Starfish Academic Alert Training

Summer 2016

****Find the most up-to-date Starfish Academic Alert instructions at www.rit.edu/earlyalert**

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Starfish @ RIT email: earlyalert@rit.edu
Starfish @RIT site: www.rit.edu/earlyalert
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a. Access Starfish

All users are able to access the **Starfish** system through two portals: **myCourses** and **SIS**
IMPORTANT: You must disable the pop-up blocker in all browsers.

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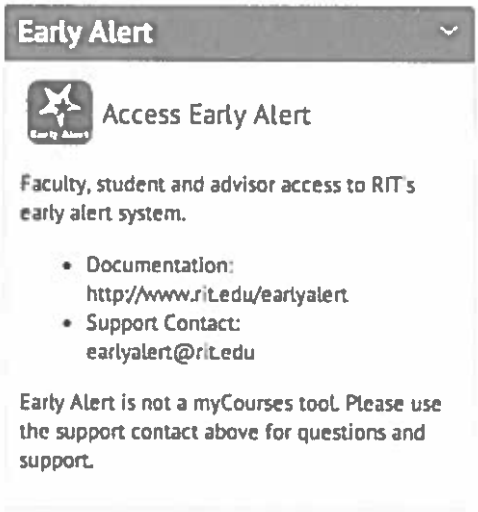
1. To access Starfish through **myCourses**
    a. Navigate to www.mycourses.rit.edu
    b. Login using your RIT username and password
    c. Click on the **Access Early Alert** link on the right hand side of the page



2. To access Starfish through **SIS**
    a. Navigate to www.rit.edu/sis
    b. Click on **Student Information System**
    c. Login using your RIT username and password
    d. Click on the blue Starfish icon; icons are present on Faculty Center, Advisor Center and Student Center pages

3. This will bring you to the Starfish homepage. From here you can update your profile, view recent flag activity and navigate to your studen t list or progress surveys.

b. Configure Your Profile

The **"Institutional Profile"** page is a place where users can update contact information. Instructor and advisor pictures, RIT email addresses, and phone numbers will be visible to students. Instructor and advisor cell phone numbers, alternate email addresses, and video phone numbers will NOT be visible to students.

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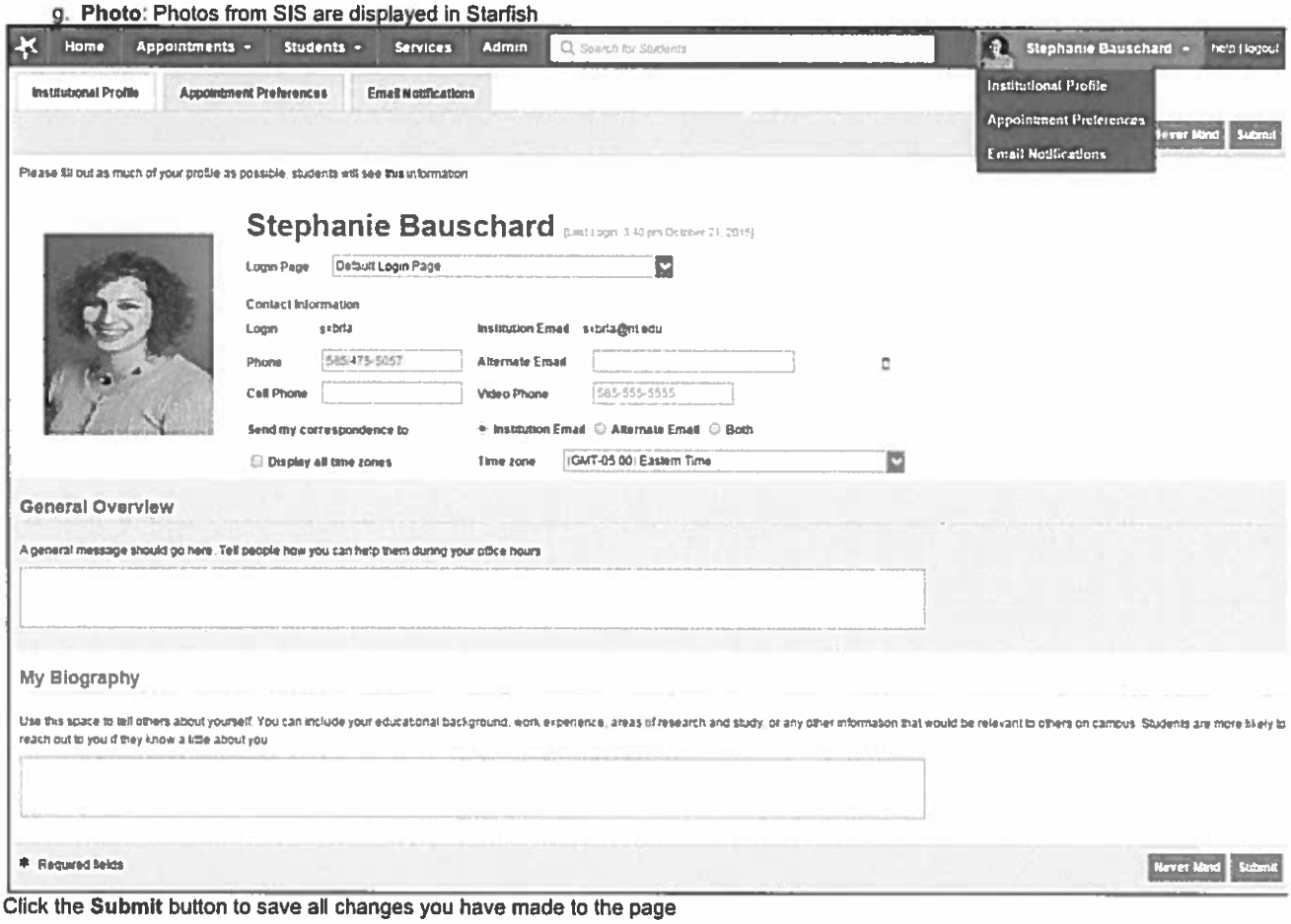
1. Access Starfish through:
    a. myCourses by clicking the **Access Early Alert** link or
    b. SIS by clicking the blue Starfish button in your faculty/advisor center

2. From the Starfish homepage, click the **drop-down menu** by your a name (upper right corner of the screen), and select **Institutional Profile**
3. **Edit** your information:
    a. **Login Page**: You can select the MyStudents tab or the Tracking tab to be your default landing page upon login
    b. **Phone**: This information is pulled from SIS, if it's inaccurate you can update in the box
    c. **Cell Phone**: If your cell phone is stored in SIS, it will display here. Students will *not* have access to your cell phone number
    d. **Video Phone**: If you have a video phone, you may enter the information here. This number *does* display for students
    e. **Institutional Email**: If you have multiple RIT email addresses, the first address in alpha order will display as your "Institutional Email"
    f. **Alternate Email:** If you prefer to use a different RIT email address, add the address and then select "Alternate Email" or "Both"
    g. **Photo**: Photos from SIS are displayed in Starfish



4. Click the **Submit** button to save all changes you have made to the page

c. Configure E-mail Notifications

The **"Email Notifications"** page is a place where users can update their notification preferences. The default setting delivers the **daily digest** da ily at 1am. Please note that the delivery time is not exact, but the daily digest should be delivered within an hour of your selected time.

