

Starfish Frequently Asked Questions – Faculty and Support Staff

Whenever I try to get into Starfish I get an error message about cookies. What do I do with that?

Try Firefox or Chrome as your browser; Internet Explorer requires you to allow cookies.

What is my role in Starfish Early Alert as an instructor?

Instructors identify students experiencing difficulties in individual classes through use of the Starfish Early Alert system either by submitting flags through an Early Alert Report or raising flags manually throughout the semester. When all instructors submit early alerts it creates a complete picture for advisors and support staff to recognize a need for action. In situations where instructors see the issue has been addressed or resolved they have the option to enter notes and/or clear the raised flag so that advisors and support staff will know.

Instructors may also send Kudos to students manually or via an early alert report. Kudos might be used as positive feedback for grades, attendance, or participation at the start of the semester. Kudos can also be used as a follow up when academic concern flags are cleared and a positive change has been made.

When should flags be raised?

Early intervention is the key to a successful early alert system and is most critical during the first 6 weeks of courses and prior to mid-term so that intervention can take place while there is still time to make the necessary adjustments and change course outcomes. There are two options to flag students in Starfish:

1. You may flag a student manually at any time throughout the semester when you have feedback regarding a student's attendance or academic progress or if the student needs additional support in the class.
2. Progress reports are also generated through Starfish and sent at strategic points in the semester to solicit feedback on student performance. The first report is generated from the Registrar's office and you are required to submit this report on attendance. The second report is generated at six weeks to report on academic progress. You will receive an email informing you that the reports are available and the due date.

After submitting the Early Alert Reports can I make changes?

Once you have submitted the Attendance Reporting and Early Alert Reports, you cannot change them. However, if the flag was raised in error, you can immediately Clear the Flag. One exception is the Never Attended flag, which must be removed by the Registrar.

What is my role in Starfish Early Alert as an academic advisor or support staff?

Academic advisors and support staff follow up on assigned advisees and students who they have a connection with as identified through the Starfish Early Alert system. This is the opportunity for advisors to communicate with students that a change is necessary and to activate outreach of additional resources that can support students' learning and goals. A quick listing of campus resources is available at http://www.minotstateu.edu/advising/campus_resources.shtml. Advisors/support staff are asked to make notes on actions taken or clear the flag in the system when they have visited with the student regarding the issues raised. A response to the instructor who raised the flag can be generated at this time.

Who can view flag information?

Viewing privileges for instructors, advisors and support staff are determined by permissions in Campus Connection. Instructors can view student information related to the course(s) they are teaching. Advisors can view all of their advisee's information. Support staff can view information for those students they have a direct relationship with or students needing assistance from their department.

What happens when students are flagged?

All flags and kudos raised will result in an e-mail to the student, with the kudo conveying the instructor's praise of the student's performance and the flag informing the student that the instructor is concerned about their progress in the course and they should take action (see example email templates at http://www.minotstateu.edu/cetl/_documents/starfish/faculty-staff/student_email.pdf). Additionally, academic advisors will and some support staff may receive notification of the flags. Academic advisors or support staff may reach out to the student based on the nature of the flag.

What if there is inaccurate information in Starfish such as advisor or academic major?

Campus Connection is the source for student information shown in Starfish. Information is sent from Campus Connection to Starfish nightly, so a change made one day in Campus Connection will not appear in Starfish until the following day.



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For other questions, please contact Tammy Wolf, Center for Engaged Teaching and Learning (CETL) at 858-3360 or tammy.wolf@minotstateu.edu.