



Starfish | Student Success Platform

SUNY NEW PALTZ

Starfish Closing Census Survey Flags

Welcome to Starfish® @ SUNY New Paltz!

Starfish is an easy-to-use platform that gives you the opportunity to connect on another level and help improve student success and persistence.

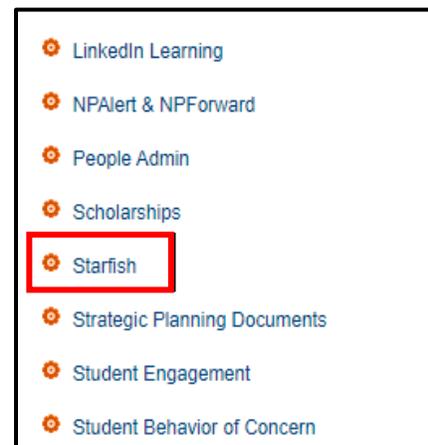
Everyone has a role in student success at SUNY New Paltz!

Helping our students be successful is a team effort. Depending on your role within the institution, however, you will likely have very specific priorities and goals in mind when you think about how best to support your students. Starfish works with all members of our institution to address their specific needs.

Getting started is easy!

Log in Directions:

1. Sign in to my.newpaltz.edu.
2. Click “Starfish” Link under “Resources” (left-hand side).



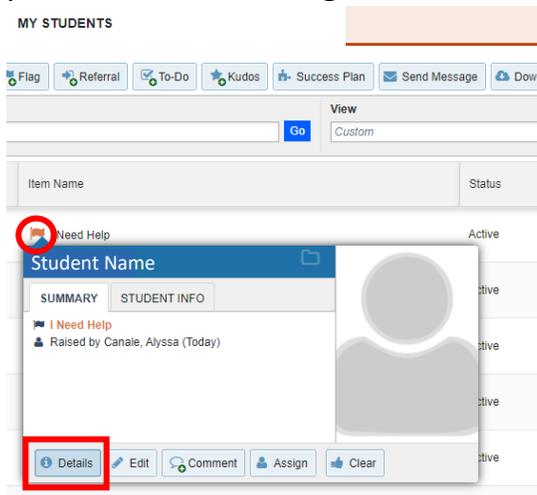
Starfish will automatically display all students that you have been assigned or are enrolled in your courses. From there, you can raise alerts (flags, kudos, & referrals) about students, review alerts that have been raised about your students, and provide additional information.

How to Manage the Never Attended Flags

- Close “never attended” flags only if students are attending the course.
 - Include comments noting your outreach and conversation had with student that confirms student is attending the course
- Leave “never attended” flags open only if students have not been responsive OR confirmed they are NOT attending.
 - Include comments noting your outreach attempts and/or conversation you had with student confirming they are not in attendance

Below is the process for clearing flags:

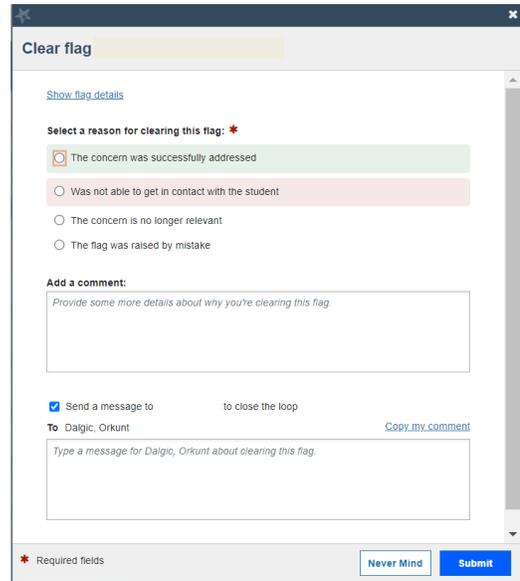
1. From the hamburger menu , select **Students > My Students** to see your list of students.
2. Select the **Tracking** tab. This will pull up a list of all active tracking items for your students.
 - a. Reference these [How to Filter for Flags directions](#) to filter by the **Never Attended** flags specifically
3. To manage the flags:
 - a) Hover over the orange flag and select **Details** to see notes the flag raiser provided with the flag.



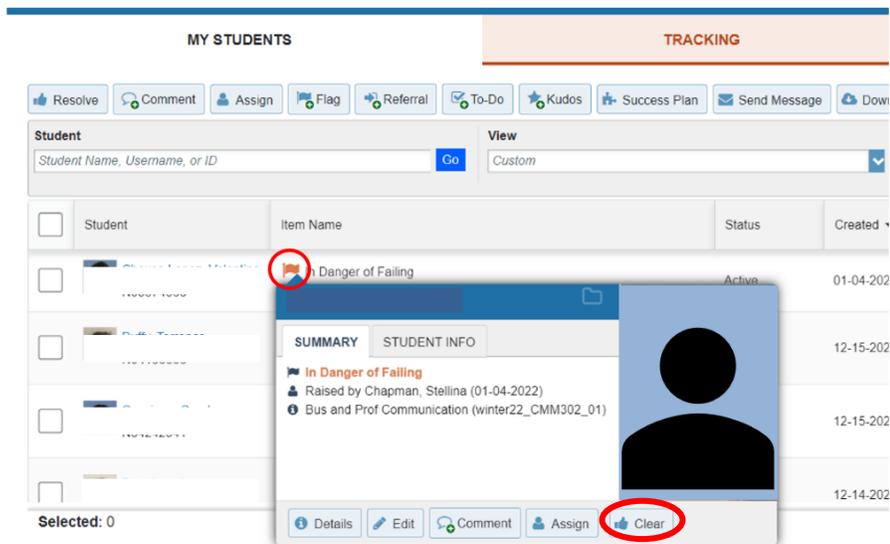
- b) Insert a checkmark in the box next to the students name
- c) Once checkmark is applied, click the “Resolve” button.



a. This will produce the following dialog box:



b) Alternately, hover over the orange flag until the Details box appears. Click "Clear." This will produce the dialog box.



4. You will be prompted to select a reason for clearing the flag and enter a comment about why you are clearing the flag.

Select a reason for clearing this flag: *

- The concern was successfully addressed
- Was not able to get in contact with the student
- The concern is no longer relevant
- The flag was raised by mistake

To copy your comment and send that comment to the instructor that raised the flag, click **copy my comment** and add a checkmark next to **send a message to (Instructor Name) to close the loop**.

This is beneficial for your record keeping and for other staff who have access to view student flags.

Add a comment:

Send a message to _____ to close the loop

To [Copy my comment](#)

Type a message for Dalgic, Orkunt about clearing this flag.

5. This will “resolve” the flag and it will no longer appear as an active tracking item to you, the student, or any other service providers who work with the student.
6. To review flags that you have cleared, simply return to the same screen and sort for “Active and Resolved” items in the View sorting bar