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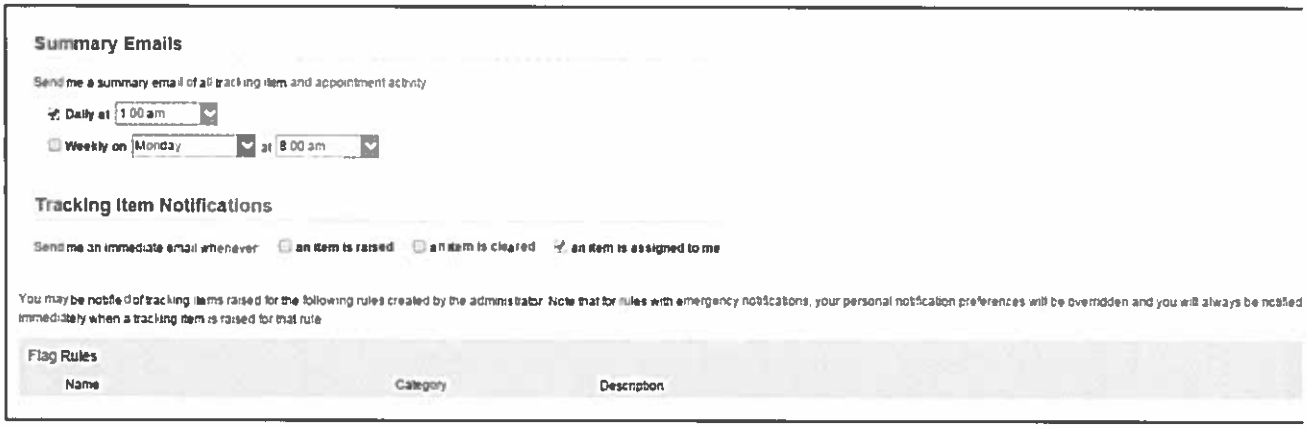
1. Access Starfish through:
   a. myCourses by clicking the **Access Early Alert** link or
   b. SIS by clicking the blue Starfish button in your faculty/advisor center

2. From the Starfish homepage, click the **drop-down menu** by your a name (upper right corner of the screen), and select **Email Notifications**



3. Under **Tracking Item Notifications**, set your preferences for when you want to be notified of flags
   a. Check the **Daily** box
   b. Select the time you would like your digest delivered, it is recommended to select a time after 6am
   c. Faculty Advisors can opt-out of the daily digest by un-checking both the Daily and Weekly boxes
4. Click the **Submit** button

d. My Students Tab (Student List)

The **My Students** tab provides you a list of all the students with whom you have a connection. You can view your list by a specific role or connection or your entire list at once (All My Students). This tab is useful in searching for a specific student or if you want to view students in a particular course.

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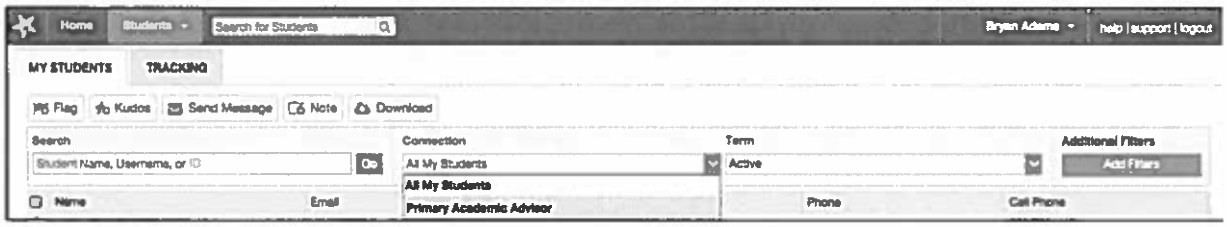
1. Access Starfish through:
    a. myCourses by clicking the **Access Early Alert** link or
    b. SIS by clicking the blue Starfish button in your faculty/advisor center

2. From the Starfish homepage, click the **Students** drop-down in the top navigation
3. Select **My Students** to view a list of all undergraduate students to whom you have a connection

4. **Search** for an individual student on the My Students tab by:
    a. Student name: type the student's name into the **Search** field
    b. **Connection**: select your connection to the student (by class or role)



5. **Term**: choose a specific term or select **Active** for the current term
6. Select **Add Filters** to search by more detail
    a. Tracking items
    b. Cohorts & Relationships
    c. Attributes (accessible only if you have an advisor connection with the student):
        i. Academic Standing
        ii. Attempted Credits
        iii. Campus
        iv. Class level (year level)
        v. Completed Credits
        vi. Cumulative GPA
        vii. Honors Program
        viii. Major
        ix. Minor
        x. Program Name

IMPORTANT: If there is a yellow checkmark visible by the Additional Filters header, a filter is currently in place. You can clear the filters by clicking the blue (X) under the yellow checkmark or by clicking on the **Clear All Filters button** in the Additional Filters window. You will need to clear the filters before using the search feature again or to view your entire student list.

e. Tracking Tab (Alerts)

The **Tracking Tab** provides a comprehensive list of all the alerts and kudos that have been sent to students with whom you have a connection. You can view the list by student, by a specific role or connection, or by creation date. This tab is useful for when you want to add a comment to a flag, clear the flag or close the loop.

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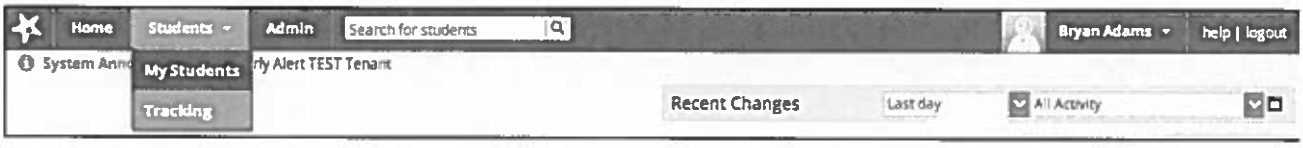
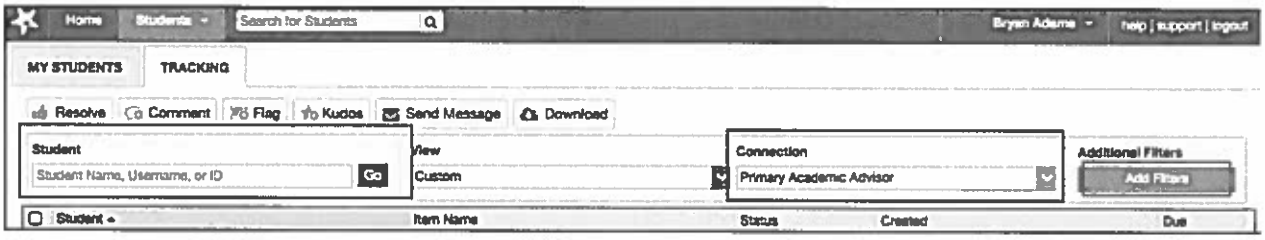
1. Access Starfish through:
    a. myCourses by clicking the **Access Early Alert** link or
    b. SIS by clicking the blue Starfish button in your faculty/advisor center

2. From the Starfish homepage, click the **Students** drop-down in the top navigation
3. Select **Tracking** to view individual alerts your students have received



