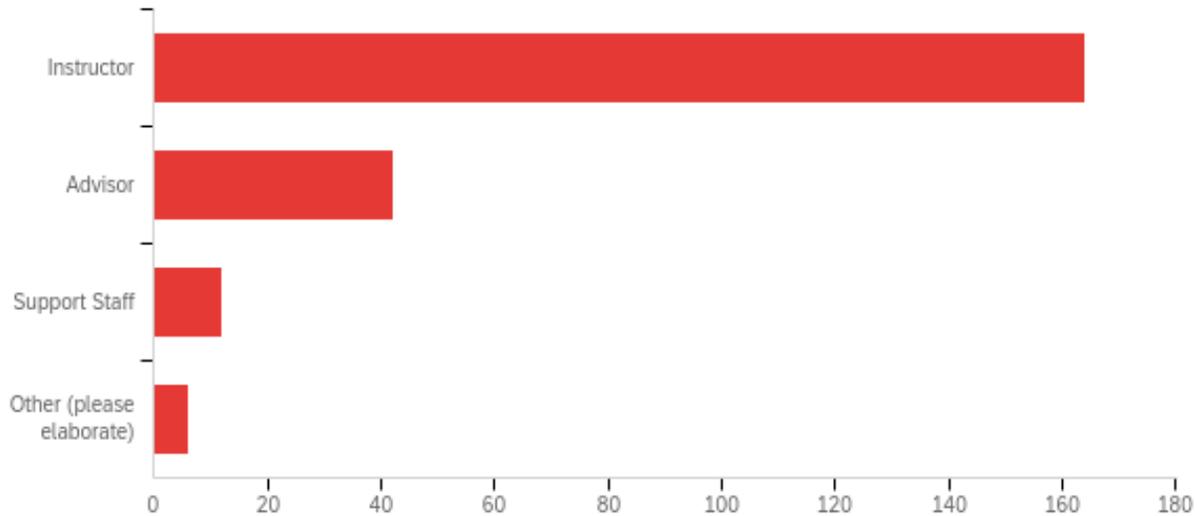


## Starfish Spring 22 Student Satisfaction Survey

SUNY New Paltz students who received feedback through the Spring 2022 Student Academic Progress Survey were surveyed for their feedback by the Center for Student Success. Over 200 SUNY New Paltz students responded to the survey.

Student feedback shared common themes, including that Starfish facilitates **connection** between student and campus, encourages students to take **initiative**, and contributes to students feeling **seen** and **valued**. Student feedback is also guiding future improvements.

### If you received a Starfish flag, from whom did you receive support?



#	Answer	%	Count
1	Instructor	73.21%	164
2	Advisor	18.75%	42
3	Support Staff	5.36%	12
4	Other (please elaborate)	2.68%	6
	Total	100%	224

\*This question may have been misunderstood as *from whom did you receive a flag?*.

Other (please elaborate)

