



Spring 2017 Starfish Early Alert Student Survey Results

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Purpose of Brief

The purpose of this brief is to analyze the results of the Starfish early alert student survey completed by 62 respondents in spring 2017.

Summary of Findings

- Over 95% of respondents indicated their instructor or other campus employee introduced them to Starfish and provided them with the resources to get started using the system.
- 34% of respondents indicated they received an email or alerts from the Starfish system praising their achievements.
- 24% of respondents indicated they received an email or alert indicating concern about their academic performance.
- 42% of respondents indicated they were contacted personally by a CHC employee regarding a flag or kudo.
- 100% of respondents were satisfied or very satisfied with the recommendations that the notification they received [from Starfish] provided.
- 85% of respondents recommended CHC introduce the Starfish system campus-wide.
- One respondent stated, “[Starfish] would be helpful to keep students on track and focused.”

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 requested input from selected students 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 student survey completed by 62 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 students participating in the Starfish Pilot project. The survey link was provided via email and consisted of 11 questions. The first question on the survey asked respondents whether an instructor or campus employee introduced them to Starfish. Question 2 asked respondents if their instructor or campus employee provided them with the resources to get started using the Starfish system. Question 3 asked whether they set up their profile on Starfish. Question 4 asked respondents if they received any email notifications or alerts from the Starfish system indicating concern about their academic performance. Question 5 asked respondents if they received an email notifications or alerts from the Starfish system praising them for achievements. Question 6 asked respondents if they were contacted personally by a Crafton Hills College (CHC) employee regarding a flag or kudo; of the respondents who indicated they were contacted personally, question 7 prompted respondents to indicate who contacted them. Question 8 prompted respondents to express how they felt about the alert from the campus employee. Next, respondents were prompted to select their level of satisfaction with the level of information the notification provided and with the recommendations the notification provided. The following 4-point Likert-scale was utilized: 4=Very Satisfied, 3=Satisfied, 2=Dissatisfied, 1=Very Dissatisfied. Question 10 provided respondents the opportunity to offer comments and/or suggestions regarding the Starfish system. Finally, question 11 prompted respondents to indicate whether they would recommend CHC introduce the Starfish system campus-wide, with the opportunity to explain their reasoning.

To organize feedback received, comments were categorized by topic. A limitation to grouping any open-ended responses into categories is that researchers may group them differently. Additionally, since the evaluation is completely anonymous and no identifying information was collected, there is a possibility that the same student may have completed multiple surveys.

Findings

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

Table 1 illustrates respondent's answers to questions regarding the set-up process of the Starfish system. Over 95% of respondents indicated their instructor or other campus employee introduced them to Starfish and provided them with the resources to get started using the system. Seventy-six percent of respondents set up a profile.

Table 1. Set-up for Starfish system.

Question	Yes	%	No	%
Did your instructor or other campus employee introduce you to Starfish?	60	96.8	2	3.2
Did your instructor or other campus employee provide you with resources to get started using the Starfish system?	59	95.2	3	4.8
Did you set up your profile on Starfish?	47	75.8	15	24.2

Table 2 illustrates respondent's answers to whether they received any email notifications or alerts from the Starfish system. Thirty-four percent of respondents indicated they received an email or alerts from the Starfish system praising their achievements and 24% indicated they received an email or alert indicating concern about their academic performance.

Table 2. Starfish email notifications or alerts.

Question	Yes	%	No	%	Not Sure	%
Did you receive any email notifications or alerts from the Starfish system praising you for your achievements ?	21	33.9	25	40.3	16	25.8
Did you receive any email notifications or alerts from the Starfish system indicating concern about your academic performance ?	15	24.2	35	56.5	12	19.4

Table 3 demonstrates respondents' answers to whether they were contacted personally by a CHC employee in regards to a flag (e.g., concern for academic performance) or kudo (e.g., praise for an academic achievement). Forty-two percent of respondents indicated they were contacted personally by a CHC employee regarding a flag or kudo.

Table 3. Respondents contacted personally regarding flag or kudo.

