This report includes results stemming from the Starfish User Survey that was disseminated to student services staff at the end of the Spring 2020 term. The Office of Institutional Effectiveness, Research and Planning (OIERP) developed this online survey in collaboration with Breanna Andrews, Starfish faculty support representative.

The short survey was organized to collect information regarding use of software features, levels of satisfaction and suggested changes/improvements. A total of 24 valid responses were submitted.

Have you ever used Starfish in the past?	#	%
Yes	16	66.7
No	8	33.3
Total	**24**	**100.0**

If not, why haven't you used Starfish?
I don't need Star FISH...what is it anyway

If yes, which features have you utilized in Starfish (check all that apply)	#	%
Learning more about your students (their major, programs, services, etc.,)	10	15.2
Grade Checks/GPA Checks	9	13.6
Looking at Students' File	7	10.6
Giving Kudos	6	9.1
Giving Referrals	6	9.1
Sending Messages	6	9.1
Clearing Flags	5	7.6
Giving Flags (you raise them in Starfish)	4	6.1
Giving To-do's	3	4.5
Looking up campus services	3	4.5
Clearing Kudos	2	3.0
Clearing To-Do's	2	3.0
Clearing Referrals	2	3.0
Making appointments with students	1	1.5
Total	**66**	**100.0**

Which features do you use most often and why?
Checking and clearing flags and checking kudos. Used as Progress Report for EOPS students.
Checking students grades and following up flags.
Degree Planner
I am a Counselor, therefore, I view students' academic records (grades) and use the educational planning tool and educational plan comments on a daily basis.
I use degree planner to input student education plans. I also look for flags and referrals so I can contact students to recommend resources and tips to get back on track.
I use the education plan feature the most to work with students as a Counselor also I check their grades since it is synchronized with canvas when I work with probation students
Our office utilizes Degree Planner as a Degree Auditing tool for graduation evaluations.
The degree planner
Which features do you use most often and why?

If you had the opportunity to change, modify, or add a feature in Starfish, what would it be? (Please explain)
Better updates between student's view of Canvas and the faculty/staff view of canvas via Starfish.
Enable Starfish to read Placement/Assessment results so as to make SEP's more streamlined.
The educational plan tool has a feature that allows to pre-select courses for any selected program. Unfortunately, it does not work. When this feature is used it produces erroneous course selections and leaves courses out of the educational plan that are required. It would be nice if this worked properly for students and counselors.
The view- It is vertical vs. horizontal making it challenging to see longer education plans in one view. Currently have to constantly scroll up and down -Add Placements -there is not a way to see a students placement easily as it is on webadvisor. -Add feature to see entire unofficial transcript -Add feature for External Transcripts-The system does not currently acknowledge other transcripts -Removing Old math and English classes-these are automatically put in as place holders when creating a new education plan
To provide the tools, fixes, and adjustments for Degree Planner, in order to enhance the program as a "user-friendly" degree auditing system.