4. **Search** for individual student flags/kudos by:
    a. **Student Name:** type the student's name into the **Student** field
    b. **Column Headers:** you can sort the list by **student name, item name, flag status, creation date or context** (course name)
    c. **Connection:** select your connection to the student (list of your connections with students by class or advising role)
    d. **Additional Filters:** allow you to search by more detail
        i. Tracking items
        ii. Cohorts & Relationships
        iii. Attributes (accessible only if you have an advisor connection with the student):
            1. Academic Standing
            2. Attempted Credits
            3. Campus
            4. Class level (year level)
            5. Completed Credits
            6. Cumulative GPA
            7. Honors Program
            8. Major
            9. Minor
            10. Program Name (college)

IMPORTANT: If there is a yellow checkmark visible by the Additional Filters header, a filter is currently in place. You can clear the filters by clicking the **blue (X)** under the yellow checkmark or by clicking on the **Clear All Filters button** in the Additional Filters window. You will need to clear the filters before using the search feature again or to view your entire tracking list.



f. View a Student Folder

The **Student Folder** allows users to view student information, courses, tracking items, and notes based on your connection with the student. Advisors (faculty, academic and support) are able to view all information. Instructors are able to see information related to the course they teach.

IMPORTANT: Student information is imported nightly from SIS to Starfish. SIS is the system of record and will remain the most accurate place to look up student information.

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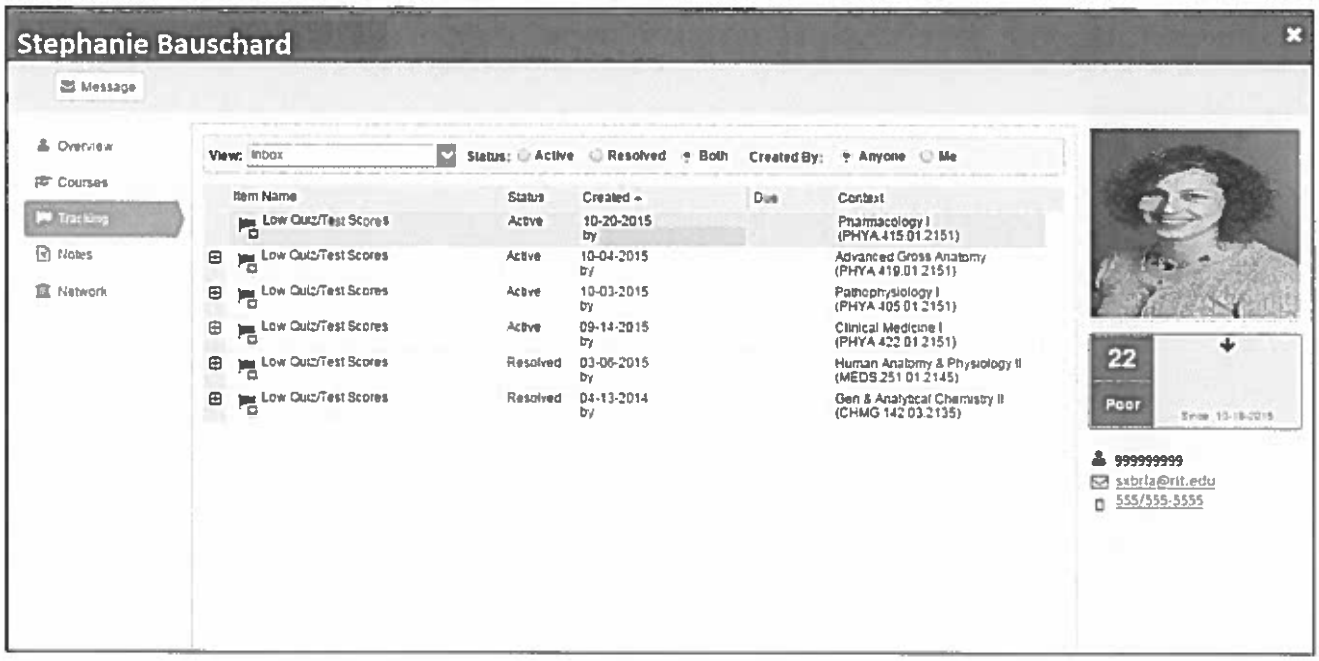
1. Access Starfish through:
   a. myCourses by clicking the **Access Early Alert** link or
   b. SIS by clicking the blue Starfish button in your faculty/advisor center

2. **Student Folders** are accessible from any place the student's name is a hyperlink.
   The most common place you will access a student folder is from the **My Students** or **Tracking** tabs.

3. Clicking on a student names brings you to the **student folder**. Depending on your **connection** with the student, you will find:
   a. Overview - General information about the student
   b. Courses - A list of the students courses (can be viewed by term)
   c. Tracking - A list of all the alerts a student has received (can be sorted by active, resolved, or both as well as term)
   d. Notes - A comprehensive list of tracking item comments, notes, and messages in the student folder
   e. Network - A list of the students course instructors and advisors assigned by committee in SIS (current and previous terms)
4. From the student folder you can:
   a. Add a **Flag**
   b. Add a **Comment**
   c. Send a **Message**
5. Select the **Tracking tab** (in the student folder) to see a list of flags and details of the flag(s)
   a. Click the **arrow** icon on the flag to access the **Flag Menu**

b. From the Flag Menu you can **Add Comment** or **Clear Flag**

c. Click the "+" to see additional comments



g. Completing a Progress Survey

The **Progress Survey** allows an instructor to send alerts related to four different aspects of academic performance (attendance, participation, assignments, and tests). Each aspect identified as a concern will generate its own standardized email directly to the student.

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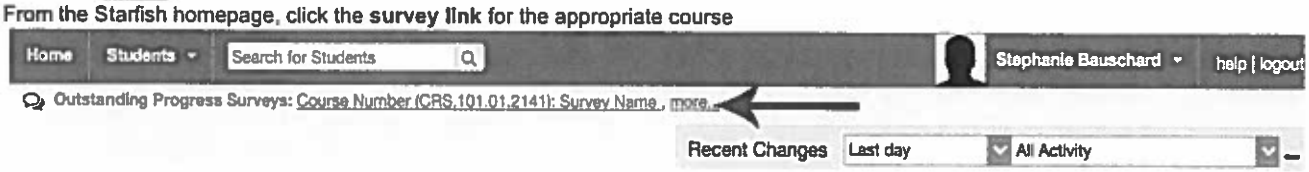
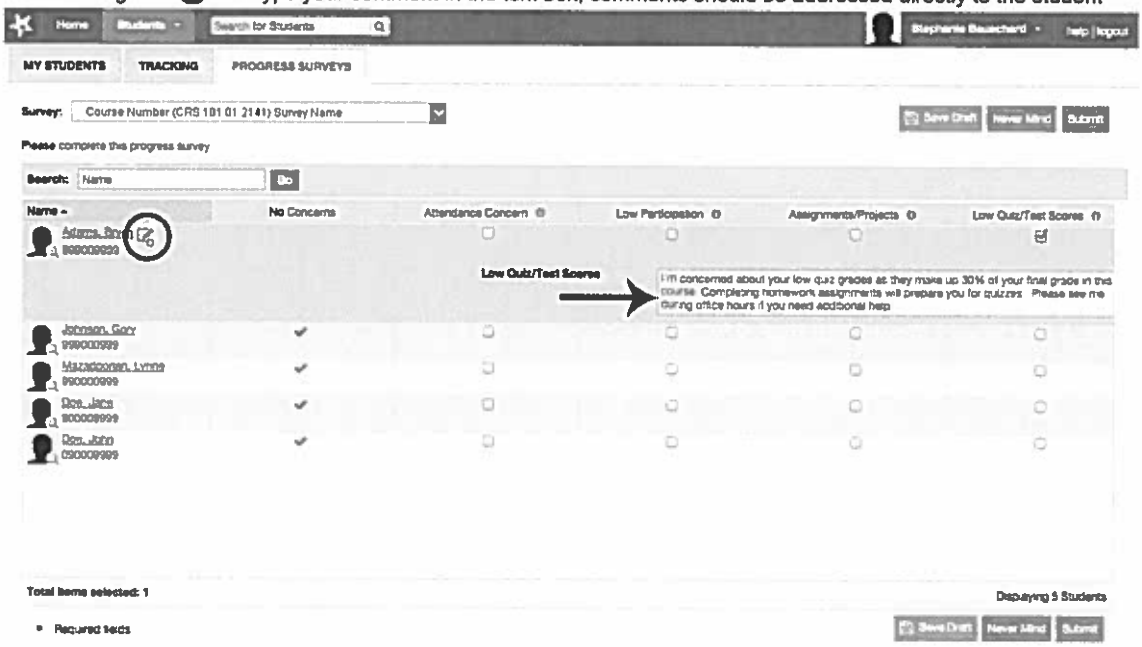
1. Access Starfish through:
   a. myCourses by clicking the **Access Early Alert** link or
   b. SIS by clicking the blue Starfish button in your faculty/advisor center

