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Welcome to Starfish

In this guide, you will learn how to access starfish, adjust preferences, raise flags (concerns) and kudos, track class attendance, set up office hours, and more. In addition, Starfish offers some great training materials (click the blue hyperlinks):

**Videos: Two Minute Tips:**
1. How to take attendance
2. How to create office hours
3. Respond to a progress survey
4. Close the loop
5. Update your profile
6. Alert and referral notifications
7. Appointment notifications

**Video: Five things you can do in Starfish:**
1. Complete a progress survey
2. Set up office hours to allow students to schedule time with you
3. Review information about your students
4. Act on students as a group
5. Communicate with a group of students

Let’s get started!

The starfish icon is located in your MyEdinboro portal:
Setting up Your Profile:

An initial and important step for faculty and staff is to set up your profile.

Your Edinboro email address and phone number have been imported from Banner. Please take some time to personalize your profile through the General Overview and My Biography sections. It’s helpful for students if they can relate to you as a person!

1. Click on your name in the top navigation bar and select the Institutional Profile tab.
   Edit your Phone and add an Alternate Email address if you would like Starfish to send email to an address in addition to your institution email, or both.

2. 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.

   Scroll down and provide a general message to your students in the overview field. Also, provide a short biography for your students, such as areas of interest or research.

3. Select submit.
Adding Office Hours:

Please make sure your office hours are posted in Starfish.

The first time you log in to Starfish, Starfish will provide a wizard to walk you through setting up your office hours. Skip the wizard and click on “appointment preferences” at the top.

Before you can post any office hours, you must set up your office hour location. To do this, scroll down to “add location.” Once you add an office hour location(s), you can then set up your office hours. You can enter more than one if you offer office hours in multiple locations.
Adding Office Hours continued:

Configuring your office hours:

To set up office hours, you’ll need to click the Appointments tab, and then click the Office Hours icon. There, you will select how often you want your office hours to repeat, add a location, and indicate whether they are scheduled or walk-in.

Remember to add an end date for your office hours. You can select the end of term or enter a specific date.

**Note – we are asking faculty to, at minimum, set up their office hours in Starfish as walk-in so students can see when faculty are available by viewing their success network. If you prefer to use the online scheduling feature, select “Scheduled And Walk-Ins” or “Scheduled Appointments Only”.

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*Image of a screenshot showing the process of setting up office hours in Starfish.*
Cancelling Office Hours:

If you make an error or need to cancel office hours:

Cancel one occurrence

Select the day from the calendar, and hover (don’t click) over the icon associated with the Office Hours on the desired day.

Click the Cancel button and select “Just this one” from the pop up Office Hours card presented.

Cancel a series

From the Agenda view, hover (don’t click) over the Office Hours icon next to an office hour title.

Select Cancel from the pop up Office Hours card presented. (If the day you have selected on the calendar includes an occurrence, you will have the option to cancel “Just this one” or “The entire series”).
Integrating Starfish Calendar with your Edinboro Calendar:

1. Share your Microsoft Outlook calendar with starfish@edinboro.edu

2. Under the “details” dropdown, make sure you select “full details” (or “all information” for web client).

3. Log in to Starfish and go to your profile (you can do this by clicking on your name in the upper right-hand corner).

4. Select “Email Notifications”

5. Check “Read busy times from my external Exchange calendar.”

6. You will need to logout of Starfish and log back in for the changes to take effect.

**Note** If you want your Outlook calendar to be blocked off for your full office hour timeslot, you will need to select the “Change to my office hours/group sessions.” If you only want actual student appointments to show up on your Outlook calendar, leave this box unchecked.
How to Access Your Students in Starfish:

1. Remember that all actions and views in Starfish are based on the user's relationship to the student. When viewing a student's folder, raising flags, or giving kudos, remember to check your connection so that you're viewing the list of students you're attempting to access.

2. As a faculty advisor, remember that you're connected to a group of students, which aren't connected to a specific term – you're the student's advisor for this term, the past term, and the next. Whereas in an instructor role, you're connected to that list of students for a specific term. When viewing your advisee list, it is necessary to select "Active" from the term dropdown. If you want to view a course roster, you should select the specific term for which the class is being offered. You can also go backward to previous terms.
Raising Kudos: Something new to EU!

