Welcome!

*Student Success Network,* powered by *Starfish,* gives you a convenient way to set up office hours so that your students can make appointments with you and let you know why they want to meet.

**Getting started is easy.** Begin by logging into my.newschool.edu and then select the faculty or employee tab. There will be a button under the Student Success Network heading that will take you directly to Starfish. You must have pop-ups enabled in your browser to access Starfish. After you set up your profile, your assigned or enrolled students will automatically be displayed. From there, you can begin creating your office hours, making referrals, and taking attendance.

**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.
- Complete the General Overview and My Biography sections, if pertinent.
- Click the Save button.

**Taking Attendance in Starfish**

To help you meet your requirement to record attendance in your course(s), The New School asks that you take attendance for onsite and online courses in Starfish. This software aids in University efforts to identify attendance issues early and intervene before the behavior becomes habituated. In addition as an institution that receives federal aid, the *Department of Education (DOE)* requires The New School to accurately report on students’ last date of attendance for federal aid recipients in a timely manner in order to determine students’ federal aid refunds. Starfish is a quick and easy tool to help faculty meet their requirement to record attendance.

Here is an introduction to Starfish:

- Starfish may be accessed directly through MyNewSchool- no separate login is needed
- Starfish includes the Student ID photo so you can easily identify the student
- Taking attendance in Starfish is quick. Starfish defaults attendance to present, only select on the students who were absent or tardy
- Students can see the exact dates they have been marked as absent or tardy for your course in their Starfish account
• Students and academic advisors are sent automatic notifications if students have been marked as missing two or more classes. This does not require action from the faculty beyond entering attendance in the first place.

Here is a quick instructional video on how to take attendance in Starfish:
https://www.youtube.com/watch?v=QO2QlFPVT8U&index=1&list=PLrISg2rzQL5bIWr07FVdPbOZ_Gir_HCx

Quick Start Instructions

1. Access Starfish through the slider in MyNewSchool
2. Click "Record Attendance" button in the middle of the home screen
3. Pick the class & meeting time from the drop-down menus
4. Mark the attendance statuses for students in each session and click save

Other Starfish resources for faculty, may be found here:
http://www.newschool.edu/provost/student-success-network-starfish/

Appointment Preferences

Go to your Profile and then click on Appointment Preferences to configure your preferences.
• Under Basics, select the default minimum appointment length; the scheduling deadline of when students may add an appointment into the system; and whether a student may drop in if they were unable to make an appointment online.
• Go to the My Locations box in the middle of the screen and enter the location where you will meet with students. You can put in several locations and different locations to your hours.
• If you wish to allow someone to manage your Starfish calendar, go to the Calendar Managers box and click the Add Calendar Manager button. Then type in the person’s name and click the Add button.
• Click the Save button.
Set up Your First Appointment Time Block

On your first visit, the system will walk you through setting up your available appointment time, which Starfish refers to as “Office Hours”. This step enables a student to then schedule time with you during the times you select.

- Indicate the day(s) you are available to meet with students.
- Specify the start and end time for the day(s).
- Set the location of the appointment time. You will be able to setup multiple appointment time locations in your profile later. Enter details such as building, room number or phone number. You can also enter special instructions.
- Click the Set up Appointment Time button.

Email Notifications

Go to your Profile and click Email Notifications to configure how often you receive emails about new appointments, appointment reminders and other notifications. Emails are sent from studentsuccess@newschool.edu.

- Under Appointment Notifications, set your preferences for when you want to be notified of new appointment sign-ups.
- You may opt to receive Appointment Alerts at a specified amount of time before the start of a session.
- Under Tracking Items Notifications select how often the system will email you a digest of flag activity for your students.
- Under the Tracking Items Notifications is a list of Flag Rules that you may be notified of in your digest.
- Click the Save button.
Recording the Outcomes of Appointments

The Outcomes sub-tab is available on appointments at any time. You should record outcomes after each session with a student or students.

• Click the icon to view an appointment.
• For the comments, enter the topics covered that day and each student’s progress. Note: Any comments entered are disclosable to the student under FERPA.
• If you wish to share the outcome with the student, the check the “Send to student box”. Please note that the system does not include your name or the appointment information in the email. You should include this information under “Comments”.
• Check the box if the student did not show up to the session.
• Click Submit.

Frequently Asked Questions

• How do I edit or cancel my appointment time?
To setup additional appointment times or make any changes, click Appointments at the top of any page. Here you will find links to Add Appointment Time, Add Appointment and Add Group Session. Or, use the Scheduling Wizard to map out your availability for an entire week or the entire term.
Edit and cancel options will be shown when you click the icon on your dashboard or calendar. When you click on Cancel, select Occurrence to change just the selected week’s office hours.
• 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 starfish@newschool.edu
Guide to Check-ins

(Progress Surveys)

• When you receive an e-mail from the Student Success Network (also known as Starfish) letting you know that a Check-in is available for one of your courses:

1. Go to my.newschool.edu and log in
2. Click on the Faculty tab
3. Then, click on Login to Starfish under the Student Success Network area. You must allow pop-ups in your browser.
4. If you are using a tablet, such as an iPad, or have trouble accessing Starfish through my.newschool.edu, go to

   https://thenewschool.starfishsolutions.com/starfish-ops/support/login.html

• Once you log in, you will see the Check-ins that are available to you on your Home page. If it’s the first time you are visiting Starfish you will have to go to home to see the check-ins.
• Click on the title of the course for which you’d like to complete a check-in.
• Even if you have no concerns about students in a course, it’s important that you submit the survey to let us know that all is going well.
• Under the *Progress Survey* tab you can double check which course you’re seeing and the students who are registered for your class.
• Note that the default response is under the column “No Concerns” which is automatically selected.
• After the “No Concerns” category, there is a column for each of the concerns that you can raise in the progress survey. All concerns that you raise will be followed-up by an academic advisor or another appropriate staff member.
• Some items will require you to enter a comment with more details about your concern.
• When you’re finished entering your concerns, click *Submit* to save your responses.
• You will not be able to go back and edit/change your responses once you submit, so you will be prompted to confirm your intention to submit your responses.