student

N/A

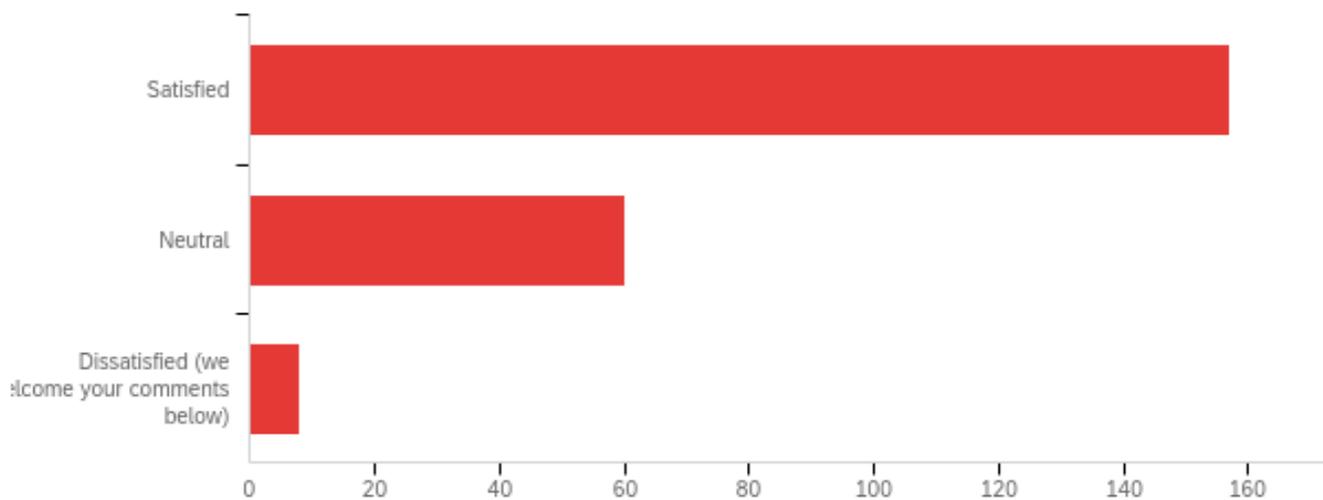
Email

No one

professor, coach, support outlet

N/A

### How satisfied were you with the support that you were provided?



#	Answer	%	Count
1	Satisfied	69.78%	157
2	Neutral	26.67%	60
3	Dissatisfied (we welcome your comments below)	3.56%	8
	Total	100%	225

#### Dissatisfied (we welcome your comments below)

As a transfer student, I believe that New paltz has not been my best of best experience as a student. I personally believe that the support of staff towards students, or rather for myself was lacking this semester. I felt as if I only heard from staff or advisors when it came on to midterms or if the student was flagged by someone on starfish. I believe at New Paltz there should be a stronger support system for students to feel “ welcome and loved” as they make it their priority to be successful.

i know i could do better

---

The comment section was blank, so I felt like maybe it was sent in error

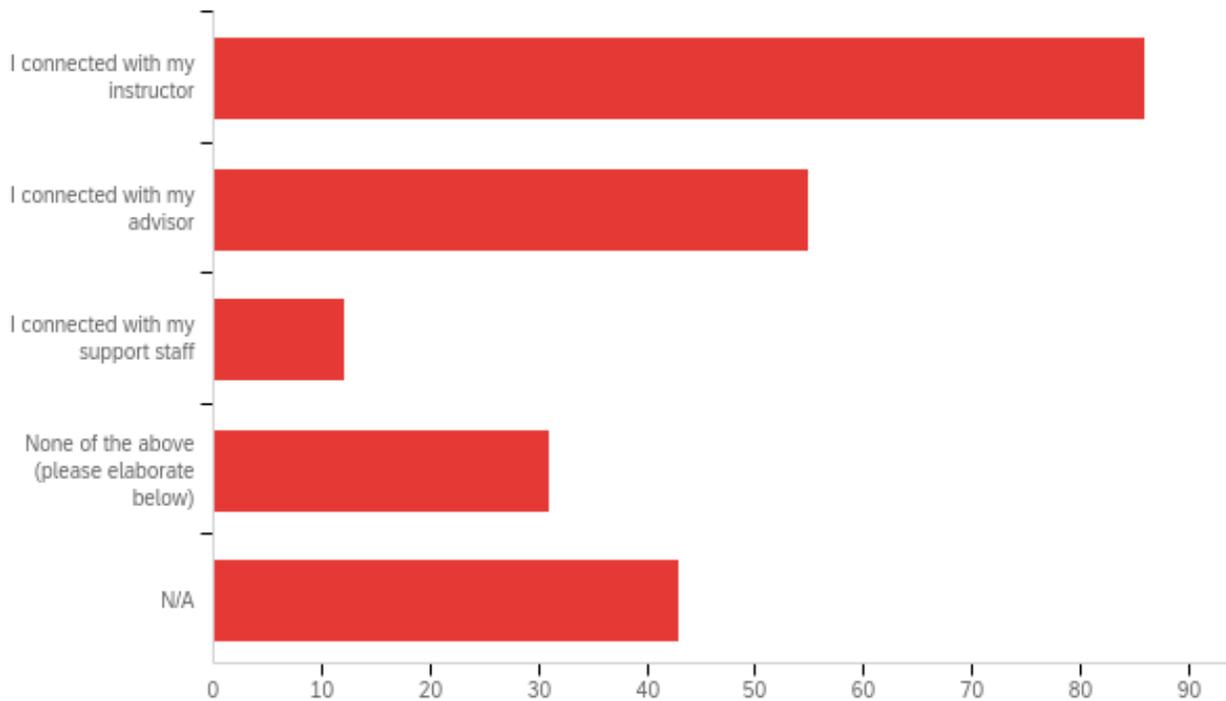
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I didn't really receive any help at all, I did it all on my own

