Starfish | Student Success Platform

SUNY NEW PALTZ

Starfish Census Survey Commenting on 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.
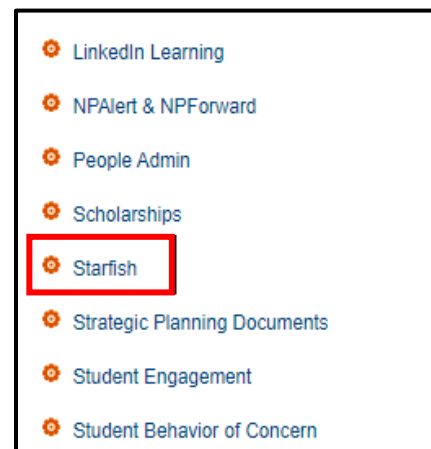
Everyone has a role in student success at SUNY New Platz!

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.
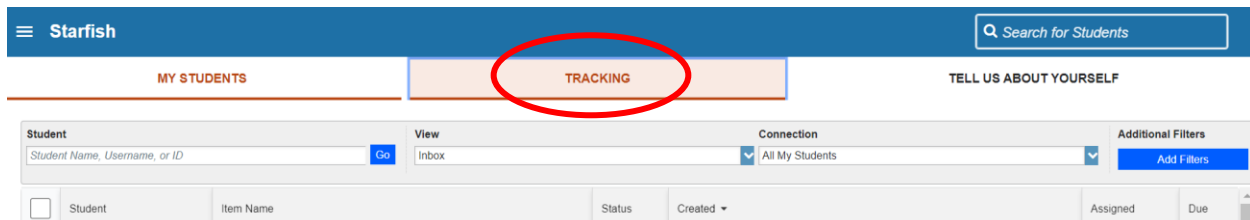
Tracking Item Comments

In your position, you have access to view and comment on your students' Never Attended flags.

Your feedback (comments on the tracking item) provides information about your contact with the student. The comments you provide along with the management of the flags (closing or not) are crucial to the Registrar process.
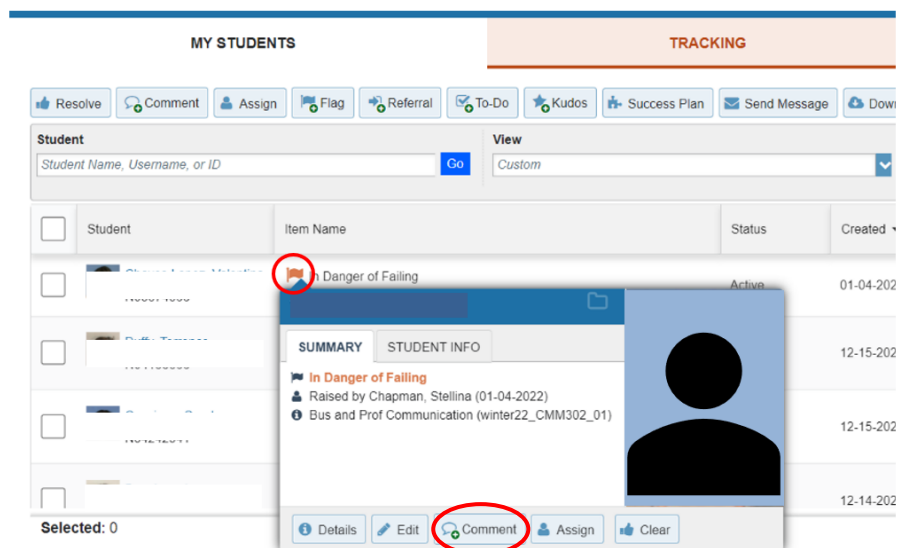
To find a list of the open tracking items for your students:

1. Log in to Starfish and click on the **Hamburger Menu**
2. Select **Students**
3. Make sure you are on the **Tracking** tab

To comment on a raised tracking item:

1. From the **Tracking** tab, find a student in your list and hover your mouse over the **orange flag**.

2. Click **Comment**
3. Add a **Subject** for your comment. Add a **Comment**.
4. From here, you can select whether you want a copy of your comment to be sent to yourself (via email), to the student (via email) or to the flag raiser (via email).

If you do not want a copy of the comment sent to anyone, **do not** check any of the boxes.

5. Click **Submit**.

To review comments on a flag:

1. From the **Tracking** tab, find a student in your list and click on their name. This will bring you to the **Student Profile**.
2. Click the **Tracking** tab.
3. To view **Active** tracking items, make sure **Active** is checked off in the bar (see image below).

4. To view details and comments on the tracking item, click the **plus sign (+)** to reveal a drop down.