2. From the Starfish homepage, click the **survey link** for the appropriate course



3. Complete the progress survey
   a. For each student on the class roster, check the box for the area that you are most concerned
      i. When you select a tracking item in the survey, a green ⊕ will appear by the students name
      ii. Click on the green ⊕ and type your comment in the text box, comments should be addressed directly to the student



   b. **If you do not have concerns about a student,** do not check anything, leave the default "No Concerns" checked, no email is sent to the student
4. Once you have completed the survey, click **Submit**
   a. There is a **"Save Draft"** option if you do not have time to complete a survey in one sitting **IMPORTANT:** Saved drafts do not get submitted when the survey closes, instructors must click submit before the survey closes for alerts to be sent to the student(s)
   b. After a survey is submitted it cannot be re-opened, however you can still **raise a flag** and send an alert to a student
   c. If there are no students in the course who need an alert, you still need to submit the survey so it is recorded as viewed/complete

h. Raise a Flag or Kudo

Raising a Flag or Kudo allows an instructor to send a performance update directly to the student. The system will generate a standardized email that is sent directly to the student. Flags and Kudos can be sent at anytime during the semester.

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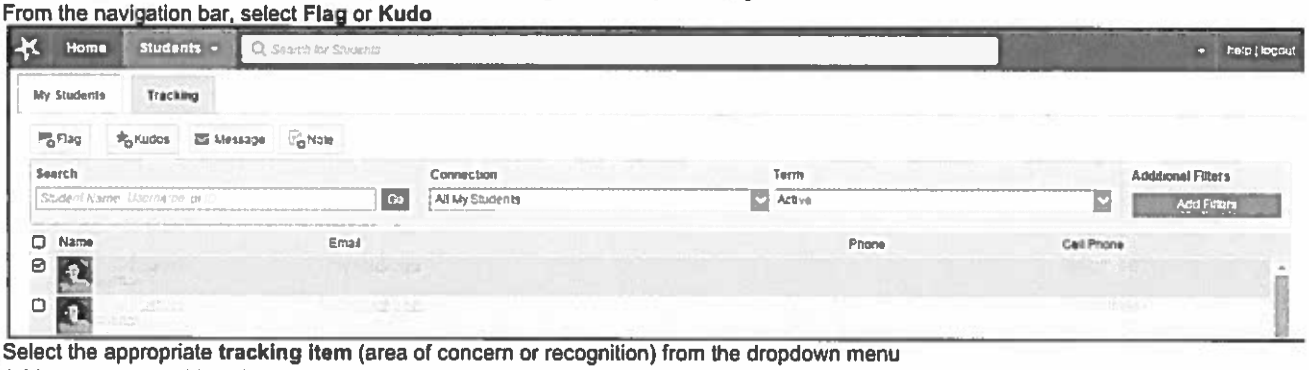
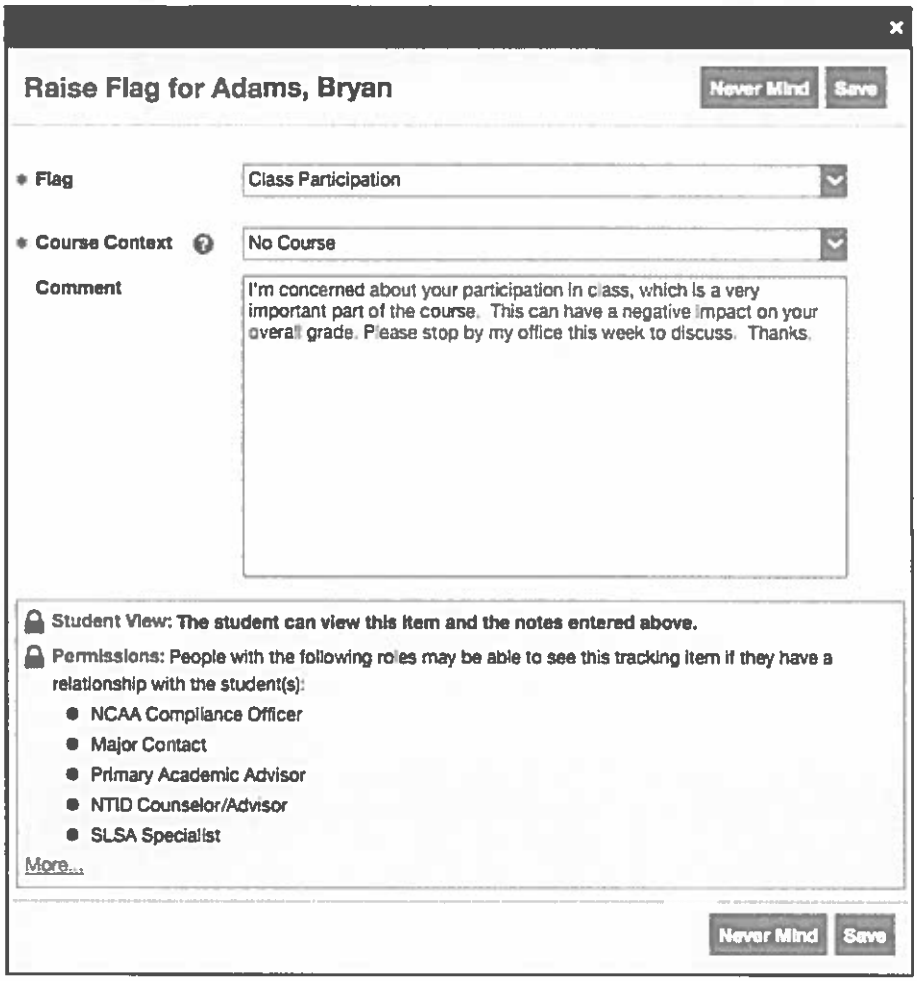
1. Access Starfish through:
   a. myCourses by clicking the **Access Early Alert** link or
   b. SIS by clicking the blue Starfish button in your faculty/advisor center

