



A survey regarding Starfish to Crafton Hills College students and Student Services Staff were distributed by the Office of Institutional Effectiveness, Research and Planning Office and results of the survey are published as shown below. Only two Student Services staff members participated in the survey and Eighty-One Crafton Hills College students took part in the survey regarding Starfish. In Table 1, 81 students and 2 student services staff submitted the survey regarding Starfish. We will first focus on staff feedback and then the students.

Table 1. Role at CHC

| What is your primary function at CHC? | # | % |
|---------------------------------------|-----------|--------------|
| Faculty/Staff | 2 | 0.02% |
| Student | 81 | 97.5% |
| Total | 83 | 100.0 |

Starfish Survey Results for Student Services Staff

Although the number of staff surveyed regarding Starfish were very small (n=2), with particular focus on open ended questions highlighted in Table 2

Table 2: Open Ended Responses with Regards to Purpose of Starfish Use and Interest

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|---|
| What types of information would you be interested in viewing within Starfish? |
| Student education plans, course enrollment, student status |
| What would you like to use Starfish for? |
| As a means of communication to replace emails students never read from marketing |
| Outreach, prospective students, communicating with students, offer feedback/resources to students |
| For Starfish users, are there any missing cohorts or unrepresented student groups that should be included? |
| No |
| Latinx, undocumented, African American |

Table 3: Comfortability with Starfish Features (Student Services Staff)

| Please rate your level of comfortability with the following Starfish features | Slightly Comfortable | Fairly Comfortable |
|---|----------------------|--------------------|
| Addressing Student Referrals | 1 | 1 |
| Clearing Student Flags | 0 | 2 |
| Degree Planner | 0 | 2 |
| Filtering students based on various search parameters | 0 | 2 |
| Kudos | 0 | 2 |
| Messaging | 0 | 2 |
| Notes | 0 | 2 |
| Prospective Students | 1 | 1 |
| "Raise your hand" feature | 1 | 1 |
| Student intake survey | 1 | 1 |
| Success Plans | 0 | 2 |
| To-Dos | 0 | 2 |

Due to the very limited sample size of Student Services Staff that submitted the survey, the results should be interpreted with caution as this may not provide the overall picture regarding thoughts about Starfish use and interest.

Starfish Survey Results for Students

With the focus now turned to the students who submitted responses to the Starfish survey; the results shown below would allow us to understand as well as gauge better the students’ comfort level when it comes to students using Starfish and understanding what improvements could possibly be implemented.

Table 4: Crafton Hills College Student Survey on Starfish

| Questions | Yes | Percent Yes | No | Percent No | Total Responses |
|---|-----|-------------|----|------------|-----------------|
| Do you know what Starfish is? | 74 | 91.4% | 7 | 8.6% | 81 |
| Do you know how to log into Starfish? | 75 | 93% | 6 | 7% | 81 |
| Have you ever received a “flag” (message of concern from a faculty member), “kudo” (accolade for a job well done), a “to-do” (reminder from a campus member to do something), or “referral” (connecting you with another service on campus) through Starfish? | 34 | 42% | 47 | 58% | 81 |
| Do you find these helpful? | 27 | 79% | 7 | 21% | 34 |
| Is this something you would find helpful? | 33 | 72% | 13 | 28% | 46 |
| Do you know you have the option to receive Starfish notifications through text messaging? | 15 | 19% | 66 | 81% | 81 |

Over Ninety percent of student respondents mentioned that they know what Starfish is and that they have knowledge of how to log into Starfish. Around 71% responded that they would find the “flag” “to-do” or “referral” messages to be useful. Only 18.5% had prior knowledge of being able to receive Starfish notifications through text messaging while over 80% did not know that they could receive notifications.

Table 5: Starfish Familiarity Level with Degree Planner Amongst Students

| Please rate your level of familiarity with Starfish's Degree Planner | Total Counts |
|--|--------------|
| 0 = never heard of it and never used it | 7 (~9%) |
| 1 = I've heard of it but never used it | 8 (10%) |
| 2 = I have used it but not comfortable with it | 12 (15%) |
| 3 = I use it occasionally and feel fairly comfortable with it | 33 (41%) |
| 4 = I am very familiar with it and refer to it often | 21 (26%) |
| Total | 81 |

From the data presented in Table 5, around 26% of students surveyed are very familiar with Starfish while 41% of students surveyed use Starfish occasionally and feel fairly comfortable with it. 15% of students have used Starfish but not quite comfortable with the Degree planner feature. Around 19% of students have not used Starfish Degree Planner feature altogether.

