



Swimmin' with STARFISH

A look at Backstroke
and Freestyle
(translation: past data and
where we're headed)



by Breanna Andrews and Ernesto Rivera
Spring 2020 In Service

Video Tutorials and Resources

The screenshot shows the Crafton Hills College website with a green header containing the college logo and navigation tabs for Admissions, Academics, and Campus Life. Below the header is a large banner for the "#TEAM CRAFTON" campaign, featuring the text "CHC 2019 - 2020 EMPLOYEE GIVING CAMPAIGN" and "JOIN THE TEAM!". Below the banner are two columns of resource links:

- General Resources:**
 - Academic Calendar
 - ADP Login
 - Behavior Intervention Team
 - Curriculum
 - Grants Office
 - Mentoring Program
 - Navigator Online Resource
 - Professional Development
 - Online Staff Directory
 - Signature Generator
- Instructional Resources:**
 - Canvas Migration Support
 - Full-Time Faculty Handbook
 - Part-Time Faculty
 - Online Teaching
 - Starfish
 - Student Conduct
 - Student Learning Outcomes Assessments

What is Starfish?

Starfish Solutions is a retention solution program that helps to 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. See a [summary and explanation of workflow](#) here.

Some of the features of Starfish include:

- Viewing support networks for your courses
- Receiving early alerts for academic concerns and praise for a job well done
- Getting electronic referrals and other messages
- Viewing and following academic plans
- Signing up online for appointments with course instructors, counselors and advisors
- and Faculty can submit progress reports in real time and connect students to appropriate campus offices

How to Access Starfish

[Log into Starfish](#)

Once students log into Starfish it is strongly recommended that they update their profile with a picture and review/update their email address and phone number to ensure accuracy. Students can also select the small cell phone icon in their profile to receive text alerts (regular messaging and data rates may apply).

[Resources for Students](#)

[Resources for Instructional Faculty](#)



[Resources for Counseling Faculty/Student Support Staff](#)

Spring 2020 Progress Survey Dates and Deadlines

- **8-11-week classes (first session):** Feb. 10 - Feb. 21
- **12-18 week courses:** Feb. 24 - April 3
- **8-11-week classes (second session):** April 13 - April 24
- **Respiratory Program:** April 13 - April 24

