Starfish | Student Success Platform

SUNY NEW PALTZ

Raising Tracking Items (Flags/Kudos/Referrals)

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.
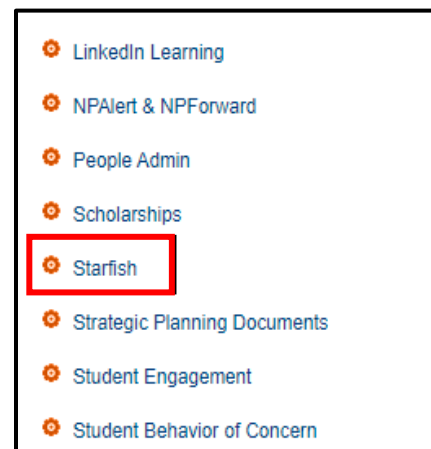
Everyone has a role in student success at SUNY New Platz!

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.
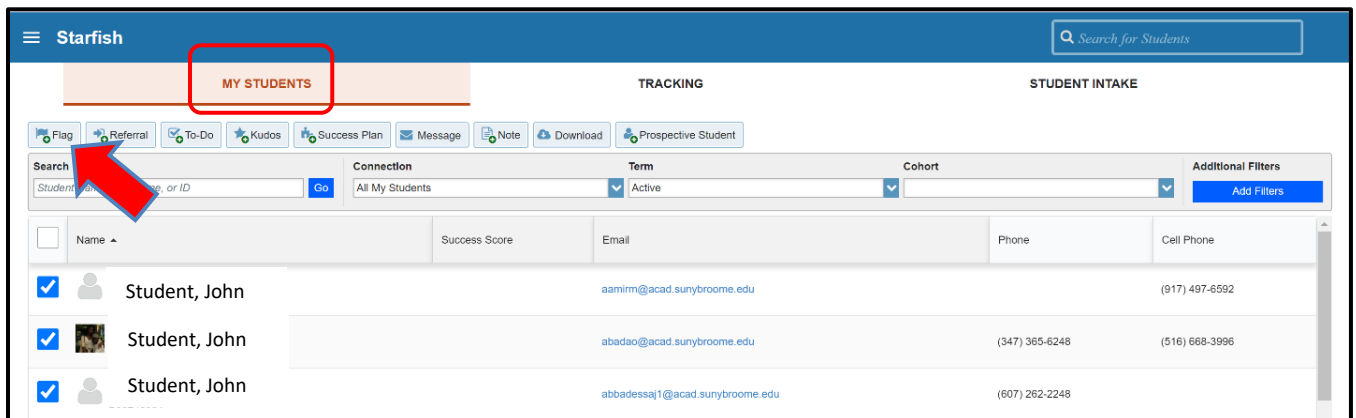2. Click "Starfish" Link under "Resources" (left-hand side).

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.

Raise a Tracking Item (Flag/Kudo/Referral)

When you have feedback or a concern with a particular student, you can raise a flag, kudo, or referral through Starfish to communicate your observations. The appropriate individuals will be automatically notified when you save the item.

1. From the hamburger menu ☰, select **Students > My Students** to see your list of students.
2. Find the desired student by typing the name into the **Search** box.
3. Select the desired student(s).

   a. For a single student: click on the student's name to navigate to the student's folder or click the checkbox to the left of the student's name.

   b. To select multiple students, select the checkbox to the left of each of the desired students' names

4. Click the desired (**Flag/Referral/Kudo**) button.

   A list of alerts that you have permission to raise on this student is displayed.

5. Select the desired alert 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.

Notes: The **Student View**: 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.

How to Clear Starfish Tracking Item

While Instructors are the primary source of raised flags in Starfish, outreach will be performed by campus support professionals. Students have the ability to work with the individual they feel most comfortable with. Thus, a support professional who interacts with a student may decide that the Starfish flag can be considered "resolved." It is helpful if those that "resolve" a flag with the student mark it as such and "close the loop" in the Starfish system. This action updates the student's folder and keeps everyone informed of outreach results.

Here is the process for clearing flags and referrals:

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. You can filter by various criteria. For example, using the "Connections" drop down menu, you can select a specific course. Under the "View" drop down, you can select "Created By Me" to resolve flags you have submitted.

3. a) Select the students with flags by clicking the box next to their name then clicking the "Resolve" button. This will produce the following dialog box:

b) Alternately, hover over the orange flag until the Details box appears. Click "Clear." This will produce this 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. This is beneficial for your record keeping and for other staff who have access to view student flags.

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