

Instructor and Advisor Start Guide

Starfish Early Alert

Welcome!

Student Success Network, powered by *Starfish*, gives you a convenient way to connect your students with support services by raising flags when you observe a concerning pattern of behavior, altering the appropriate individuals on campus who can intervene.

Getting started is easy. Begin by logging into my.newschool.edu and then select the faculty or employee tab. There is a "login" button under the Student Success Network heading that will take you directly to Starfish, if you have pop-ups enabled. After you set up your profile, your assigned or enrolled students will automatically be displayed. From there, you can begin to raise flags about students, review the status of flags that you have raised about your students, and provide additional information.

Complete Your Profile

Some of your profile, such as your contact information, is automatically populated. Other parts of your profile, such as your cell phone number, can be entered by you.

- Click on your name in the upper right hand corner.
- You can choose the default page you want displayed when you log in.
- Enter an alternative cell or phone number, if you wish to share them with students.
- Complete the General Overview and My Biography sections, if pertinent.
- Click Email Notifications. Under Tracking Item Notifications, select how often the system will email you a digest
 of flag activity for your students.
- Click the Save button.

Raising a Flag

When you have a concern with a particular student, raise a flag to communicate your observations to the appropriate individuals.

- Click on the Students navigation item and select the current term to see all of your students.
- Find the student you want to raise a flag for by searching for their name or paging through the students. Click on the student's name to bring up the student's folder. Note: Anywhere you see a student's name as a link it will take you to his or her folder.
- When you click on the Raise Flag button, a list of flags that can be raised and viewed by you is displayed.
- Select the appropriate flag and enter any relevant comments. Note that any comments entered on a Flag are disclosable to the student under FERPA and some may be viewable by the student.
- Click the Save button.
- The appropriate individuals will be automatically notified.





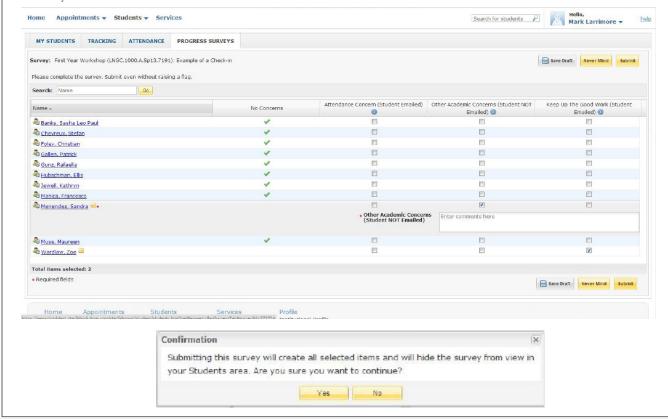
Check-ins (Progress Surveys)

Flags can also be raised by submitting a check-in, this is referred to as *Progress Survey* by *Starfish*. You will receive an email from studentsuccess@newschool.edu as a reminder when there is a new survey for you to complete.

- Click on the Students tab and then choose the Progress Surveys tab.
- Check the boxes to raise concerns about certain students.
- Click Submit when you are finished.

You may be asked to submit more than one survey if you are teaching more than one course. They will be listed in a drop-down menu on the *Progress Surveys* tab.

For more details on completing check-ins, please see the guide or youtube tutorial on the faculty tab of your my.newschool.edu account.



Resolving a Flag

There are two ways to resolve flags.

- For a single flag: When viewing an item in the student tracking list, or on your *Starfish* dashboard, select the menu icon to the left of the flag. Then, select the action you wish to take (clear flag).
- For multiple flags: You must be in the student tracking list. Use the checkboxes next to the student names to select flags to be resolved. Select the Resolve link in the action bar at the top of the page.

For more details on resolving a flag, please see the guide on the faculty tab of your my.newschool.edu account.



Frequently Asked Questions

• What information is available on a student?

Anytime you see a student's name as a hyperlink, in an email, or on your dashboard, this hyperlink takes you to the student's folder. The student folder contains a) the student's contact information, b) any appointment history with you, c) notes recorded by you or shared with you, and d) flags that you have raised in Starfish for that student.

Having trouble? Want to learn more? Contact studentsuccess@newschool.edu or the advising office for your division.