---

I got an 80 on a midterm and was flagged as if it was a bad thing. Multiple teachers flagged me even though I am passing their classes with good grades so I was quite confused.

## After receiving a flag, what did you do?



#	Answer	%	Count
1	I connected with my instructor	37.89%	86
2	I connected with my advisor	24.23%	55
3	I connected with my support staff	5.29%	12
4	None of the above (please elaborate below)	13.66%	31
5	N/A	18.94%	43
	Total	100%	227

None of the above (please elaborate below)

I tried to fix the issue myself

nothing

I just looked at

I handed it really good lab reports .

i was just happy about it

I continued my performance in class :)

---

I continued to show up to class and do my best

---

I didn't feel like it was personal

---

My instructor connected with me and helped me find better studying solutions

---

My advisor reached out to me, I didn't contact them

---

After receiving kudos and good comments, I was very happy and was inspired to continue planning and organizing my work efficiently.

---

I just tried to improve my grades

---

I did not receive a flag

---

continued about my day

---

Did not receive a flag

---

nothing

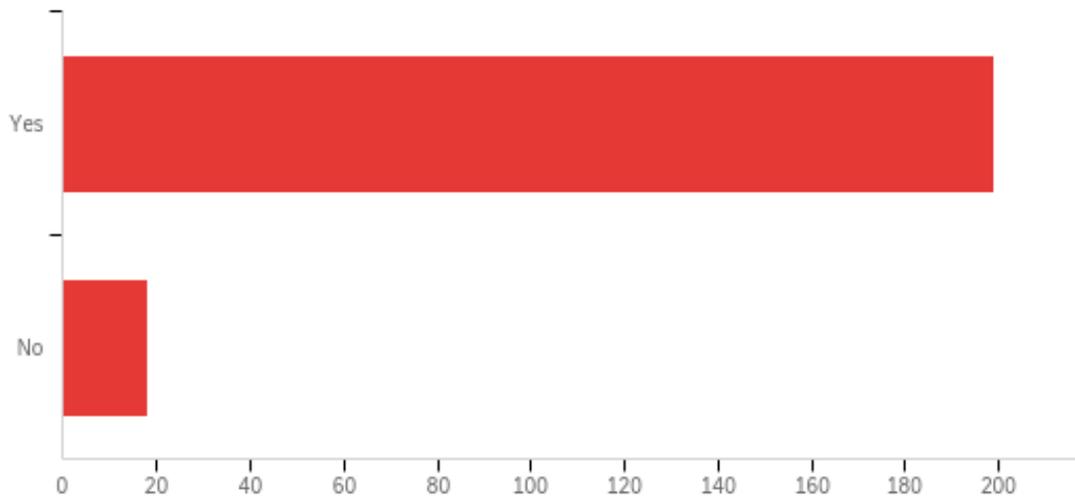
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Ignored

---

If I got flagged for a bad grade I would just study more.