2. From the Starfish homepage, click the **Students** drop-down in the top navigation
3. Select **My Students** to view a list of all undergraduate students to whom you have a connections

4. From **My Students** or the **Student Folder** you can manually raise a flag or kudo at any point during the term
5. From **My Students**, select the student(s) to receive a Flag or Kudo by checking the box next to their name
6. From the navigation bar, select **Flag** or **Kudo**



7. Select the appropriate **tracking item** (area of concern or recognition) from the dropdown menu
8. Add **comments,** addressing them to the student, these comments will be sent to the student in an automated email (you can see sample emails on the Early Alert Communications page)
9. Select the related course from the **Course Context** dropdown menu



10. Click **Save** to submit and the appropriate communication will be sent to the student

i. Comment on a Flag

Instructors and advisors (faculty, academic and support) can **add comments** to flags that have been raised. Information appropriate for a comment includes updates about the students performance in the course, a recap of a meeting with a student about the flag and/or any additional information related to the flag. When adding comments, instructors and advisors are encouraged to address the comment directly to the student and send the student a copy of it (see below for instructions on how to send to the student).

IMPORTANT: Information entered in the Starfish system is disclosable under FERPA. If a student requests to view their educational record, information from the Starfish system may be requested.

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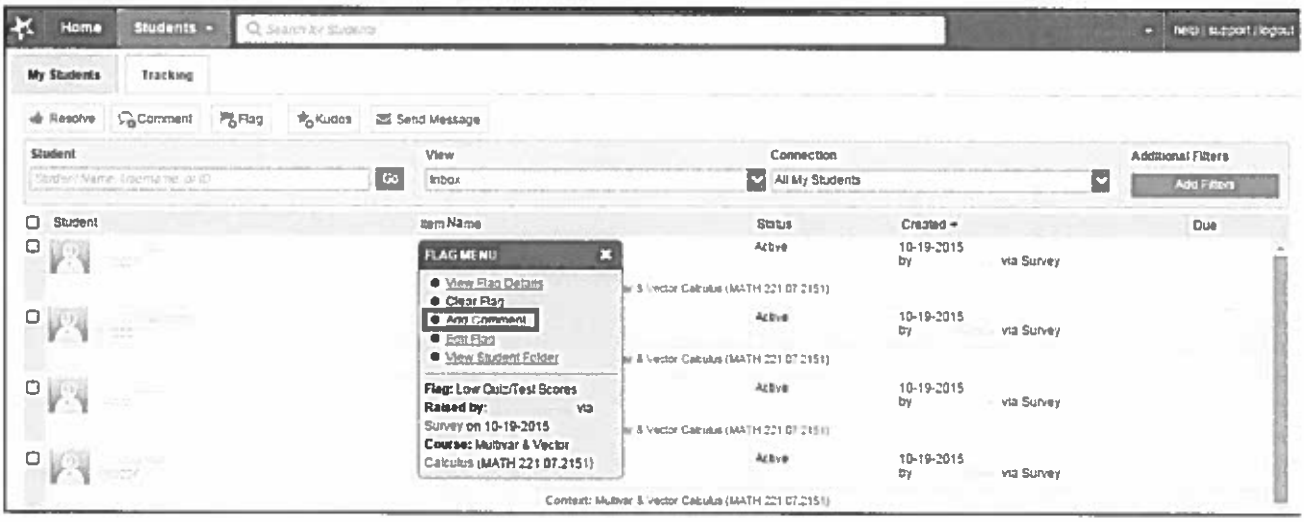
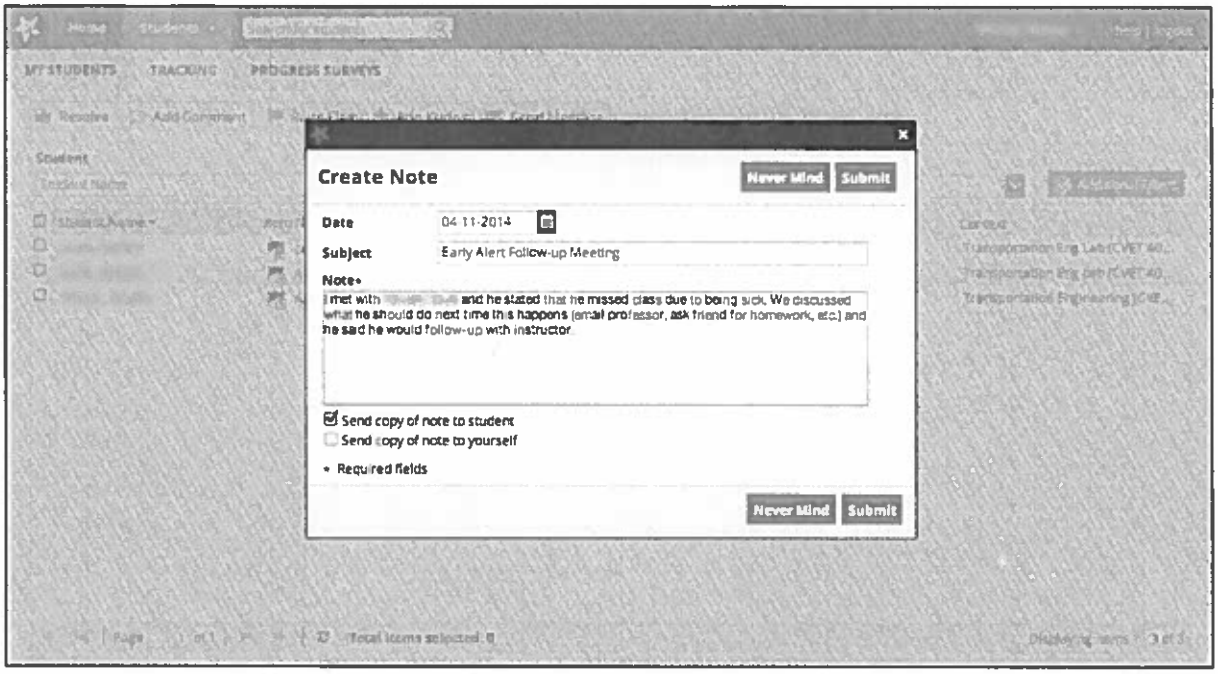
1. Access Starfish through:
    a. myCourses by clicking the 'Access Early Alert' link or
    b. SIS by clicking the blue Starfish button in your faculty/advisor center

2. Click the arrow next to **Students** in the top navigation
3. Select the **Tracking** tab

4. Search by **Student** or your **Connection** to the student
5.
    a. Click on the blue flag icon by the alert you want to close, the Flag Menu will appear
    b. Select **Add Comment** (Do not use the Edit Flag function)



6. Enter appropriate subject and note
    a. Should be clear, supportive, and specific to the alert
    b. Avoid evaluative language



