SIS)
- Course section schedule information
- Attendance data (imported by your SIS or entered into Starfish)



View Additional Student Performance in a Course

When you select a Course, you have a more detailed view of the student's performance within a course.

- Attendance details that have been recorded on the student related to this course
- Tracking items that have been raised on the student related to this course
- Meeting information for the student scheduled/attended related to this course
- Course Averages for the student related to this course

Starfish Getting Started Guide – Counselors & Support Program Counselors

Emma Mack

Flag Referral To-Do Kudos Success Plan Message Note Appointment File Intake

Overview Info Success Plans Degree Planner Courses Tracking Meetings Notes Network

Microbiology II SCI-BIOL202-600-202003 Credit Hours: 4 [Fall 2020]

Instructors: Yolanda Gold TAs: Grant Jordan
 Schedule: Tu, Th at 10:00-11:00 am
 Official Grade: C (75.0) Midterm Grade: C (75.0) Grade Average: 88/120 (73%) Present: 4 Absent: 2 Excused: 1 Tardy: 1

Grades	Assignments	Grades	Due Date	Submitted
Pop Quiz 1	6/10 (60%)	08-16-2020	08-12-2020	
Homework	7/10 (70%)	Today	Yesterday	
Assignment 1	7/10 (70%)	10-04-2020	09-30-2020	
Assignment 2	6/10 (60%)	10-04-2020	09-30-2020	
Assignment 3	6/10 (60%)	10-04-2020	09-30-2020	
Assignment 4	7/10 (70%)	10-04-2020	09-30-2020	
Book Report	8/10 (80%)	10-04-2020	09-30-2020	
Mid Term	20/30 (67%)	10-18-2020	10-14-2020	
Pop Quiz 3	8/10 (80%)	10-18-2020	10-14-2020	
Final Exam	27/30 (90%)	11-08-2020	11-04-2020	

Course Averages: Average of course grades for the active term: 110

Attendance

Types	Dates	Total
Absent	12:00 pm 09-14-2020, 12:00 pm 09-08-2020	2
Excused	12:00 pm 09-12-2020	1
Present	12:00 pm 09-15-2020, 12:00 pm 09-11-2020, 12:00 pm 09-10-2020, 12:00 pm 09-09-2020	4
Tardy	12:00 pm 09-13-2020	1

Tracking

- Study Strategies Seminar (Raised by Gold, Yolanda on Today)

Meetings

The student has no meetings associated with this course

Profile

54 Moderate Risk Since: 09-07-2020

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 Emma.Mack@starfishcollege...
 emma.mack@starfishcollege...
 (757) 622-4487
 +17576224487
 V/TTY 585-475-2614

The details will be dependent on your institution's configuration, as well as the permissions you have based on the role and your relationship with the student (i.e., whether you are allowed to see grades for the student/course).

Tracking Tab

The Student Folder Tracking tab displays the tracking items that have been raised for this student. Information is presented very similarly to the overall Tracking tab, but is limited to items related to this student. Click the **"+" sign** to the left of an item to expand the item and read additional information associated with the flag. Hover over the Flag Menu icon to access the flag menu pop-up card and select an available action.

Jaslene Barnett

Flag Referral To-Do Kudos Success Plan Message Note Appointment File Intake

Overview Info Success Plans Careers Degree Planner Courses Tracking Meetings Notes Network

View: Inbox Status: Active Resolved Both Created By: Anyone Me

Item Name	Status	Created	Due	Assignee	Context
★ Keep Up the Good Work	Active	10-15-2020 by Gold, Yvette via Survey			Freshman Seminar (UNIV-FRSH101-600-202001)
★ Crushing it!	Resolved	08-12-2020 by Gold, Yvette			Freshman Seminar (UNIV-FRSH101-600-202001)
Attendance Concern	Resolved	08-12-2020 by Gold, Yvette			Freshman Seminar (UNIV-FRSH101-600-202001)
Attendance Concern	Resolved	08-12-2020 by Gold, Yvette			Freshman Seminar (UNIV-FRSH101-600-202001)
3 or more Active Flags	Resolved	08-08-2020 by System			Student has 3 or more active manual flags in the system.
Behavioral Concern	Resolved	08-07-2020 by Gold, Yvette via Survey			Freshman Seminar (UNIV-FRSH101-600-202001)
★ You're Off To a Great Start!	Active	07-29-2020 by Gold, Yvette			Freshman Seminar (UNIV-FRSH101-600-202001)
★ You're Off To a Great Start!	Active	06-24-2020 by Gold, Yvette via Survey			Freshman Seminar (UNIV-FRSH101-600-202001)
Attendance Issues	Resolved	06-17-2020 by System			Student had an unexcused absence. Freshman Seminar.
Attendance Issues	Resolved	06-16-2020 by System			Student had an unexcused absence. Freshman Seminar.
**Advisor Meeting Requested (Yvette Gold)	Active	06-02-2020 by Gold, Yvette			
Poor Attendance in Online Course	Resolved	04-30-2020	05-07-2020	Goldfiner.	