## Do you find it helpful to receive course-based feedback from your instructors in the form of Flags or Kudos?



#	Answer	%	Count
1	Yes	91.71%	199
2	No	8.29%	18
	Total	100%	217

### [Yes]

its a form of a positive/negative alert to know what's going on

yes, but i think kudos is less used and flags are as soon as a student does anything wrong instead of just sending the student an email

Absolutely love the encouragement! It is so nice to receive since not everyone may know how they are doing or may think they arent doing too well when in fact they are so its very nice to get that thumps up, youre doing great and keep it up from someone other than friends and family who sometimes feel obligated to say it no matter what ya know?

flags from my advisor help keep me on track of tasks that i need to complete

Yes

yes

Yes, I loved knowing that my time and hard work was being noticed

Yes

Yes! It helps me know I am on the right track

Yes

It was nice to receive a kudos when I was unsure of how I was performing in class. On the other side, it was also helpful to see a flag be raised because it was about things I wouldn't have noticed unless they were brought to my attention.

Y

Let's me know how I'm doing in the class and allows instructor to touch base with me.

Y

Yes

It is nice to know where I stand in each class

Kudos

Kudos encourage me to keep doing good work and let me know that my effort is seen!

It made me feel like I was doing at least one thing right.

I suppose any feedback is good

yes

Yes

Yes, however, I would prefer it if I were e-mailed personally rather than being flagged/given kudos.

Yea

I do find it helpful it keeps me motivated and see that people are noticing my hard work

But it isn't always an accurate interpretation of how students are doing in the class overall.

I find it helpful when there's actual information and the instructors reach out. Things that just say "good job" and "keep up the good work" with no other information feel pointless.

I think it's a nice little thing to see that you are being recognized for your work

If they provide follow up on it

Yes

Yes

Yes!

The reason as to why I find it helpful is because it helps me get back on track to have me realize that I need to work harder.

Flags and Kudos

Yea

Yes

It was very motivating to receive kudos from my instructors.

It helped me understand where it was in class. If I received a flag, I understood that I needed to put even more effort in that class.

Let me know how I was doing in the course

Yes

---

Yes

---

Flags

---

It helps me to see what the teachers were thinking and have a conversation with them based on their comments.

---

it motivates me to continue doing well.

---

yes

---

flags

---

Yes

---

Yes

---

it helps me assure myself that i'm doing well

---

[No]

---

I'm neutral regarding this matter.

---

No because it's not actual feedback

---

I didn't feel like it was personal

---

I stay in contact with my professor. If anything, it worried me more.

---

no

---

Doesn't make any sense

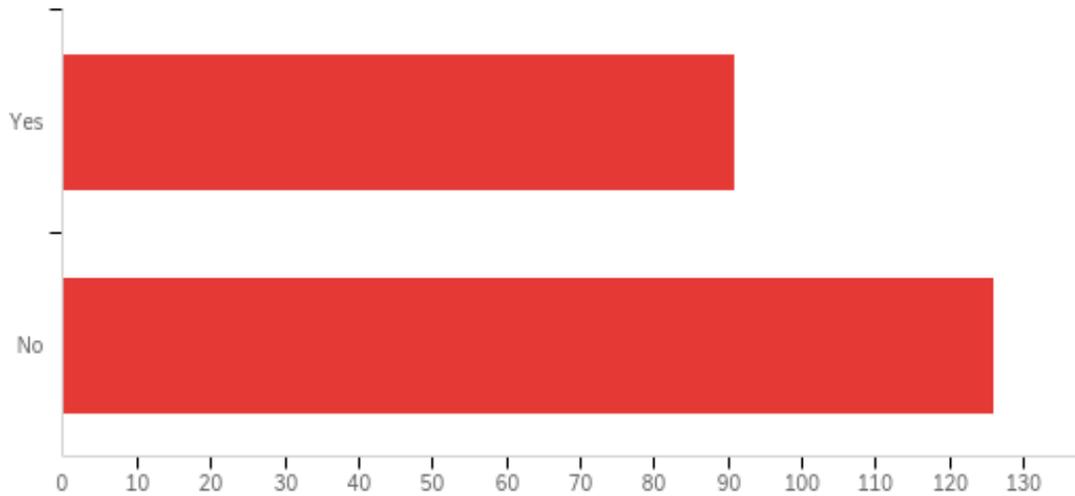
---

It concerned me, but then I was told that it was different than what it had previously meant.