All too often as professionals, we can become immersed in the negatives and forget to point out the positives. Starfish is a great tool in that it allows us to provide positive feedback at regular intervals, as well as the concern feature! Simply view your students and select those who you'd like to award a “kudos” – whether it be for good performance on an exam, showing great initiative or improvement, or just a general ‘great job!’ Positive reinforcement can go a long way!

Communicating Concerns:

Starfish is a student-engagement tool. It allows faculty to work more closely with their students as well as keeps others who have a vested interest in that particular students’ success in the loop. (Think faculty advisor, academic success coordinator, department chair, etc.) Flags are how we communicate our concerns. Please realize students are alerted of most flags. Flags are worded such that the flag raiser is actively reaching out to the student. This does not mean your concern stops here! Staff in Academic Success will continue to reach out. This just helps actively engage the student, instructor, and academic success coordinator to best assist the student. Remember, actions in Starfish are always related to whatever role the user provides to that specific student or group of students.
Raising a Flag on one of your students:

When you have a concern with a particular student, raise a flag, to-do, or referral to communicate your observations. The appropriate individuals will be automatically notified when you save the item. Note that students get an automatically generated email from the flag raiser, and those templates are at the end of this guide.

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.
Raising a Flag continued:

Notes:

**Student View & Permissions:**
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.

*When adding comments to flags that state “student can view the notes entered above,” please address these to the student(s), as they will be receiving a copy of your comments (see glossary of templates at the end of this document).*

The permissions on a flag lists all of the roles in Starfish that may have access to see that flag. However, the specific employees that see the flag depends on who is connected to the student. For example, if the student is a football player, the football coach would be able to see the flag, but the other athletic coaches would not be able to view it. If the student is not an athlete, no one in the athletic department can view the flag. The ASCs and Faculty Advisors are notified of all flags. For athletes, the coaches receive email notifications regarding their specific students. The other roles listed can view the flags in Starfish (they do not receive emails) only if they are connected to the particular student. Only those persons identified to support the students’ academic progress are notified.

To raise flags on multiple students simultaneously:

Use the check boxes beside the names you want to flag, and submit flags for multiple students in one instance. This feature will most likely be useful in your course roster connections.
Recording Class Attendance:
Starfish is a great tool for connectivity, advising, and retention, but it can be useful for classroom management too! Starfish allows you to track attendance in your courses with ease. Simply set up your course section, and identify those who are absent.

1. Select the Attendance Tab

2. Select Course Section in the Filter Students By menu (right side of screen)

3. Set up a meeting time (you will only need to do this once):

4. Select record attendance.

**NOTE: For courses which faculty are tracking attendance in Starfish, an Excessive Absences Flag will automatically be raised for students who have missed three or more class meetings.**
Frequently Asked Questions:

How do I get more detail on a student?

Anytime you see a student's name as a hyperlink (e.g. in your student list, on an appointment, or in a progress survey) this hyperlink takes you to the Student Folder.

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 Email Notifications tab of your Profile to modify details of how and when you receive these notifications.

Where can I find information about flags raised on my students?

The Tracking tab within the Students area lists the flags (and kudos) that have been raised on your students. Use the filters provided to filter your list based on your connection to the students. For example, you can filter to your role as advisor vs. your role as instructor, or as an instructor to one of your specific course sections.

You can also go into the individual Tracking tab of any Student Folder to look at details of flags raised on that student. The details of what you see are based on your relationship to the student(s) and the privileges granted to your role.
Frequently asked questions continued...

**How do I add advising and general notes to a student record?**

To add a note to the student’s record, click on the student’s name. Then, once on the student’s folder, click on the “add note” button. At that point, you can select whether it is a general shared note or an advising note. You can also select the box next to “private” to make the note viewable only to the note author.
**Email Templates for Flags & Kudos:**

**Attendance Concern**
From | Flag Raiser’s email address
Reply To | Flag Raiser’s email address
Subject | Attendance Concern in Introduction to Microbiology

Dear Rachel,

You have received an Attendance Concern flag in Introduction to Microbiology.

I believe that you have the ability to be successful in your academic studies. Attending class is vital to your academic success. Missing class content will affect your grades and academic performance.

Here are my additional comments:
*Rachel missed 3 classes this month.* [These are the flag raiser’s comments that are entered when raising a flag. If no comments are entered, this entire paragraph is omitted]

Edinboro has many resources that will aid your effort to improve academic performance and assist with personal concerns. Please reply to this email to contact me, or consider contacting your Academic Success Coordinator for resources and suggestions for improvement.