Were you contacted personally by a CHC employee regarding a flag or kudo?	Yes	%	No	%	Not Sure	%
	10	41.7	8	33.3	6	25.0

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

When asked who contacted them personally in regards to a flag or kudo, 4 of the 10 (40%) respondents who were contacted personally specified an instructor contacted them.

- Instructor (n=4)
- Counselor (n=2)
- EOPS/ CARE/ Cal Works (n=2)
- Professor (n=2)

Table 4 includes comments provided by 10 (16%) respondents regarding how they felt about being contacted personally. The most frequent comments expressed positive feelings regarding the alerts received from CHC employees. As an illustration, one respondent stated, “I was pleased that I was doing well in the class and encouraged to continue doing my best.”

Table 4. Open-ended responses regarding how respondents perceived alerts from CHC employees.

Positive Feelings (n=9)
Appreciated
Good (n=2)
Good I knew about it before she talked to me and she helped
Great
I was happy to see kudos from Professor Hawkins
I was pleased that I was doing well in the class and encouraged to continue doing my best.
Perfect. it was a praise for my performance in class
Showed true concern
Feelings of Concern (n=1)
Concerned about my grade

Table 5 illustrates respondents’ levels of agreement with statements regarding system attributes. One-hundred percent of respondents were satisfied or very satisfied with the recommendations that the notification they received from the Starfish system provided.

Table 5. Respondent’s level of agreement with statements regarding system attributes.

Attribute	Very Satisfied		Satisfied		Dissatisfied		Very Dissatisfied		Total
	#	%	#	%	#	%	#	%	
Recommendations that the notification provided	12	57.1	9	42.9	0	0.0	0	0.0	21
Level of information that the notification provided	10	43.5	12	52.2	1	4.3	0	0.0	23

Note: Any “missing” or “not applicable” responses were excluded from this table.

Table 6 demonstrates respondents' answers to whether they would recommend that CHC introduce the Starfish system campus-wide. Eighty-five percent of respondents recommended CHC introduce the Starfish system campus-wide.

Table 6. Respondent's answers to whether they would recommend Starfish system campus-wide.

Would you recommend that CHC introduce the Starfish system campus-wide?	#	%
Yes	52	85.2
No	9	14.8

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

Table 7 includes comments provided by 30 (48%) respondents, to explain why or why not they would recommend CHC introduce the Starfish system campus-wide. The most frequent comments (n=11) indicated the system would be a helpful tool for students. One respondent stated, "It would be helpful to keep students on track and focused."

Table 7. Open-ended responses explaining why or why not respondents would recommend CHC introduce Starfish system campus-wide.

Helpful (n=11)
Because it helps people with their classes.
Because it seems very useful and user friendly
Because it would help you in the long run.
Easier access to teacher and counselor is helpful
Helpful to know status of grade
Helps you stay on track
It helps you not fall behind
It is new to me, but seems like a helpful tool for students.
It will help students become more informed about their grades and how to improve them.
It would be helpful to keep students on track and focused
Just by looking at the early version of this program, it looks very helpful
Praise/ approval of system attributes (n=7)
It is a great way to stay organized and up to date with your stuff.
It is easier than blackboard to use
It seems more structured.
It seems to be more dynamic and user friendly than Blackboard.
Its cool
Seems like a great system with little downside
Yes, after any glitches have been worked out of the program such as with registration.
No benefit/ experience with system (n=5)
Even though I don't use it, I did look it over its a nice way to contact Professors
Haven't benefited from it
I dont understand it
I would not recommend it because I have not used it, so I do not know anything about the program.
Not sure what it is

(Table 7 continues!)

(Table 7 continued!)

Improve communication (n=4)
I think it has a lot of potential. I like the idea of internal communication; not having to email in
I think it is a great way for professors to communicate with students and also inform them of issues
It is a good way to stay academically informed.
It's an ingenious program that better links the professor to the students
Similar to other systems (n=3)
As long as there is a way to integrate with Blackboard. No goo as a separate program.
I think that Canvas is more effective for online users
Just an extra site to go on and forget the screen name and password. Too similar to Blackboard.

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 1717_Starfish Student Survey Results_Final.docx; Starfish Early Alert Student.sav; Output_Student_Starfish_Survey_Results_SP17.spv