---

It would be more helpful if instructors spoke to you in person perhaps during office hours as opposed to using flags or kudos.

## Did you receive feedback from each of your instructors?



#	Answer	%	Count
1	Yes	41.94%	91
2	No	58.06%	126
	Total	100%	217

[Yes]

yes

all except one which is fine

They told me to keep up the good work which encouraged me

All or almost all

I received feedback from most of my instructors on how to help me catch up with work or when to hand in certain items or how to do an assignment which was helpful.

One for every class

yes

For the instructor who gave me kudos, yes.

To participate more, study, and read more

Yes

Only two

Most of

Yes

When I asked questions

Most

Almost all of them gave me feedback.

They all told me to keep up the good work.

yes

Yes

yes

Most had feedback

Yes

[No]

only 2

3/5 of my instructors sent feedback

No

no

Only 3 out of the 5

No

No

Not all

Not really

Some of them didn't any feedback. I just recieved the grade.

No

2 of them

I honestly can't remember

Im not sure

I think I received feedback from most of them, but there's one or two I didn't receive feedback from.

No

All except from 1

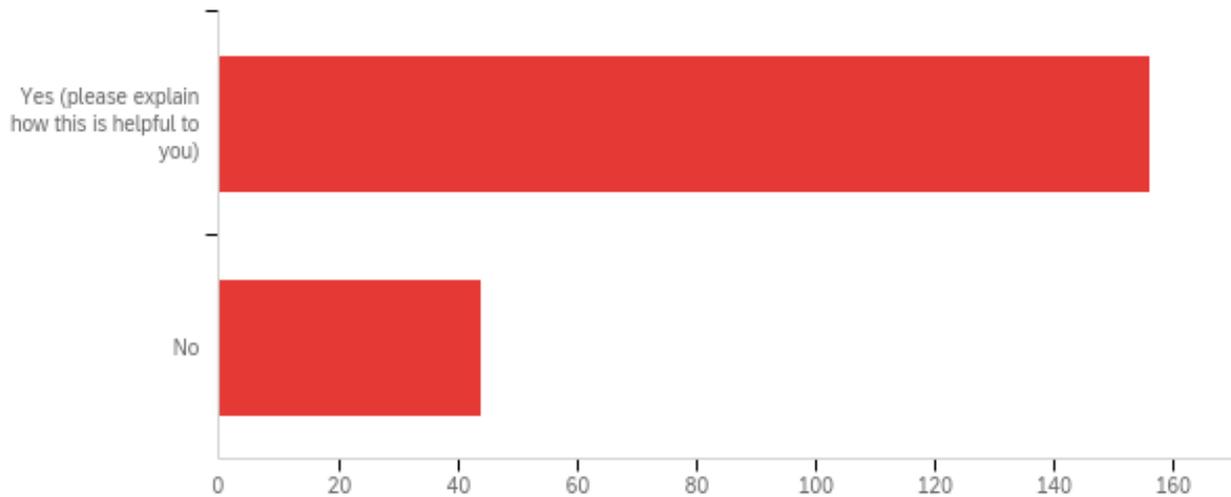
No

No

No

just one from this semester

**If not, would it be helpful to receive feedback from each of your professors in the future?**



#	Answer	%	Count
1	Yes (please explain how this is helpful to you)	78.00%	156
2	No	22.00%	44
	Total	100%	200

[Yes: please explain how this is helpful to you]

I like to know what I can do to be on track

yes but like i said kudos is more effective for students

It's helpful to have a professors feedback so you can learn to improve in the future.

Tells me what i am succeeding in and what i should continue doing

it helps let me know how im doing in the course so far.

It would be very helpful that way I get direct feedback from my specific professor because they know my areas of weakness and may be able to give helpful tips and suggestions in specific areas of the course where I may need some improvement. Personally I find feedback very helpful because if something I am doing is not working out I will troubleshoot different ways to make it better. I'm always trying to improve and feedback from the professor would help to do so and to see if it is working

it helps motivate me to continue working hard!