Communication Tool

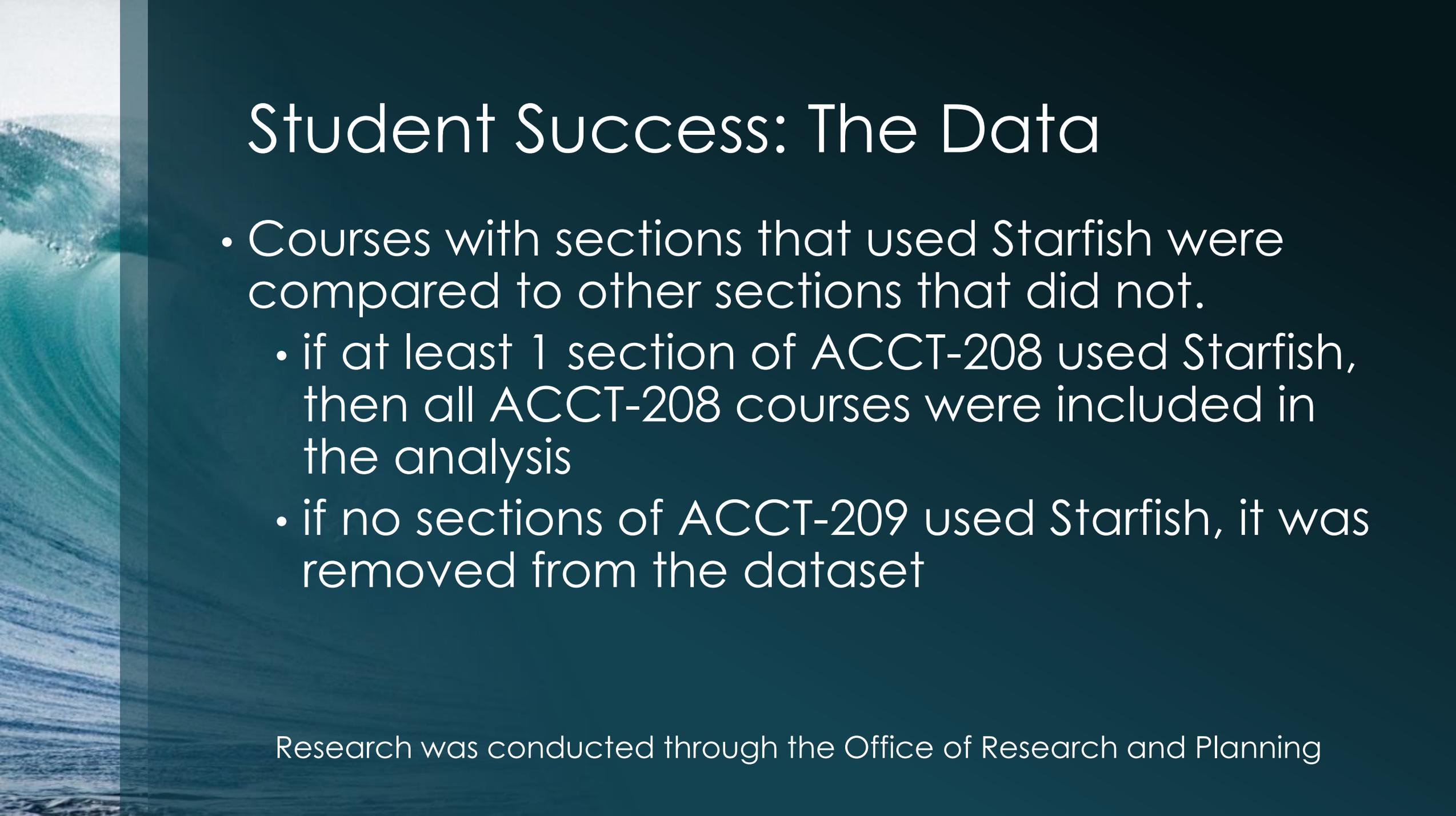
- Campus Pilot in Spring 2017
- Full campus rollout in Fall 2017

Usage Report



	Flags (manual, automatic, and progress reports)	Kudos (manual and progress reports)	Referrals	To-Do	Total Tracking Items Raised
Fall 2017	387	999	33	13	1,432
Spring 2018	1,532	1,263	7	2	2,804
Fall 2018	1,746	2,091	57	3	3,897
Spring 2019	1,403	2,191	16	7	3,617
Fall 2019	4,347	5,078	33	22	9,480

- In fall 2019, 73% of courses completed a progress report through Starfish during our main release for 12-18wk classes

The background of the slide features a vertical strip on the left side showing a close-up of ocean waves with white foam, transitioning into a dark teal gradient that covers the rest of the slide.

Student Success: The Data

- Courses with sections that used Starfish were compared to other sections that did not.
 - if at least 1 section of ACCT-208 used Starfish, then all ACCT-208 courses were included in the analysis
 - if no sections of ACCT-209 used Starfish, it was removed from the dataset

Research was conducted through the Office of Research and Planning

Success Rates Among Courses Using Starfish by Race (2017-2018)

Race	Courses Not Using Starfish		Courses Using Starfish		Difference (Percentage Points)
	# of Successful Grades	% of Successful Grades	# of Successful Grades	% of Successful Grades	
African American	86	56.6%	199	67.0%	10.4%
Asian	177	72.2%	407	80.6%	8.3%
Caucasian	1095	71.8%	2355	74.3%	2.6%
Hispanic	1316	60.9%	3005	66.8%	5.9%
Multiple Races	189	67.5%	443	75.0%	7.5%
Native American	4	50.0%	16	45.7%	-4.3%
Unknown	5	83.3%	14	70.0%	-13.3%

Note: A successful grade is defined as any grade that is an A, B, C, or P.

