Spring 2017 Starfish Early Alert Faculty Survey Results

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Purpose of Brief

The purpose of this brief is to analyze the results of the Starfish early alert faculty survey completed by 10 respondents in spring 2017.

Summary of Findings

- 70% of respondents used the Starfish system to raise both a flag and a kudo for a student.
- 50% of respondents used the Starfish system to complete a progress survey.
- 70% of respondents were satisfied or very satisfied with the ease of use and the training they received in regards to the Starfish system.
- 70% of respondents indicated they preferred Starfish as a method of reporting a student concern.
- 100% of respondents specified they would recommend that CHC introduce the Starfish system campus-wide.
- 70% of respondents explained why or why not they would recommend that CHC introduce the Starfish system campus-wide. One respondent stated, "Starfish is vital. It simplifies and centralizes communication among students, faculty & counseling."
- Comments/suggestions provided included praise of the Starfish system, observations made on connection problems, and a suggestion on how faculty on campus may implement the system. One respondent stated, "I love the program: easy to use, effective, and students have responded positively to it."

Overview

Starfish Solutions 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 Educational Planning Initiative team asked for input from selected faculty on various components of the Starfish system via an online survey. The input provided will be used to improve student services and plan for effective practices on campus. The purpose of this brief is to analyze the results of the Starfish early alert faculty survey completed by 10 respondents in spring 2017.

Methodology

The Office of Institutional Effectiveness, Research and Planning (OIERP) in collaboration with Starfish Retention Solutions, Inc. developed an online survey to administer to faculty participating in the Starfish Pilot project. The survey link was provided via email, it consisted of 10 questions. The first question on the survey asked respondents whether they set up their profile on Starfish. Question 2 asked respondents whether they used the Starfish system to raise a flag or kudo for a student, both, neither or not sure. Question 3 asked respondents if they used the Starfish system to complete a progress survey. Next, respondents were prompted to select their level of satisfaction with 3 statements regarding Starfish system attributes. The following 4-point Likert-scale was utilized: 4=Very Satisfied, 3=Satisfied, 2=Dissatisfied, 1=Very Dissatisfied. Question 5 prompted respondents to select their preferred method to report a student concern. Question 6 asked respondents whether they found the online resources through the CHC counseling webpage helpful, with a follow up open-ended question to share their reasoning. Question 7 asked respondents whether they introduced Starfish to their students, and question 8 asked respondents if they provided their students with resources to get started with the Starfish system. Question 9 asked respondents if they would recommend CHC introduce the Starfish system campus-wide, with a follow up open-ended question to explain why or why not. Question 10 provided respondents the opportunity to offer comments and/or suggestions regarding the Starfish system. Finally, a limitation to consider is the low number of responses (n=10) received, due to the low number of responses results may not be representative of the student population at Crafton Hills College and therefore limits the generalizability of results.

Findings

Tables 1 through 7 illustrated the results of the findings from the Starfish early alert faculty survey in spring 2017.

One-hundred percent of respondents indicated they had a profile set up on the Starfish system. Table 1 illustrates respondent's answers to whether they used the Starfish system to raise a flag or kudo for a student. Seventy-percent of respondents used the Starfish system to raise both a flag and a kudo for a student.

Table 1. Using Starfish system to raise a flag or kudo.

Did you use the Starfish system to raise a flag or kudo for a student?	Flag only	%	Kudo Only	%	Both	%
	2	20.0	1	10.0	7	70.0

Table 2 illustrates respondent's answers to whether they used the Starfish system to complete a progress survey. Fifty-percent of respondents used the Starfish system to complete a progress survey.

Table 2. Using Starfish system to complete a progress survey.

Did you use the Starfish system to complete a progress survey?	Yes	%	No	%	Not Sure	%
	5	50.0	3	30.0	2	20.0

Table 3 illustrates respondents' levels of agreement with statements regarding system attributes. Seventy-percent of respondents were satisfied or very satisfied with the ease of use and the training they received in regards to the Starfish system.

Table 3. Respondent's level of agreement with statements regarding system attributes.