It is helpful to see grades through starfish and comments from the professor help gauge how i'm doing in the class

I would like to be reminded of how I am doing in a class

It's very helpful to get any sort of connect from the professor just to know how they feel or where we stand in the course

at midterm time some professors have no grades in so it would be nice for them to give us a kudo or flag just to let us have an idea of how were doing in the class

Yes, so I am aware that they are trying to help me.

Yes, I would love to hear more about what my professors think about my work being done throughout the semester

I would like to not what they think I'm doing well in and what I'm doing bad in and how I can improve

It lets me know where I stand in each class and leaves me without questions of whether I'm meeting expectations or not

I agree that this should be implemented because I believe that if a student doesn't know where/what they have done wrong, then I believe it defeats the motto of New Paltz, " To learn. To search. To serve".

It gives me motivation and know what my strengths are

I receive feedback and it does help alot

Some Professors don't post grades during the semester so it would be helpful to know what track your going down.

It helps me know how I am doing in the class

Flags make me aware that the instructor has an addressable concern, and the kudos make me feel confident in the work I'm doing.

So I can know more in depth how I'm doing or personalized feedback

Yes, I would like to know how I'm doing and how my professors perceive me

It is beneficial to know how you stand in the class in the eyes of the professor as well as your numerical grade.

Yes because when I did receive feedback I was able to catch up in my courses.

I would know that I would need to improve or do something differently to achieve in the course.

Know how the class is going for me

It helped me know the area I need work in

they know about student better and conversations with professor wouldnot be awkward.

It helps me know how well im doing in the class

Feedback is always helpful as it helps me to project how I will end the course

More information about myself

Getting feedback shows what I need to work on and helps me grow.

I want to know how I am doing and professors opinions of my work so I know who to contact for letters of recommendation.

It is nice to know where I am at in every class

its helps me know what I need to do better

I like being recognized for the hard work and time I put in to my classes!

It would help me know in what areas I need to work on. I might think I am doing well in something, when in reality I am not doing as well as I thought I was.

Getting feedback just lets me understand how I'm doing and how I could do better

I would know how I'm doing in their class and what I can improve on to make my grade better.

Yes, because this allows us to figure out what we can work on and how we are performing in class.

It makes it clear what each professor wants from me

any feedback is good

yes

To show that they acknowledge my presence in class

You want to do your best in every class and feedback from every professor can help either get you there or give you reassurance to let you know you're doing the right things.

It is helpful to know what professors appreciate in a student

Would be nice to know how I am doing in each course

Allows me to focus on what I should rather wasting my energy on what I shouldn't

Some classes I have no grades in, so it would be nice to know where I stand

It doesn't impact my work quality too heavily, as I am often doing good in my classes regardless, but I do just like the academic validation that messages of "good work" gives me.

Allows me to see how I am doing in the class and if the instructor has concerns

It's nice encouragement

They should give us tips, extend help if they flag us.

It would help to know if I am missing any assignments/how the quality of my work is.

It's only helpful if they have actual information to give for. For example "I love how you participate in class" instead of "good job". When the feedback is personalized it's actually helpful because I can see what I'm excelling at and what I need to work on.

helpful to know that my professors think i'm doing well

More feedback the better, maybe to push Starfish use, you can miss 1 HW or something for just use/Kudos on Starfish

keeps me on track

Yes, it makes me feel better about the work I do.

hearing what i can do to better my grade and self or just positive feedback

It's helpful to know where you stand academically in each class

Yes

It would be good to know what I as a student would need to work or improve on in the course

Yes because it will help me know how I am doing in each class and guide me on what I would need to work on

It would be more detailed

It makes me realize how well I'm doing in class.

It is always helpful to know where I'm at in a class and how I'm doing

Tes

Yes because I will most likely improve after receiving feedback from a professor. It also shows that they want to see me improve

keeps me trying to do better

I can rectify the assignment or reach out to them.

It would be helpful to receive feedback from each professor so I can assess my performance in each class.

I think it helps me understand how well I'm doing in class. It also motivates me in a way since my work is being recognized.