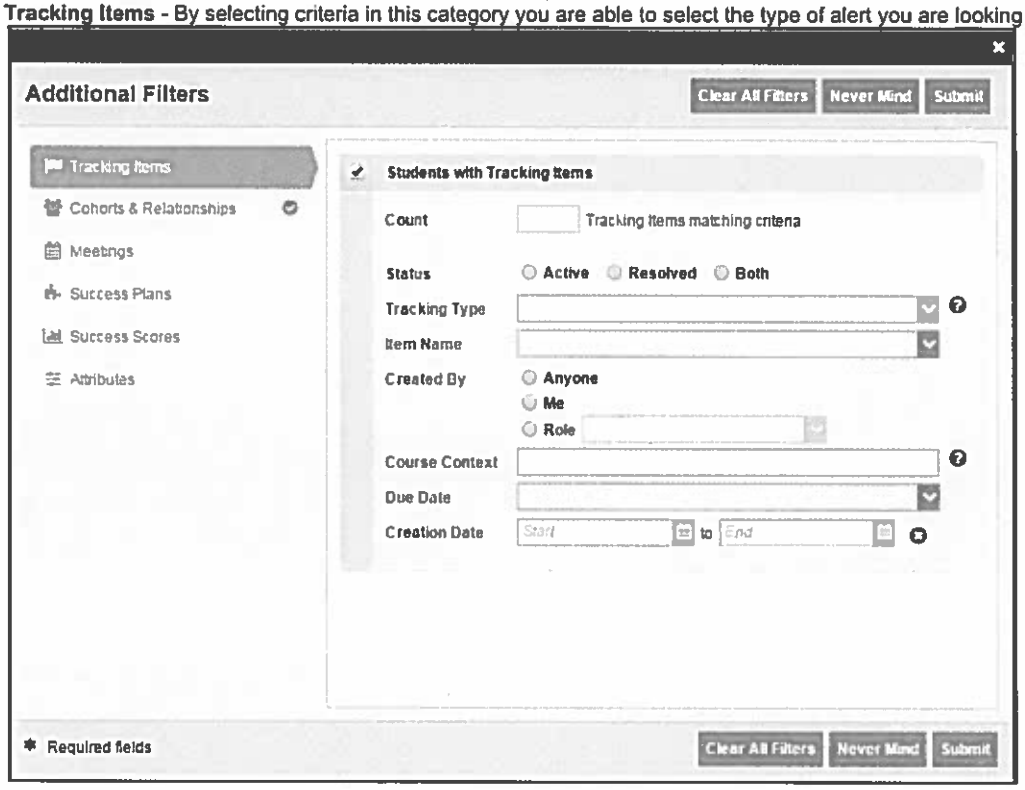
7. **Check the appropriate box(es)** to indicate who should be copied on the communication (communication will be emailed directly to those indicated)
8. Click **Submit** and the comment will be added to the flag and emails will be sent to those selected

j. Additional Filters

Additional Filters allow a user to display a group of students (from the My Students tab) or alerts (from the Tracking tab) by selecting one or more search criteria. The criteria are all optional and listed below. Because this search combines criteria, it is recommended that you only select criteria that you are sure about. The results displayed must meet all of the criteria selected.

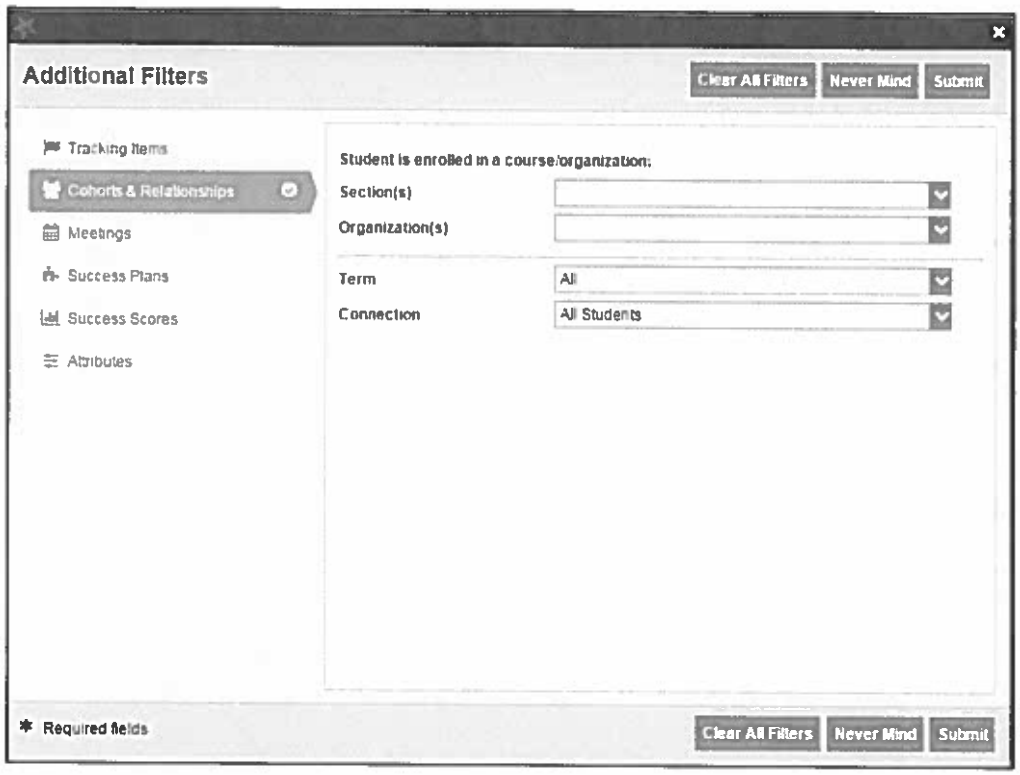
IMPORTANT: When a filter is in place, a yellow checkmark will be visible next to the Additional Filters header. To remove ALL filters click the blue (X) below the yellow checkmark.

1. From the **My Students** tab or **Tracking** tab, click the **Add Filters** button
2. The **Additional Filters** window will open
3. Select the criteria of the students or alerts you would like to display.
   a. **Tracking Items** - By selecting criteria in this category you are able to select the type of alert you are looking for:



      i. Check the box next to **Students with tracking Items** (this is not necessary from the Tracking Tab filter, it is already selected for you)
      ii. **Status**
         1. **Active** = find tracking items (alerts) that are still active
         2. **Resolved** = find tracking items (alerts) that are resolved (have been cleared)
         3. **Both** = find all tracking items (alerts) whether they are active or resolved
      iii. **Tracking Type**
         1. **Flag** = find tracking items that are Flags (alerts)
         2. **Kudos** = find tracking items that are Kudos (positive notifications)
      iv. **Item Name**
         1. In the dropdown box, check the box(es) for the type of tracking items you would like to be displayed. This dropdown will include all tracking items that the user can raise/view based on their role.
      v. **Created By**
         1. **Anyone** - finds tracking items raised by anyone (access to view tracking items is based on role)
         2. **Me** - finds tracking items raised just by the user
         3. **Role** - tracking items are raised by Instructors only, therefore the only option in this dropdown that will produce results will be "Instructor"
      vi. **Select Course Context**
         1. Typing in a course prefix will find all courses in that discipline, for example MATH with display all tracking items with MATH in the course name
      vii. Due Date - RIT does not use this feature
      viii. **Creation Date** - By selecting a Start and End date you are able to display tracking items that were created within a specific time frame
         1. Enter **Start** date
         2. Enter **End** date