Profile

77 Moderate Risk Since: 10-25-2020

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Notes Tab

The Student Folder Notes tab provides an aggregated look at comments saved about the student whether as part of a tracking item, within a meeting, posted directly to the student folder as a note, or sent to the student via Starfish's Send Message option. Click on the "+" sign associated with any item to view the details.

The screenshot shows the Starfish interface for student Jaslene Barnett. The top navigation bar includes buttons for Flag, Referral, To-Do, Kudos, Success Plan, Message, Note, Appointment, File, and Intake. The left sidebar lists navigation options: Overview, Info, Success Plans, Careers, Degree Planner, Courses, Tracking, Meetings, Notes (highlighted), and Network. The main content area displays a list of notes with columns for Type, Subject, Written By, and Date. A red box highlights the '+' icon next to the first note. The profile card on the right shows the student's name, a photo, a 'Profile' button, a '77' score, a 'Moderate Risk' status, and contact information.

Created In Term	Written By	Note Type	
Active	Anyone	Any	
Type	Subject	Written By	Date
Kudos Comment	Create Comment Crushing It!	Yvette Gold Role: Instructor, Primary Advisor	08-12-2020
Flag Comment	Raise Comment Attendance Concern	Yvette Gold Role: Instructor, Primary Advisor	08-12-2020
Flag Comment	Clear Comment Attendance Concern	Yvette Gold Role: Instructor, Primary Advisor	08-12-2020
Flag Comment	Raise Comment Attendance Concern	Yvette Gold Role: Instructor, Primary Advisor	08-12-2020
Message	Please check in with your advisor	Yvette Gold Role: Instructor, Primary Advisor	08-12-2020
Message	Time to register for Fall!!	Yvette Gold Role: Instructor, Primary Advisor	05-20-2020
Message	test	Yvette Gold Role: Instructor, Primary Advisor	05-12-2020
Message	Time to register!	Yvette Gold Role: Instructor, Primary Advisor	05-07-2020
Flag Comment	Raise Comment Poor Attendance in Online Course	Yvette Gold Role: Instructor, Primary Advisor	04-30-2020
Message	It's time to register! Make your appointment now!	Yvette Gold Role: Instructor, Primary Advisor	04-28-2020

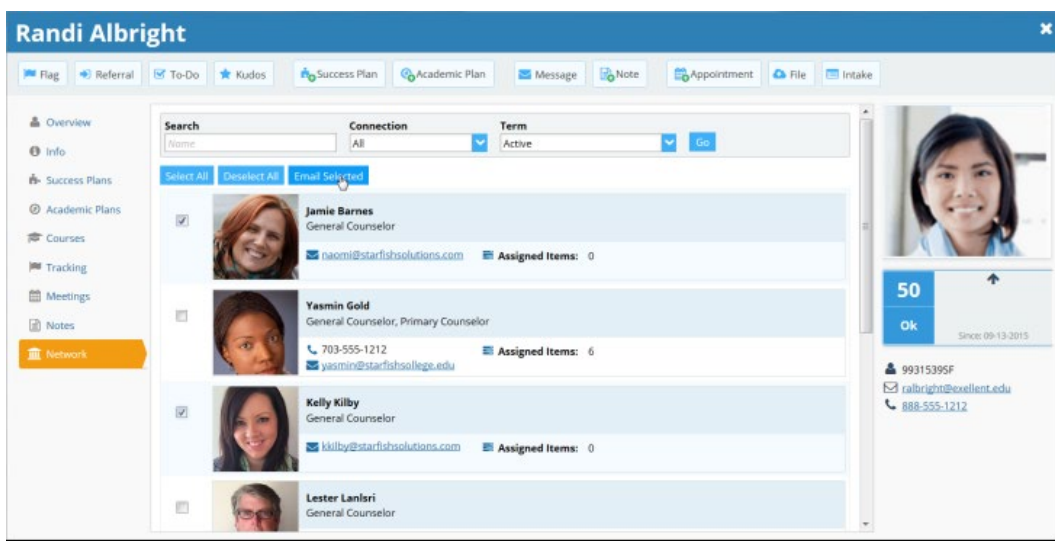
Note: Read receipts must be enabled for your environment to see when a student has read your email. This feature is only available for emails created in Starfish by using the **Note** button, or the **Message** button within the *Student Folder*.

