



### Overview

Starfish is a retention solution program that helps create an online student success environment, facilitating programs such as counseling and advising, tutoring, mentoring, and others—with the aim of improving student success and retention. The purpose of this research brief is to detail the results of the Spring 2021 Starfish Faculty Survey.

### Methodology

The Office of Institutional Effectiveness, Research and Planning (OIERP) distributed online surveys to all part-time and full-time faculty at Crafton Hills College in April 2021. The survey contained questions asking faculty about their use of progress reports and automatic flags. They were also asked to provide their feedback regarding the ease of use of the tool as well as if they were aware of a filter feature within Starfish. Additionally, faculty were asked about what they would like to see in Starfish going forward.

### Findings

Respondents were asked whether they routinely completed student progress reports through Starfish. Table I details the responses received. Out of 14 respondents, 13 of them reported completing progress reports for students through Starfish.

**Table I. Responses to the question: “I Routinely completing student progress reports through Starfish”**

Responses	#	%
True	13	92.9
False	1	7.1
<b>Total</b>	<b>14</b>	<b>100.0</b>

Tables 2 and 3 were open-ended questions that were presented to respondents depending on their answer to whether they completed progress reports. Table 2 contains comments from faculty members who indicated that they did fill out progress reports for their students.

**Table 2. Reasons why faculty Why do you routinely complete student progress reports through Starfish?**

Responses (n=11)
Because I was unaware of a choice not to.
Central location to share information that disseminates to student and other resources.
I am under the impression that I am supposed to do this.
I definitely want the connection of our campus support services to know how our students are doing and where they can help. We're working together for best student success!
So I'm aware if the students are active or not. It's easier for me especially when I teach several classes.
To give progress feedback
To help students -IF they know what the report says.
To make Breanna Andrews happy and because we are off campus!
User friendly
We are in distance education mode- what other way would I be able to complete them right now?
We rarely have any students utilizing Starfish but when we do, the reminders from Breanna are very helpful.

Table 3 contains comments from faculty members who indicated that they did not fill out progress reports for their students.

**Table 3. Why don't you routinely complete student progress reports through Starfish?**

Responses
I used to when we weren't online, but now with our classes online I give most of my feedback to students on there. If I have a problem with a student not coming or needing extra help I used starfish.

Respondents were asked whether they routinely signed their classes up for one or both automatic flags. Table 4 details the responses received. Out of 14 respondents, 5 of them reported signing their classes up for these flags.

**Table 4. Responses to the question: "I regularly sign my classes up for one or both automatic flags."**

Responses	#	%
True	5	35.7
False	9	64.3
<b>Total</b>	<b>14</b>	<b>100.0</b>

Table 5 contains comments from faculty members who indicated that they did sign up their classes for automatic flags.

**Table 5. Reasons why faculty sign up their classes for automatic flags**

Responses (n=3)
Autoflags are nice since it catches students quicker than I might.
Because it is helpful for online classes to keep a "visual" on student attendance.
So I can support students better

Table 6 contains comments from faculty members who indicated that they did not sign up their classes for automatic flags.

**Table 6. Reasons why faculty do not sign up their classes for automatic flags**

Responses (n=8)
Again, our students rarely participate in this program. We have our own internal evaluation process in each of our classes where we regularly work with students who are struggling.
Haven't used this feature yet but I plan to
I send out notices and emails to students. It's a way I connect. Not all students want automatic review by administrators.
I speak (contact) students individually and directly.
I'm not sure what these are. Perhaps I am signed up.
I'm swimming...I hope to get to this because I do see a benefit.
Artour: on the follow-up from counseling and students services, I don't know when/if they are. Maybe I'm misunderstanding that/how I can. ??
My dept chair sets the flags.
Not sure how

Respondents were asked to describe the follow-up from counseling and student services when they submit a flag or referral. These were asked as individual statements meaning that they were asked if they would agree or disagree if the follow-up was regular/frequent and then asked if the follow-up was helpful, etc. Table 7 details the responses received. Out of 8 respondents, 5 agreed or strongly agreed that the follow-up was regular/frequent and/or quick. Out of 10 respondents, 7 agreed or strongly agreed that the follow-up was helpful.

**Table 7. Responses to the question: “How would you describe the follow-up from counseling and student services when you submit a flag or referral?”**

Statements Being Responded to	Strongly Agree		Agree		Disagree		Strongly Disagree		Total	
	#	%	#	%	#	%	#	%	#	%
Regular/Frequently	2	25.0	3	37.5	2	25.0	1	12.5	8	100.0
Helpful	4	40.0	3	30.0	2	20.0	1	10.0	10	100.0
Quickly	3	37.5	2	25.0	2	25.0	1	12.5	8	100.0

Respondents were asked if they were aware of the filtering feature in Starfish that allows faculty to filter their students based on groups they belong to or by major. Table 8 displays the results. Ten respondents noted that they were aware of the feature, of those 6 did not use it.

**Table 8. Awareness of Feature to Filter Students Based on Their Relationships to Groups on Campus or by Major**

Responses	#	%
I am aware and use this feature	4	28.6
I am aware but do not use this feature	6	42.9
I am not aware but would like more information	3	21.4
I am not aware and am not interested in more information	1	7.1
<b>Total</b>	<b>14</b>	<b>100.0</b>

Faculty were asked to list a specific thing they wished Starfish could do. Their responses are listed in Table 9.

**Table 9. Suggestions from faculty as to an additional thing they wish Starfish could do.**

Responses (n=9)
Allow student to register off of their Student Ed. Plans
Be completely connected with canvas.
Enter the information for me!
For submitting evaluations, I nearly always accidentally click the submit button thinking I'm doing so for one student, but instead it's for all of them...thus, I have to go in a back way to follow up with the students I missed. It can be time-consuming. Naturally Breanna is such a great help for my foibles, but I'd like to see this feature fixed. Thank you.
I don't use it frequently enough to even offer a suggestion.
Integrate better with Canvas (integrate features rather than just a link out)
I would like to click on a student's submitted assignment right in Canvas, comment on it, and send it to Starfish with my comments, end of submission.
Not take so long. The biggest issue for every instructor(not involved with starfish) conversation around Starfish, is that no matter what is advertised, Starfish input takes almost another 8 hours total to complete for all my students. It adds yet another layer of work on top of all the other multiple layers of working at Crafton. It is a report card but the information goes nowhere and students still are not aware of their status in class. The big positive are the EOPS reports, but my students prefer to have a hardcopy given to them.
Most students think the childlike kudo is meaningless.
Please set up ability to submit each one separately!!! Doing them all at once is very difficult with sooooo many to do. This list just keeps growing and growing.

Table 10 displays the results of how user friendly faculty find Starfish to be. Eight respondents (57%) found the system easy to use while the other 6 found it to either take time (29%) or was too complex (14%).

**Table 10. How would you describe the user-friendly/intuitive nature of the Starfish system?**

Responses	#	%
It is very easy to use	8	57.1
It takes time but I can figure it out	4	28.6
It is too complex for me	2	14.3
<b>Total</b>	<b>14</b>	<b>100.0</b>

If you have any questions about this brief, please contact Artour Aslanian, Senior Research & Planning Analyst, at [aaslanian@craftonhills.edu](mailto:aaslanian@craftonhills.edu).