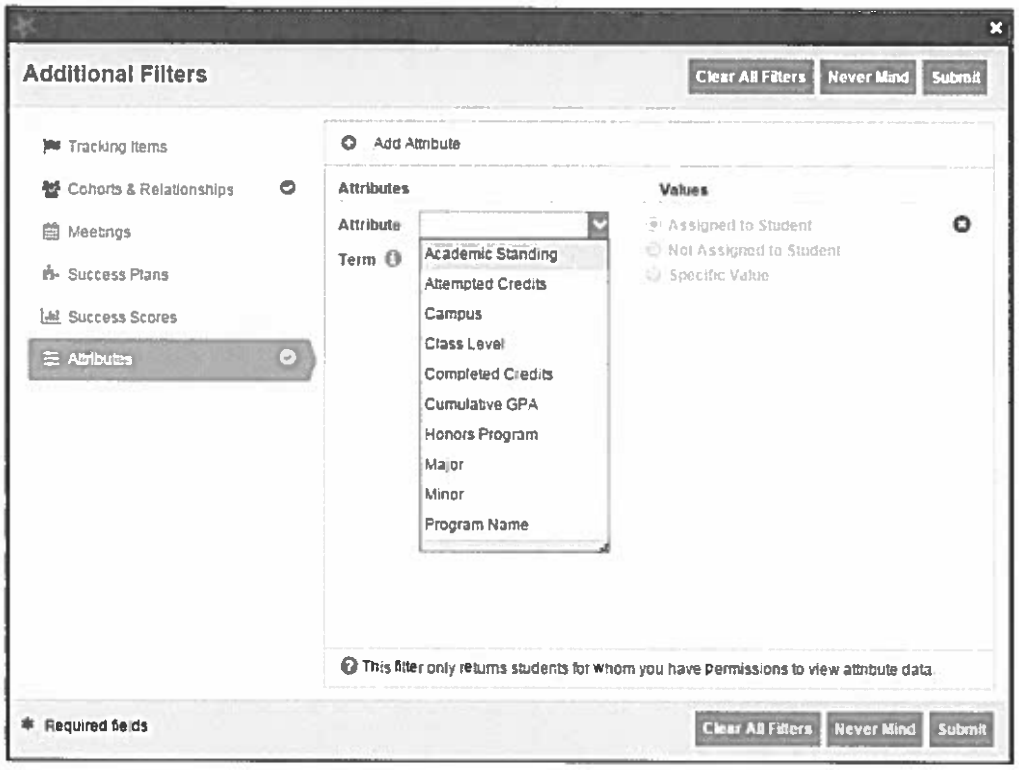
   b. **Cohorts & Relationships** - By selecting criteria in this category you are able to select which students you are looking for:



i. Course/Organization Name or ID - RIT does not use this feature
ii. Select the **Term** for your search
    1. **Active** = current term
    2. **All** = all terms for which you have data
    3. Individual term = selects only one term, for example **"2131- Fall Semester"**
iii. Select a **Connection**
    1. **All My Students** = find all students to whom you have a connection
    2. Role Specific = find all students to whom you have a connection for a specific role, for example **Instructor, Primary Academic Advisor, College Contact, Department Contact, Major Contact**
    3. Course Specific = find all students in a specific course, for example **"Math.171.04.2135"**

c. Success Plans - RIT does not currently use this feature

d. **Attributes -** Only those with an advisor role (academic, faculty, support) will be able to use this filter due their ability to view student attribute data



i. Click the **Add Attribute** button

ii. From the **Attribute** dropdown select an attribute you would like displayed

1. **Academic Standing** - From the **Value** list, select **Specific Value** and then select one of the following:
   a. GOOD = in good standing
   b. PR1 = first probation
   c. PR2 = Second probation
   d. SUS = suspended
2. **Attempted Credits** - From the **Value** list, select **Specific Value,** this will result in two fields appearing
   a. The first field is a drop down where you can select greater than (>), less than (<), equal to (=) or not equal to ()
   b. In the second field type in the numerical value desired
3. **Campus** - From the **Value** list, select **Specific Value** and then select one of the following:
   a. CROAT = RIT Croatia
   b. DOMRP = PUCMM (Dominican Republic)
   c. DUBAI = RIT Dubai
   d. KOSOV = A.U.K.
   e. MAIN = RIT Rochester
   f. ONLINE = Online only students
4. **Class Level** - From the **Value** list, select **Specific Value,** this will result in two fields appearing
   a. The first field is a drop down where you can select greater than (>), less than (<), equal to (=) or not equal to ()
   b. In the second field type in the numerical value desired
5. **Completed Credits** -From the **Value** list, select **Specific Value,** this will result in two fields appearing
   a. The first field is a drop down where you can select greater than (>), less than (<), equal to (=) or not equal to ()
   b. In the second field type in the numerical value desired
6. **Cumulative GPA** -From the **Value** list, select **Specific Value,** this will result in two fields appearing
   a. The first field is a drop down where you can select greater than (>), less than (<), equal to (=) or not equal to ()
   b. In the second field type in the numerical value desired
7. **Honors Program** - From the **Value** list, select **Assigned to Student** (or Not Assigned to Student if you want to find all students NOT in the Honors program)
8. **Major**
   a. From the **Value** list, select **Specific Value** and then enter the major code in the text box, in the following format: UCOS-APPSTAT-BS
9. **Minor**
   a. From the **Value** list, select **Specific Value** and then enter the entire minor code in the text box, in the following format: UCOS-ECON-MN

b. If a student has more than one minor they will not show up when using the minor attribute filter

10. **Program Name**

a. From the **Value** list, select **Specific Value** and then enter the undergraduate program code in the text box, in the following format: UCOE

iii. You can add another attribute by clicking the **Add Attribute** button again

iv. When you have made all of your selections, click **Submit** (REMINDER: This is an "And" search which means the results must meet all of the criteria selected.)

e. **Clear Filter** - To remove all criteria be sure to click the Clear Filter button

You can also clear a filter from your Student list or Tracking list. Click on the "X" next to "Edit Filters" and your full list will be restored.

k. Clear Flag (Instructor)

Instructors can use the **Clear Flag or Resolve** function to indicate that a student has addressed the concern raised in the initial flag. Comments added when clearing the flag should indicate the reason(s) for clearing the flag.

IMPORTANT: Information entered in the Starfish system is disclosable under FERPA. If a student requests to view their educational record, information from the Early Alert system may be requested.