Success Rates Among Courses Using Starfish by Race (2018-2019)

Race	Courses Not Using Starfish		Courses Using Starfish		Difference (Percentage Points)
	# of Successful Grades	% of Successful Grades	# of Successful Grades	% of Successful Grades	
African American	170	58.0%	367	59.4%	1.4%
Asian	403	75.6%	783	81.4%	5.8%
Caucasian	2200	71.4%	4871	77.1%	5.8%
Hispanic	2884	61.8%	6043	69.6%	7.7%
Multiple Races	426	68.8%	837	73.9%	5.1%
Native American	21	60.0%	43	75.4%	15.4%
Unknown	14	87.5%	31	83.8%	-3.7%

Note: A successful grade is defined as any grade that is an A, B, C, or P.

Success Rates ... by Age (2017-2018)

Age Group	Courses Not Using Starfish		Courses Using Starfish		Difference (Percentage Points)
	# of Successful Grades	% of Successful Grades	# of Successful Grades	% of Successful Grades	
19 or Younger	1147	64.8%	2573	70.5%	5.7%
20-24 Years Old	998	64.1%	2208	67.7%	3.6%
25-29 Years Old	334	67.3%	822	73.0%	5.7%
30-34 Years Old	167	65.0%	367	76.1%	11.2%
35-39 Years Old	104	73.2%	198	76.4%	3.2%
40-49 Years Old	87	82.1%	162	81.0%	-1.1%
50 or Older	35	67.3%	109	79.0%	11.7%

Note: A successful grade is defined as any grade that is an A, B, C, or P.

Success Rates ... by Age (2018-2019)

Age Group	Courses Not Using Starfish		Courses Using Starfish		Difference (Percentage Points)
	# of Successful Grades	% of Successful Grades	# of Successful Grades	% of Successful Grades	
19 or Younger	2339	64.0%	4712	71.8%	7.8%
20-24 Years Old	2242	66.1%	4709	72.6%	6.5%
25-29 Years Old	786	68.1%	1771	73.3%	5.2%
30-34 Years Old	344	71.2%	720	74.8%	3.5%
35-39 Years Old	205	74.0%	501	76.1%	2.1%
40-49 Years Old	139	69.2%	376	77.4%	8.2%
50 or Older	63	76.8%	186	80.2%	3.3%

Note: A successful grade is defined as any grade that is an A, B, C, or P.

Success Rates ... by Gender (2017-2018)

	Courses Not Using Starfish		Courses Using Starfish		
Gender	# of Successful Grades	% of Successful Grades	# of Successful Grades	% of Successful Grades	Difference (Percentage Points)
Female	1656	67.8%	3572	72.2%	4.4%
Male	1214	63.0%	2862	68.9%	5.9%
Unknown	2	25.0%	5	41.7%	16.7%

Note: A successful grade is defined as any grade that is an A, B, C, or P.

Success Rates ... by Gender (2018-2019)

	Courses Not Using Starfish		Courses Using Starfish		
Gender	# of Successful Grades	% of Successful Grades	# of Successful Grades	% of Successful Grades	Difference (Percentage Points)
Female	3462	67.08%	7447	74.03%	6.9%
Male	2650	65.06%	5500	71.32%	6.3%
Unknown	6	54.55%	28	71.79%	17.2%

Note: A successful grade is defined as any grade that is an A, B, C, or P.

Success Rates ... by Types of tracking items raised (2017-2018)

Item Type	# of Successful Grades	% of Successful Grades
Flag	242	54.6%
Kudos	789	87.5%
Referral	36	61.0%
To-Do	6	75.0%

Note: A successful grade is defined as any grade that is an A, B, C, or P.

Success Rates ... by Types of tracking items raised (2018-2019)

Item Type	# of Successful Grades	% of Successful Grades
Flag	813	60.45%
Kudos	1907	88.95%
Referral	8	40.0%
To-Do	1	16.67%

Note: A successful grade is defined as any grade that is an A, B, C, or P.



Wipe Out!