We care about your success!

Sincerely,

Yasmin Gold [Flag Raiser’s First and Last Name] ygold@excellent.edu [Flag Raiser’s Email Address]
222-222-2222 [Flag Raiser’s Office Phone Number]

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**In Danger of Failing**
From | Flag Raiser Email Address
Reply To | Flag Raiser Email Address
BCC | 
Subject | Your academic progress in Introduction to Microbiology

Dear Rachel,

Based on your progress thus far, and without a substantial change in your work, you are in danger of failing Introduction to Microbiology.

I recommend that you contact me immediately to see what can be done to raise your grade in this course. You may email me directly by replying to this email. You should also consider contacting your Faculty Advisor or your Academic Success Coordinator.

At Edinboro University, we care about your success!

Sincerely,

Yasmin Gold [Flag Raiser’s First and Last Name] ygold@excellent.edu [Flag Raiser’s Email Address]
222-222-2222 [Flag Raiser’s Office Phone Number]
**Poor Academic Performance**

From: Flag Raiser Email Address
Reply To: Flag Raiser Email Address
BCC: 
Subject: Poor Academic Performance in Introduction to Microbiology

Dear Rachel,

Based on your course grades, you’ve been flagged for Poor Academic Performance in Introduction to Microbiology.

Here are my additional comments:

*Rachel missed 3 classes this month.*

Edinboro has many resources that will aid your effort to improve academic performance and assist with personal concerns. Please reply to this email to contact me, or consider contacting your Academic Success Coordinator for resources and suggestions for improvement.

We care about your success!

Sincerely,

Yasmin Gold
Flag Raiser’s First and Last Name
ygold@excellent.edu (Flag Raiser’s Email Address)
222-222-2222 (Flag Raiser’s Office Phone Number)

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**Missing/Late Assignments**

From: Flag Raiser Email Address
Reply To: Flag Raiser Email Address
BCC: 
Subject: Missing/Late Assignments in Introduction to Microbiology

Dear Rachel,

You’ve been flagged for Missing/Late Assignments in Introduction to Microbiology.

I believe that you have the ability to be successful in your academic studies. Completing all coursework is important! To ensure you successfully complete this course, you need to submit all assignments on time, interact with the course material, and read your textbook.

Here are my additional comments:

*Rachel missed 3 classes this month.*

Edinboro has many resources that will aid your effort to improve academic performance and assist with personal concerns. Please reply to this email to contact me, or consider contacting your Academic Success Coordinator for resources and suggestions for improvement.

We care about your success!

Sincerely,

Yasmin Gold
Flag Raiser’s First and Last Name
ygold@excellent.edu (Flag Raiser’s Email Address)
222-222-2222 (Flag Raiser’s Office Phone Number)
Kudos
From: Flag Raiser Email Address
Reply To: Flag Raiser Email Address
BCC: Flag Raiser Email Address
Subject: Kudos! Keep up the good work in Introduction to Microbiology

Dear Rachel,

Congratulations! I appreciate your dedication and hard work in the classroom. Keep up the good work!

Here are my additional comments:
*Has maintained a 98% in the class.* (These are the flag raiser’s comments that are entered when raising a flag. If no comments are entered, this entire paragraph is omitted)

Sincerely,

Yasmin Gold (Flag Raiser’s First and Last Name)
ygold@excellent.edu (Flag Raiser’s Email Address)
444-333-2222 (Flag Raiser’s Office Phone Number)

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Excessive Absences (system raised flag when student misses 3 or more class sessions for the same course *only enabled for courses in which instructors are taking attendance in Starfish*)
From: success@edinboro.edu
Reply To: success@edinboro.edu
BCC:
Subject: Attendance Concern in Introduction to Microbiology

Dear Rachel,

Based on your course attendance, you have been flagged for Attendance Concern in Introduction to Microbiology.

We believe that you have the ability to be successful in your academic studies. Attending class is vital to your academic success. Missing class content will affect your grades and academic performance.

Edinboro has many resources that can aid your effort to improve academic performance and assist with personal concerns. Please contact your instructor, or consider contacting your Academic Success Coordinator for resources and suggestions for improvement.

Sincerely,

The Academic Success Center Team