Table 6 shown below are the open-ended responses by CHC students answering the questions about what improvements they would like to see implemented in Starfish.

Table 6: Open-Ended Responses by CHC Students Regarding Starfish Improvements

| If applicable, what improvements would you like to see implemented in Starfish? (n=30) |
|---|
| None |
| None that I can note. |
| a Starfish user guide for CHC and SBVC on their website. under logins list Starfish for both CHC and SBVC. |
| I wish there was a way to contact counselors through starfish. I feel like sometimes i need some clarity on what classes i should/could be doing for my degree. I think it would be good if we could contact a counselor, they take a look at my degree plan, and they give recommendations/adjustments. I don't always feel like scheduling an appointment is easy or the right method, i just want a quick response about my possibilities at crafton, waiting days for an appointment feels excessive. I do love the planner and setting it up with my counselors though! sometimes i just want a quick check up! |
| Maybe like a instructions page. |
| More clear flagging notifications |
| There is an option to submit your degree planner for approval but no info about where that goes or how long it takes. That is frustrating when you want to know if you're on the right track |
| I would like it to be easier to view progress reports. When I click on the courses tab, they're always cut off on the right side of the screen. |
| More consistent and timely responses to messages sent. I have sent multiple messages requesting approval for my revised degree planner classes and have not received a response, and this started 2 months ago |
| None to my knowledge. I just don't use it. |
| 1. The ability to delete degree plans 2. Responses to requests regarding approving the plans 3. Ability to create plans for programs that are not necessarily offered thru Crafton 4. Real time API with WebAdvisor class selection and registration |

| |
|---|
| Be able to see what each class type falls into (such as humanities, social science ect.). |
| That we should have an app for starfish like we do for CANVAS |
| Updated degree progress tracker with credits from other institutions (or option to manually log other credits to accurately reflect degree completion) |
| I would love to see a class or video instruction set for all students when they enter school since this would help students who are more independent plan out their time at school better. Also, I would like to see starfish become more integrated with WebAdvisor and Financial Aid Self Service. Have it become more all-encompassing and integrated. Also, an asthetic facelift to the GUI would be helpful. |
| A counsler has to approve my plan, however, that takes so long to happen. Also, I have found that in my case, the classes are always wrong and I need to have it reviewed again. Doesn't seem like they that the time to review. Also, when students are a couple of classes away from 2 degrees, that's never told to them. Also, to many things to log into, canvas, starfish, and web advisor. Also, if I'm at CHC then why do I get resources for SBVC or vice versa. |
| I'm happy with starfish. Any new improvements that make things easier for students I'm down with though. |
| An app |
| It's really hard to navigate. After two years, I still have a hard time finding where my progress reports are from my professors. If anything needs improving it would be the overall layout of the website with easier access in finding things like progress reports. |
| That someone would respond for an apt. |
| Have counselors actually get back to you on revised degree plans |
| None at this time |
| N/A |
| Make it more applicable like our student Canvas or Web-advisor, it would be cool to create both starfish and Web-advisor into one site so we could access our degree plan quicker, the website could be called something like StarWeb or StarHelp, lol. |
| Sorry! I don't know what it is! |
| I would like it to be more simple to search and understand. I believe this could greatly help students, especially those who are getting used to it. |
| I don't know. |
| For there to be notifications when a teacher makes a comment. |
| Faster response times for approval requests in the degree planner. |
| Honestly, the majority of starfish is relatively useless. It's super important for the degree planner aspect, but it doesn't do much otherwise. Having teachers send progress reports through starfish is good, but I wish I could view them. It could also be good to see an implementation of seeing one's grades in current and previous classes, as well as the summative GPA and current GPA. Generally speaking, starfish isn't super useful other than the degree planner- I don't visit it otherwise. |

End of Table 6

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