



March 2017 Starfish Summary

Kudos to You! **Instructional Faculty:** Jonathan Anderson and Damaris Hawkins for your patience and communication during the initial bumps using the system! Thank you for all your valuable feedback.

Counseling and Student Services: Eva Bell and Rebecca Orta for all your support with Starfish. Your efforts serving as part of the Flag Triage team paves the way for our student’s success. Keep up the great work.

What’s Working?

- Crafton Starfish webpage: <https://www.craftonhills.edu/current-students/counseling/starfish/>
- 289 Kudos Sent 191 Flags Raised
- 27 Referrals Made 28 To-Dos Sent
- 20 out of 54 EOPS surveys completed

What Went Wrong?

- Students were not receiving emails at the very beginning. Settings were updated and emails are now going through.
- Issues with students logging on. This was a sporadic issue and took about 2 weeks to fix. Happy to announce that it has been resolved.
- Students were confused about how to respond to tracking items. We are working on brainstorming ways to streamline their conversations with members of the campus.

Tips: **Instructional Faculty:** Tell and teach your students how to use Starfish and provide them with resources to get started. Contact Breanna Andrews at bandrews@sbccd.cc.ca.us for any resources, ideas, concerns, etc!

Counseling and Student Services: Keep communicating with those in your department about checking Starfish daily and appropriate workflows. If you have any questions, concerns, or other feedback, let us know! Contact Robert McAtee at rmcatee@sbccd.cc.ca.us

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Submit your comments and feedback to our Starfish Development Team:



What are people saying?

- * Starfish is easier to use than putting peanut butter on sliced bread! Student Services are doing a great job of getting back to me and letting me know what is happening. — Ed Papp
- * I just wanted to let you know that since yesterday when I did my first flags, I have already had two students make appointments for my office hours. That never happens! - Diane Purves
- * The system is fabulous... Soooooo easy to use. — Liz Langenfeld
- * I have done reports for maybe 20 students over the past two weeks. It was pretty easy, but I do have these suggestions: Instead of having to pick ONE problem (e.g., missing assignments, struggles with material), could we have a list with checkboxes so that more than one could be selected.. The same checkbox approach might work with recommended solutions (e.g., meet with instructor, get tutoring, attend SI, log on to Canvas). — T.L. Brink
- * One of the first things I noticed about the *Starfish* site is that I am not able to reply to emails I have received through the site. There is no “reply” option in the message. — Student
- * I have used the flags feature and also submit progress surveys through Starfish. Both features are very easy to use. I raised flags on students who are not doing well in my courses. I have received emails from counseling about their follow-up and was able to get some of those students to contact me regarding their progress. The progress report feature is very easy to use, and I like that over the paper version. — Margaret Yau
- * Now that we've moved past the setup woes, Starfish rocks! I'm loving it; students are loving it. Well-done. I had my doubts, too--hated SARS (which, of course, was doomed just by its acronym alone). Just wanted to send a "kudo" your way. — Jonathan Anderson
- * It's frustrating to be told to contact all these people, and then find there is no straight line of communication. We cannot email or communicate directly in Starfish, but have to use our external email accounts. — Students

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