Faculty Getting Started with Starfish

What is Starfish? Starfish is a student success platform that can help our college proactively and effectively deploy student success efforts to students so they can achieve their academic and career goals. Starfish removes complicated redundancies and barriers to modernize student support and intervention so that it is integrated and intentional. Starfish allows the college to identify, track and engage students with a support network and resources aligned to their specific needs.

Highlighted Starfish Strategies for Student and Faculty:

Student Facing: What our students will see.

1. **Personalized WVC Success Network**: Includes access “tiles”:
   a. “Your Connections”: Current Faculty & Counselors
      - Schedule & Cancel Appointments/student hours
      - Receive reminders about upcoming appointments
   b. “Your Services”: College student support services & resources: Articulation, Calworks, Career Services, DESP, EOPS etc
      - Link to information
      - Call: Facetime

2. **Dashboard**: Quick access to Student’s Individualized support network, support services, and student Calendar

3. **Courses**: Archived and Current courses; Grades, instructors, semester taken, units

4. **“Raise Your Hand”**: Allows the student to quickly request from an instructor or support services.
   a. Raise Your Hand: will send an email to either the instructor or college welcome center to redirect to appropriate services

Need assistance with something?

Need assistance? Complete the form below to get started. We encourage you to be proactive in seeking help on our campus. We believe you can be successful!

* Type of help needed

- [ ] Need Help
  - [ ] I need help in a course. Your instructor will be notified. Don’t forget to include your department, class and course number.
  - [ ] I need help in my schedule. Please enter the best way to contact you, including your phone number and email address.

- [ ] Need Help in a Course
  - [ ] I need help in a course. Your instructor will be notified. Don’t forget to include your department, class and course number.
Faculty: Getting Started Using Starfish:

**Step 1: Access Starfish** from the college website
- Starfish resource page – Click Logo on page
- WVC Portal
- WVC Go app

**Step 2: Edit your Profile** *(Help Video)*
- Click on the ≡ (hamburger symbol) to access your dropdown menu
- Click on your name to edit your profile:
  - Click on your “Edit Profile” button
  - Upload photo (optional)
  - Enter Student facing contact information (optional)
  - Enter “About you” information

**Step 3: Edit your Appointment Preferences (Office hours)**: Click on “Appointment Preferences”
- Enter **Office Hour Defaults**:
- **Calendar Sync** *(Help Video)*: Allows you to sync your Starfish calendar with Outlook
  - Open your Outlook Calendar
  - Click on Share link on your outlook calendar
  - Enter into the window the email “starfish.calendar@wvm.edu”
  - Click view all details
  - Go back to Starfish: under “Appointment Preferences” (in Edit Profile)
  - Check the box for “Allow Starfish to read busy times FROM my Outlook Calendar”
Outlook Calendar Sync

Important: You must share your calendar with starfish.calendar@wvm.edu
Click here for further instructions.

☑ Allow Starfish to read busy times from my Outlook Calendar

- Enter Office Hour Locations in “My Locations”
  - Add as many potential locations that you might offer office hours
  - Office: Enter room number
  - Phone: Enter phone number
  - Elsewhere: Enter the zoom link

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- Select the types of meetings you will have in these office hours.

- Click “SAVE CHANGES”

Step 4: Set up Office hours

- Click on the starfish (hamburger symbol) to access your dropdown menu
- Click on Home
- Click on Add Office Hours

- Complete Required * Office Hour Fields:
  - Identify Day(s) and Times
  - Where: Click on location
    - Note: You will only be able to select locations from the options you previously identified in your “Appointment Preferences” in your Profile (see above)
  - Select your desired “Office Hour Type” from the dropdown list

- Select the Type of meeting: you may choose more than one
  Select the types of meetings you will have in these office hours.
You are now ready to use Starfish to communicate with and support your students!

Step 1: Click on the (hamburger symbol) to access your dropdown menu
Step 2: Click on “Students”
Step 3: Click on “My Students”
   o Search for specific students by name or ID
   o Refine search by selecting the course section under “Connection” or “Term”
   o Send a Flag, Referral or Kudo to a selected student

   - Flag: Alerts the student that you (instructor) have a concern. Flags do not require intervention, but the student’s Success Network can be notified
   - Referral: Alerts the student of a concern or need. Requires action by college services.
      o Behavioral Concern: Dean of Academic Counseling & Student Success
      o Counseling Referral: Counseling Services
      o EOPS Referral: EOPS
      o Excessive Absence Referral: Counseling Services
      o Financial Aid Referral: Financial Aid Office
      o Food Pantry Referral: Student Needs
      o In danger of Failing: Counseling Services
      o Mental Health Services Referral: Mental Health Services
      o Missing / Late Assignment/Exams: Counseling Services
      o Puente Referral: Puente Staff
**Kudos:** Are notifications that go just to your student. Choose from the list of three Kudos: Hey, You’re doing great, You’re doing good, We thought you might want to know.

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**Progress Surveys: Early Alert (Opens Sept 26^{th} closes Oct 3^{rd})**

You DO NOT NEED TO set anything up within Starfish to complete Early Progress Reports (Progress Surveys)

Help Video: [Progress Survey](#)

Step 1: You will receive an email message alerting you that you have a pending Progress Survey

Step 2: Access Starfish from the college website

a. Starfish resource page – Click Logo on page

b. WVC Portal

c. WVC Go app

Step 3: You should see the notification for the Outstanding Progress Survey on your Home Page

- **Outstanding Progress Surveys:**

  a. Click on Survey Link

  b. Alternately you can Click on the [Starfish](#) (hamburger symbol) to access your dropdown menu

  c. Select Students from the dropdown menu

  d. Select **PROGRESS SURVEYS**

  e. For each student select a desired ✭ Kudos, 🚨 Flag or 🔄 Referral.
Kudo “Hey, you’re doing great” for the A - B students thus acknowledging their work but also recognizing they could benefit from resources. Instructor may add an individualized comment.