Network Tab

The Student Folder Network tab list those individuals with whom the student has a relationship, and presents their email and phone contact information. Starfish also provides an Email Selected button that allows you to select one or more people from the list and send a message about the student via Starfish. This list is filtered based on settings your Starfish administrator specifies in Starfish regarding which roles are available on the student's Network tab.

Contact Other Users with a Connection to a Student

Users with relationships to a given student may communicate regarding the student's progress in a few different ways. If you navigate to a student's folder by clicking the hyperlink of a student's name, you can access the Network tab.



From here, you can view other users with connections to this student.

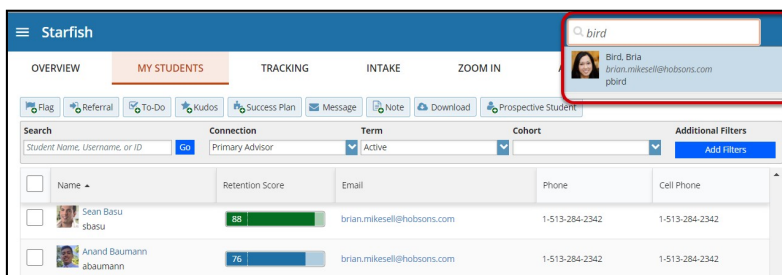
If you would like to send a message to one of these users, select the box to the left of the person's name, and then click **Email Selected**.

Note: Clicking on the email address of the user, rather than clicking **Email Selected**, would open a normal email within your email system to send an email to this person. This would be an email sent outside of Starfish. Always use the "Email Selected" option for emails that should be captured within the Starfish system.

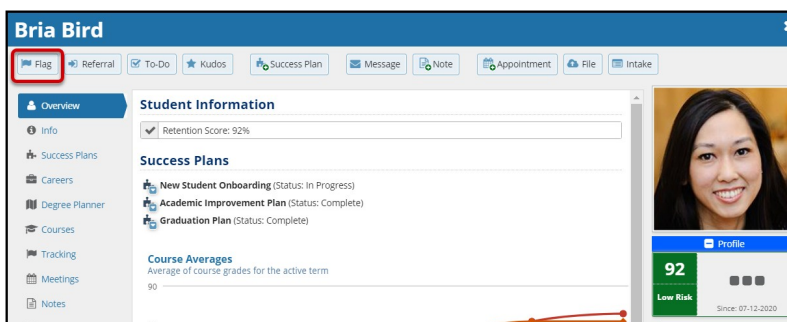
Raise a Flag on one of your students

When you have a concern with a student, raise a flag, to-do, or referral to communicate your observations. The appropriate individuals will be automatically notified when you save the item.

1. Click on the **Students** navigation item to see your list of students.
2. Find the desired student by typing the name into the **Search** box.

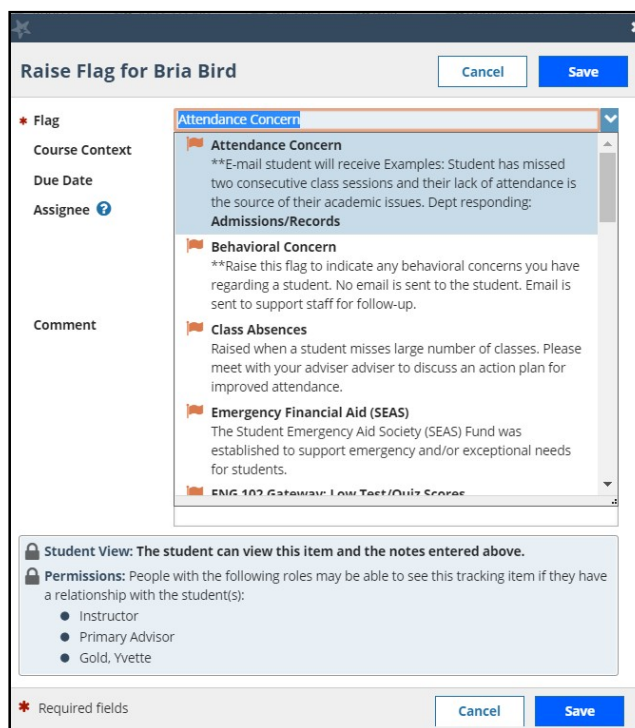


3. Click on the student's name to bring up the **Student Folder**.
4. Click the **Flag** button.



A list of flags that you have permission to raise on this student is displayed.