Statement	Very Satisfied		Satisfied		Dissatisfied		Very Dissatisfied		Total
	#	%	#	%	#	%	#	%	
Ease of use	7	70.0	3	30.0	0	0.0	0	0.0	10
Training you received	6	60.0	4	40.0	0	0.0	0	0.0	10
Ability to identify students who could be at risk	5	55.6	3	33.3	1	11.1	0	0.0	9

Note: Any "missing" responses were excluded from this table.

Table 4 demonstrates respondents' answers to their preferred method of reporting a student concern. Seventy percent of respondents indicated they preferred Starfish as a method of reporting a student concern.

Table 4. Preferred method of reporting student concern.

Statement	#	%
Prefer Starfish	7	70.0
No preference	2	20.0
Prefer paper forms	1	10.0

Table 5 demonstrates respondents' answers to whether they found the resources through the CHC Counseling webpage helpful. Eighty percent of respondents indicated they found online resources through the CHC Counseling webpage helpful.

Table 5. Respondent's perception on whether they found online resources through CHC Counseling webpage helpful.

Did you find the online resources through the CHC Counseling webpage helpful?	#	%
Yes	8	80.0
No	2	20.0

Respondents provided comments to explain why or why not they found online resources through the CHC Counseling website helpful. Respondents expressed satisfaction, suggested improvements, and indicated they had not used the online resources. One respondent stated, "Awesome idea using the video tutorials!"

- AWESOME idea using the video tutorials!
- Did not use
- I was able to find Starfish...but it should be under "Faculty" rather than "Student" to get to it. ?
- it's always helpful to have resources
- Opinion: Need more of a student centric website. Need students using only Student Email.
- Resources for faculty are growing, reflecting Crafton's increased commitment to student success.
- The students commented that Starfish made it easier to find the person/department that could help.

Table 6 demonstrates respondents' answers to whether they introduced Starfish to their students. Eighty percent of respondents indicated they introduced Starfish to their students.

Table 6. Respondent's answers to whether they introduced Starfish to their students.

Did you introduce Starfish to your students?	#	%
Yes	8	80.0
No	2	20.0

Table 7 illustrates respondents' answers to whether they provided their students with the resources to get started with the Starfish system. Seventy percent of respondents provided resources to their students to get started with the Starfish system.

Table 7. Respondent's answers to whether they provided students resources to get started with the Starfish system.

Did you provide students with resources to get started with the Starfish system?	#	%
Yes	7	70.0
No	3	30.0

One-hundred percent of respondents specified they would recommend that CHC introduce the Starfish system campus-wide. Seven (70%) respondents provided reasons for their recommendation. The majority of comments (86%) provided by respondents indicated the system would be useful and praised system attributes, such as ease of communication with students. One respondent stated, "Starfish is vital. It simplifies and centralizes communication among students, faculty & counseling."

- I think Starfish is great. I didn't use it as I should and now I wish I would have started earlier.
- I'm eager for the Triage and Counseling Follow-Up to be in place...more than a phone call.
- If we are going to use it instead of SARS, let's get everyone using it.
- It is a great tool for integrating the student experience exposing them to support & other resources
- It's a useful tool
- Starfish helped catch students who might have dropped, and it helped get them back on track.
- Starfish is vital. It simplifies & centralizes communication among students, faculty & counseling.

Five (50%) respondents provided comments and/or suggestions regarding the Starfish system. Comments/suggestions provided included praise of the Starfish system, observations made on connection problems, and a suggestion on how faculty on campus may implement the system. One respondent stated, "I love the program: easy to use, effective, and students have responded positively to it."

- Clunky and awkward connections b/w Starfish and student email.
- I love the program: easy to use, effective, and students have responded positively to it.
- Keep up the great work Breanna, Robert!
- Perhaps adjuncts could receive a stipend or pro-dev pay to get them ALL on board.
- Starfish is very easy to use and works great.

Any questions regarding this report can be directed to the Office of Institutional Effectiveness, Research, and Planning at (909) 389-3331 or you may send an email to dpineda@craftonhills.edu: RRN 1716_Starfish Faculty Survey Results_Final.docx; Starfish Early Alert Faculty_Addvisors.sav; Output_Faculty_Starfish_Survey_Results_SP17.spv

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