It lets me keep track where I am at in each class

I want to know what I can do to better my grade and performance in a course so receiving feedback is very helpful.

I need to see how I am doing so it would be helpful to receive from all.

It helps because you can take the courses one at a time instead of dealing with all of the courses simultaneously.

Yes, the professor's feedback was helpful because they expressed their opinions on ways I that I can better move towards ending the semester in a great place and also offered for me to do some extra credit presentation and assignments.

If it was personal

Lets me know what I need to improve

Scheduled check-ins would not only contribute to students meeting at comfortable positions in a class, but students would also get a clear, concise rundown of content not to miss.

They know where we are within the semester

It is my responsibility to make sure I am doing well in my courses. However, if I am doing poorly in a class, it would be helpful for the instructor to provide feedback on what they would like me to improve regarding their course and course work.

pushes me to keep doing well

This would let me know what my strengths are as well as what/how I need to improve in the future

Flags would definitely help me understand how I've been doing in the class

It allows me to grasp where I am in the class and tells me if I need to do better/change something up for better results.

To get an understanding of where I stand in each course.

Yes because then I could see which classes i have to put more work into especially if there are less grades worth more

being informed by every instructor of a grade is helpful to knowing my standing in the class

It would help me know what I need to work on

it would be a but more helpful if some of my instructors could tell me in more detail what I've done well and what I could improve upon.

It is helpful to know how I am doing in my classes, as sometimes blackboard isn't updated completely. As well as it is important for me to know others recognize my accomplishments.

I would like to know how I'm doing so far.

To know how I'm doing in my classes

This could be very helpful in giving me an idea of where I'm at in thier class and how I'm doing.

yes

yes just to know how im doing in each class

It told me how well I am doing in class. I always want to know how I am doing in school.

explain my weak points

It allows me to get a better understanding of how the class is going for me from another perspective.

I can get to know what I'm lacking well

It would help me understand what I need to focus on moving forward in the semester.

Yes so I know how I am doing in each of my classes.

Just the actual grade is all

Yes. This lets me know that overall i am understanding the content and producing work which reflects my understanding.

it can help me see what i'm doing right/wrong and work to improve if i need to

it would motivate me much more and is seen as a reward

Kept me on track to push through the end of semester

[No]

not if im doing well

Only if it's needed

No

**We welcome any additional thoughts you might have that could help us to improve the instructor-student feedback that is communicated through Starfish. Thank you!**

---

I touched a little on this in one of my previous answers. So I would just like to say thank you for giving feedback in the first place. This is my first semester here and I have never seen anything like this before and it was very encouraging to receive!!

---

pretty good

---

I love the feedback from starfish

---

Having feedback is helpful and posing mid semester grades. It really helps to know how your doing in a class especially if you are unsure.

---

I think the current email notifications concerning starfish activity is beneficial and should be kept to ensure efficient communication. Thank you!

---

Positive reinforcement has been really beneficial for me, and I would love to see more of it, as it makes me want to keep working hard or do even better than I am.

---

I appreciate the advisors checking in every once in a while, especially if something important is coming up I may have forgotten about such as a deadline.

---

No

---

Make the notes more specific if possible

---

none

---

someone needs to make sure all professors are grading assignments because one of my professors never grades anything so I don't even know how I'm doing in the class.

---

When I am flagged for something that my instructor is concerned about, I would like them to elaborate along with the flag so that I can better understand their concerns in depth.

---

Maybe some more feedback throughout the semester

---

Some flags were incorrect

---

Provide more resources for extra help

---

It seems like all of the feedback was auto generated comments that were used by every instructor. Some personalization in the feedback might go a long way.

---

more use would be great but the process is very good right now.

---

Keep up the good work!

---

I wish that more professors met with the deadline and hopefully start integrating feedback. This will improve the relationship between student and instructor

---

Rather than just giving feedback at the halfway point of the semester, perhaps allow it to happen more often (every couple weeks or so)

---

N/a

---

I think it's a great form to where I'm at. I like to know that I'm doing a good job.

---

It's good!

---

none

---

Have an additional section for evaluations