5. Select the desired **Flag** from the list.
6. If relevant, select a course from the **Course Context**, drop down list, and enter notes in the **Comment** box.
7. Click the **Save** button.



Notes:

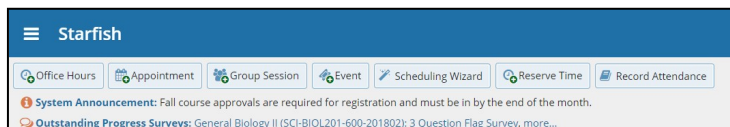
The **Student View**: indicates whether the student can view the flag and the notes you include in the **Comment** box.

The **Permissions** area lists roles that have permission to view the selected flag and the notes you include in the **Comment** box.

Respond to a Progress Survey for students in your courses

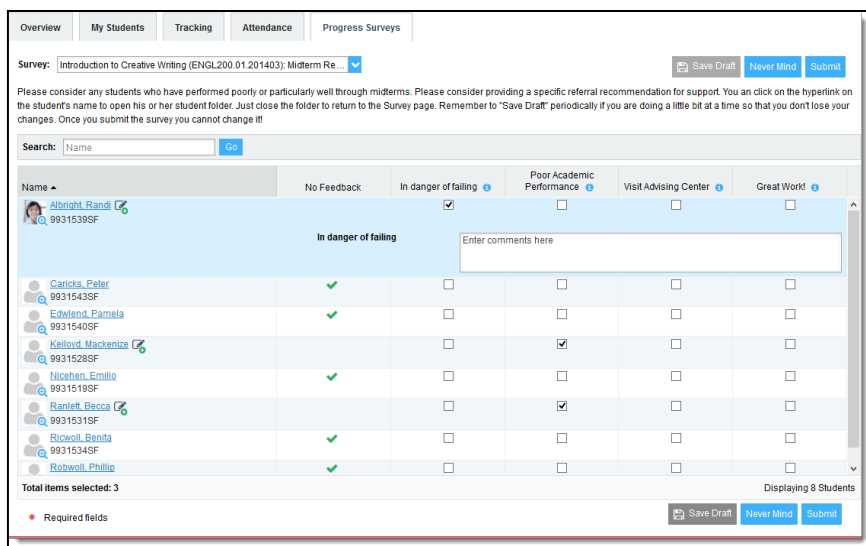
You will receive an email reminder when there is a new survey for you to complete. Each individual survey presents a student roster for one course section on whom you can raise flags.


1. Select the progress survey link on your Starfish **Home** page to go the **Progress Surveys** tab. (only visible when you have active surveys).




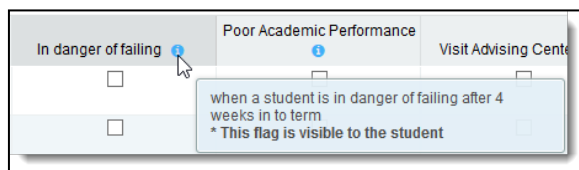
The selected survey opens, listing your students on the left, and items you may raise across the top.

2. Check the box for each desired item/student combination.



Click the comments icon () to open a text box for your notes.

Click the information icon () associated with an item to verify whether the student can view the flag and related comments.



3. Click the **Submit** button *only* when you are finished providing feedback. The items you selected will be raised on your students when you submit the survey.

Important

Once you have submitted the survey you will not have an opportunity to add to or undo the items you raised. Use the **Save Draft** option if you are not ready to submit your survey.

Notes:

You may be asked to submit more than one course survey if more than one of your courses has been included in the survey plan for your institution. They will be listed in the drop-down menu on the **Progress Surveys** tab.

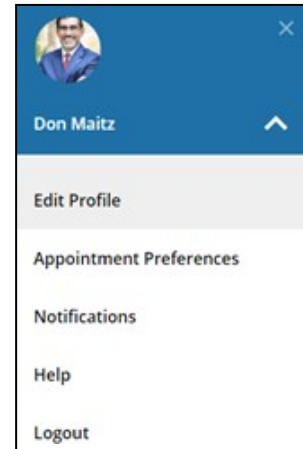
Watch the [Respond to Progress Surveys](#) video for a demonstration of this feature.