Our short comings

- Success rates are high for students with kudos... We recognize those may be our “higher achieving” students anyway.
- We are understaffed in terms of reaching out to students and closing flags

Education Planning Tool

- Campus Pilot in Spring 2018
- Full campus rollout in November 1, 2018

What is Degree Planner and What does it look like?

Referral To-Do Kudos Message Note Appointment

Overview Info Success Plans **Degree Planner** Courses Tracking Meetings Notes Network

My Computer Science (AST) Plan

Plan Status: Approved through Spring 2021
Program Progress: C.AST.CMPTRSC: 13 of 29 units, C.TSFR/IGETC: 32 of 60 units

Courses Schedule Requirements Approve Print More

+ Add Course Year Term Show Comments

2019-20

Fall 2019 13 Units	Spring 2020 15 Units	Summer 2020 12 Units
CSCI-240 Completed	CSCI-230 Tu, Th 3:30 PM - 4:20 PM CHC CNTL 121 + 1 more Registered	PSYCH-111 ×
MATH-250 Completed	MATH-200 ×	SOC-100 ×
RELIG-101 Completed	MATH-251 ×	Complete one additional co... ×
RELIG-135 ×	PHYSIC-250 × Choose a section.	4A: Complete at least 3 cour... ×

[Rebuild plan to see explanations.](#) [Rebuild plan to see explanations.](#) [Rebuild plan to see explanations.](#)

Select a course to get more details. To change the term a course is in, use the term drop-down or drag and drop.

- [Overview](#)
- [Info](#)
- [Success Plans](#)
- [Degree Planner](#)
- [Courses](#)
- [Tracking](#)
- [Meetings](#)
- [Notes](#)
- [Network](#)

My Computer Science (AST) Plan

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[Courses](#)
[Schedule](#)
[Requirements](#)

[Approve](#)
[Print](#)
[More](#)

Computer Science (AST) 2018 - 2019

Major/Program Requirements

CSCI-110 Introduction to Computer Science I	3 Units	✓ Taken Fall 2018 (Grade: C)
CSCI-120 Introduction to Computer Science II	3 Units	✓ Taken Spring 2019 (Grade: B)
Complete one course from CSCI-200 or MATH-200		
MATH-200 Discrete Structures	4 Units	Planned for Spring 2020
CSCI-240 Computer Organization and Assembly Language Programming	3 Units	✓ Taken Fall 2019 (Grade: C)
MATH-250 Single Variable Calculus I	4 Units	✓ Taken Fall 2019 (Grade: C)
MATH-251 Single Variable Calculus II	4 Units	Planned for Spring 2020
PHYSIC-250 College Physics I	4 Units	Planned for Spring 2020
PHYSIC-251 College Physics II	4 Units	Planned for Fall 2020

Data

Here are the total educational plans created in Starfish as of 1/8/2020:

- Total Ed Plans since Nov 1st launch = 9,219
- Total Undeleted = 8,489
- Total Approved = 5,979
- Total Comprehensive = 3,149

Data

Term	# of Ed Plans Entered in Starfish*
Fall 2017	234
Spring 2018	107
Summer 2018	43
Fall 2018	1399
Spring 2019	2893
Summer 2019	1819
Fall 2019	3455

*Includes all plans created and/or approved by Counseling during this time.

What's Next?

For Degree Planner and the Communication Tool

Goals

- 80% Ed Plans completed and approved by end of spring 2020 (and beyond).
- 80% course submission of Progress Reports in Starfish by end of spring 2020 (and beyond).
- Continue to increase student retention, completion, and success, as well as degree/certificate attainment

Help?

- Visit our campus's online Starfish Resource Page at <https://www.craftonhills.edu/current-students/counseling/starfish/index.php>
- Contact Breanna Andrews (bandrews@craftonhills.edu) if you...
 - would like to set up Automatic flags for your courses
 - want a personalized demo or tutorial on Starfish Communication tool
 - have questions or need to troubleshoot an issue
 - have an idea to make the system better
- Contact Ernesto Rivera (erivera@craftonhills.edu) if you...
 - have a question about Degree Planner
 - want to schedule a class presentation