Kudo “You’re doing good work” for the C- B students. This lets students know that you acknowledge their efforts but that you recognize they too might benefit from support and resources. Instructor may add an individualized comment.

Kudo “I thought you might like to know” for the personal note of affirmation to a student. Use this if the other Kudos do not apply to this student. Instructor must add an individualized comment.

The flag “Looks like you are struggling” is for the D- C student. We need to acknowledge efforts and provide support and resources. The instructor can include specifics for why the students are not doing well in the comments section. Here they can I'd if they have missing assignments etc. Instructor may add an individualized comment.

Referral "In danger of failing" For the D - F students. Would initiate intervention from Counseling Services and provide information about support and Success Center resource links. Instructor must add an individualized comment.

Referral "Missing/Late/ Assignments/Exams " A very basic notification going to the student letting them know that counseling services will be reaching out to them. Instructor must add an individualized comment.

f. Starfish will autosave your changes.
g. Click Submit when survey is complete
h. You will not be able to re-access the surveys once they are submitted

What will the students will see?
Students will notified by Starfish through email of their instructors Progress Report Selections:

Kudo

SUBJECT LINE OF EMAIL [Starfish] Kudos! You’re doing great in [Course Title]
MESSAGE:
Dear [Student Name]

Your instructor, [Instructor name], has shared that “You're doing great” in the class right now. You are making strong progress toward your academic goals in <<course name>>.
Your instructor in <<course name>> may have provided comments:
Your My Support Network in Starfish has information and links to the many resources available to you. You can explore and connect with these resources through your Starfish Support Network. Alternately, you can also use the feature “Raise your Hand” on your Starfish Dashboard to identify the type of help you need so someone in that area can contact you.

Keep up the great work! Wishing you a successful semester,
Your WVC Support Network

⭐ Kudo

SUBJECT LINE OF EMAIL [Starfish] Kudos! You’re doing good work in [Course Title]
Message:
Dear [Student Name]

We thought you might want to know that your instructor in <<course name>> has shared “you’re doing good in the class right now.” You are starting off well.
Your instructor in <<course name>> may have provided comments:

Your My Support Network in Starfish has information and links to the many resources available to you. You can explore and connect with these resources through your Starfish Support Network. Alternately, you can also use the feature “Raise your Hand” on your Starfish Dashboard to identify the type of help you need so someone in that area can contact you.

Keep up the great work! Wishing you a successful semester,
Your WVC Support Network

⭐ Kudo

SUBJECT LINE OF EMAIL [Starfish] Kudos! Your instructor has a “I thought you might like to know” message for you in Introduction to Microbiology
Message:
Dear [Student Name]

We thought you might want to know that your instructor in <<course name>> has shared the following note for you “customized message from instructor.”

Your My Support Network in Starfish has information and links to the many resources available to you. You can explore and connect with these resources through your Starfish Support Network. Alternately, you can also use the feature “Raise your Hand” on your Starfish Dashboard to identify the type of help you need so someone in that area can contact you.

Wishing you a successful semester,
Your WVC Support Network

📕 The flag
We thought you might want to know that your instructor in <<course name>> has shared the following Flag for you “customized message from instructor.”

Your My Support Network in Starfish has information and links to the many resources available to you. You can explore and connect with these resources through your Starfish Support Network. Alternately, you can also use the feature “Raise Your Hand” on your Dashboards to ask for all types of help, especially if you do not know where to go to find it. Someone from Student Services will reach out to you to answer your question or direct you to where you can get support.

Wishing you a successful semester,

Your WVC Support Network

You are not yet progressing to a passing grade in <<course name>>. We know that there are many challenges and barriers that may make it difficult to be successful in a course. But you are not alone! Your instructor and counselors are here to direct you to available resources and help you make the necessary changes to improve your grade.

Your instructor in <<course name>> may have provided comments:

It is not too late to turn things around if you act quickly. Please reach out to your instructor. Your instructor has referred you to Counseling Services, please look for their efforts to reach out with you in your wvm.wvmmail, and respond!

Did you know that the Success Center at West Valley College has free, drop-in, in-person tutoring (M-Th) AND online tutoring (7 days/week)? The tutors are current and former WVC students who understand the
material, courses, and instructors at WVC and are ready to support you in your classes. Check out the weekly schedule here: http://www.westvalley.edu/services/success-center/schedule.html

Aside from course-specific assistance, they can also help you create an effective study plan, manage your time better, and plan out assignments; resources are also available for you to do these on your own time, too. All of this can be found in the "Success Center Support" shell on your Canvas dashboard—I hope you'll take advantage of this resource today and get the support you need.

Wishing you a successful semester,
Your WVC Support Network

**Referral**

**SUBJECT LINE OF EMAIL** [Starfish] You have an excessive amount of Missing/Late/Assignment/Exams in [Course Title]

**Message:**

Dear [Student Name] Excessive Absences

It seems that you have missed an excessive number of missing/late/assignments/exams classes in <<course name>>. We know that there are many challenges and barriers that may make it difficult to being successful in a course(s). But you are not alone! Your instructor and counselors are here to direct you to available resources and help you make the necessary changes to improve your attendance.

Your instructor in <<course name>> may have provided comments:

It is not too late to turn things around if you act quickly. Please reach out to your instructor. Your instructor has referred you to Counseling Services, please look for their efforts to reach out with you in your wvm.wvmmail, and respond!

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Wishing you a successful semester,
Your WVC Support Network