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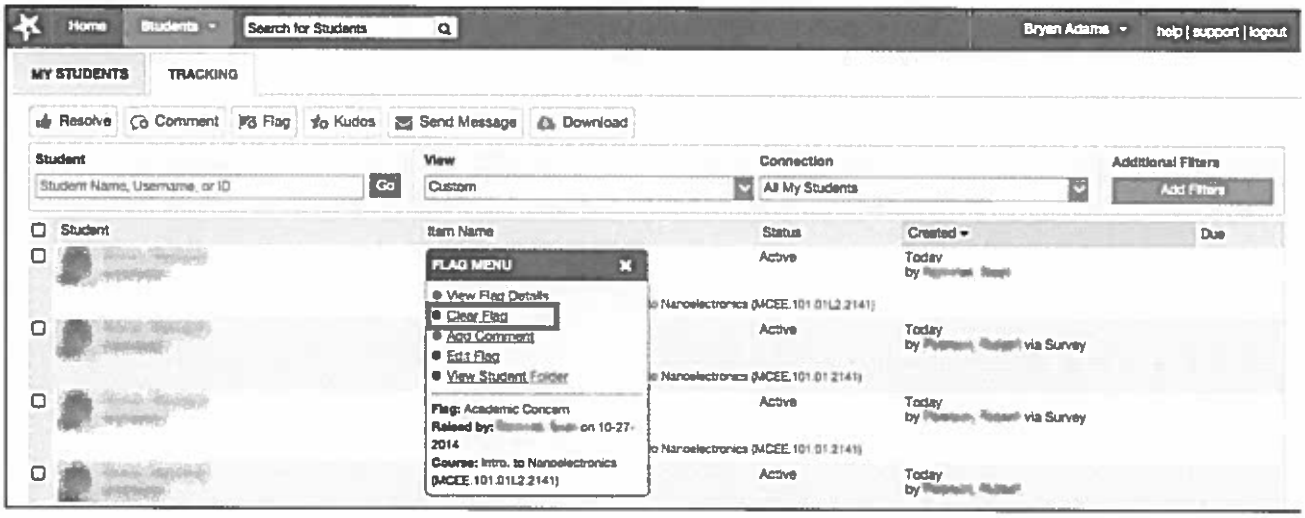
1. Access Starfish through:
    a. myCourses by clicking the **Access Early Alert** link or
    b. SIS by clicking the blue Starfish button in your faculty/advisor center

From the Starfish homepage, click the **Students** drop-down arrow in the top navigation

1. Select the **Tracking** tab

2. Search by **Student** or your **Connection** to the student
3. Click on the blue flag icon by the alert you want to close, the Flag Menu will appear
4. Select **Clear Flag** (Do not use the Edit Flag function)



5. Enter appropriate comments
    a. Indicate reasons you are clearing the flag and document contact with student
    b. Comments should be clear, supportive, and specific to the alert
    c. Avoid evaluative language
6. Click **Submit**, the flag will now show as resolved and an update will be included in the advisor's Daily Digest

I. Clear Flag/Close the Loop (Advisor)

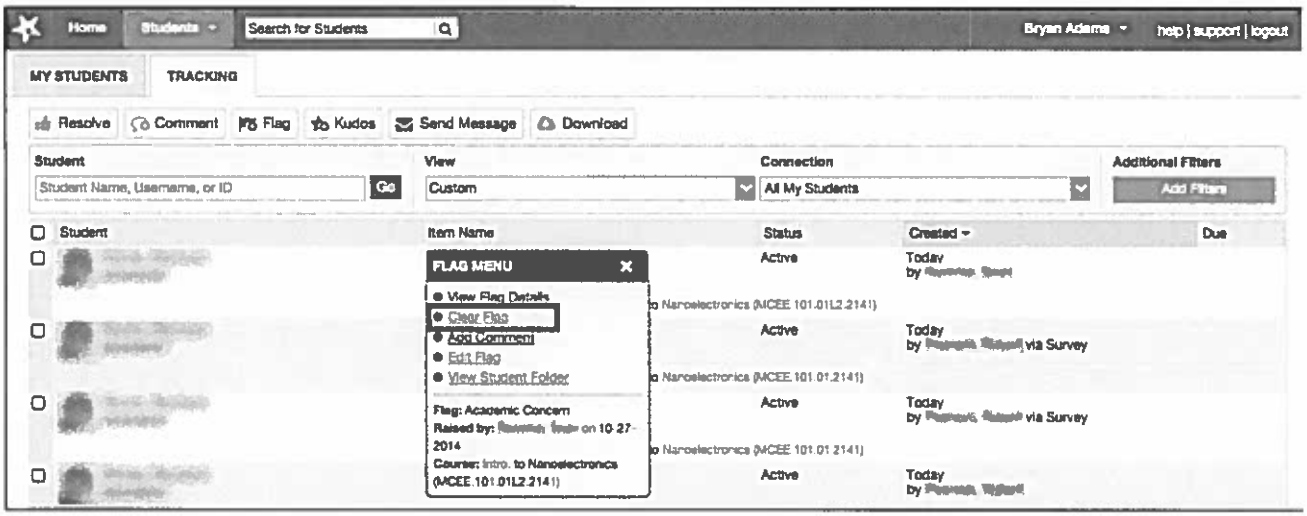
Advisors can use the **Clear Flag** function to indicate that students have addressed the concern raised. By adding a comment in the Close the Loop text box, an email is sent to the instructor who raised the flag indicating the reason(s) for clearing the flag.

Clear Flag (for advisor use)

1. Access Starfish through:
    a. myCourses by clicking the **Access Early Alert** link or
    b. SIS by clicking the blue Starfish button in your faculty/advisor center

2. From the Starfish homepage, click the **Student** dropdown arrow in the top navigation
3. Select the **Tracking** tab

4. Search by **Student** or your **Connection** to the student
5. Click on the blue flag by the alert you want to close, the Flag Menu will appear
6. Select **Clear Flag** (Do not use the Edit Flag function)



7. Leave the top comment section empty
8. In the **Close the Loop** text box enter appropriate comments
    a. This information will be emailed directly to the flag raiser/instructor when the comment is submitted
    b. Indicate reasons you are clearing the flag and document contact with student
    c. Comments should be clear, supportive, and specific to the alert
    d. Avoid evaluative language
9. Click **Submit** to clear the flag and send an email notification to the flag raiser/instructor

Mark 1 Flag as Cleared

Never Mind | Submit

Are you sure you want to mark the Low Quiz/Test Scores flag for Bryan Adams as cleared?

Comment:
Add comments indicating why the flag is being marked as cleared.

Close the Loop:

Write a message in the field below to the person who created the flag (Hanna, Frank) to let them know that the flag is being marked as cleared and why. If this field is left blank, no message will be sent.

I met with Bryan and he informed me that he met with some peer tutors and feels confident that his exam scores will improve.

Never Mind | Submit

m. Sample E-mail to Students (notes)

Low Quiz/Test Scores to Student

When you send an alert to a student, the system will generate a standardized email directly to the student from your email address.

From: sxbrla@rit.edu
ReplyTo: sxbrla@rit.edu
Subject: Academic Alert for Jane Smith in Microbiology

Your name (as it appears in SIS), the student's name, and the name of the course are auto-populated in the

Dear Jane,

Your instructor, Stephanie Bauschard, raised an academic alert concerning low quiz/test scores in Microbiology. Please contact your instructor as soon as possible to discuss your recent performance. This alert has also been shared with your academic advisor.

Instructor comments:

Your personalized comments to the student(s) will be shown in the 'Instructor comments' section of the email. You can add comments in a progress survey or when using the 'Raise Flag'

Jane,
I'd really like to talk with you about your most recent test and discuss strategies to help you prepare for the one that you'll be taking in a few weeks. Please stop by my office hours this week so we can talk.

Prof. Bauschard

Quizzes and tests help measure understanding of course content and are an important component of your final grade.

We recommend you utilize the following RIT resources:

- Primary Academic Advisor and/or NTID Counselor/Advisor – contact information can be found in your SIS Student Center
- Academic support resources for:
  - RIT students - Academic Support Center www.rit.edu/asc
  - NTID supported students – NTID Learning Consortium www.ntid.rit.edu/nlc/

The Early Alert system is made available to students, advisors and instructors through the division of Academic Affairs. It is designed to help you succeed at RIT by connecting you with support and resources. If you have questions about the Early Alert system, please contact us at earlyalert@rit.edu