Frequently Asked Questions

How do I change how I am emailed by Starfish?

Starfish will email you a calendar item for each appointment and a summary of flag activity for your students. Use the **Notifications** tab of your **Profile** to modify details of how and when you receive these notifications. For more information see:

- [Updating your Profile](#)



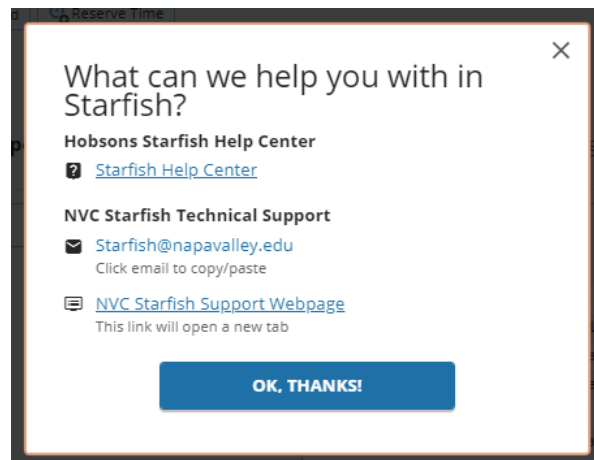
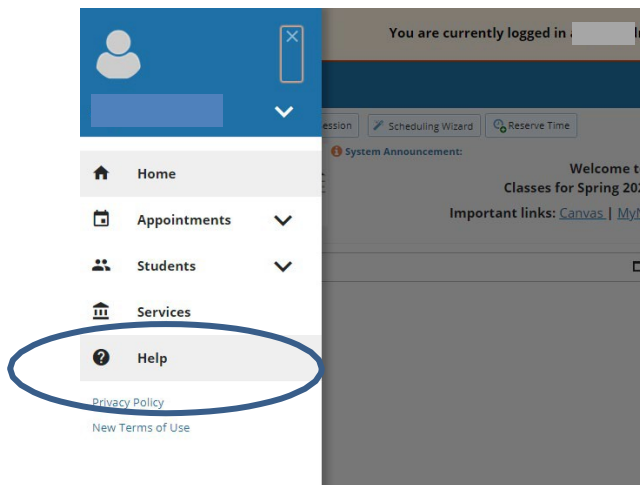
How do I get more detail on a student?

Click the hyperlink associated with the student's name wherever you find it to reach the **Student Folder**. (e.g. in the student list, on an appointment, or in a progress survey).

NVC Starfish Help Desk

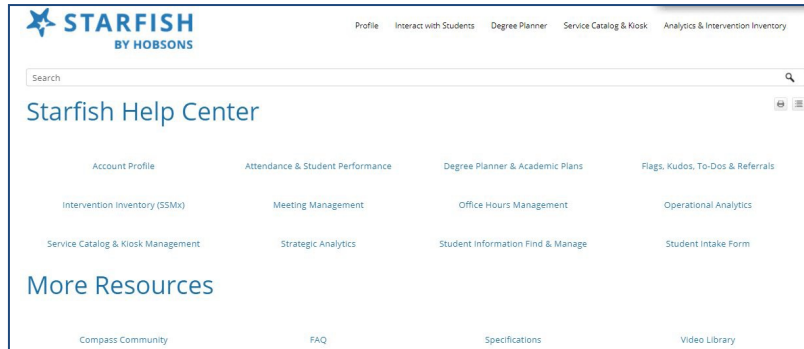
Visit our NVC [Starfish Help Desk Webpage](#) on our Starfish Webpage for Contact Hours, Submitting a Starfish Support Ticket or how to contact us via email: Starfish@napavalley.edu

You also have a Help feature in the Starfish Early Alert System. Click on the hamburger menu and click Help.



Hobsons Starfish Help Center

For in-depth resources on the Starfish Early Alert System, you can access the Hobsons Starfish Help Center through your hamburger menu by selecting Help > Hobsons Starfish Help Center.



Starfish Early Alert Training Opportunities

Starfish Training dates/times are listed on our [Starfish Webpage](#). You can view the list of dates/times of the training sessions available and register to attend.

*Note: Starfish Training Sessions are setup by Role.