

Starfish@CCRI

- **What is Starfish?**
 - A platform that creates a network of communication between faculty, students, and student services staff to support student success. Starfish provides a central location to connect students to the people and services that can help them be successful.
- **How Starfish helps faculty:**
 - Find a wealth of information quickly and conveniently about your students along with resources to make a difference
 - Easily share concerns with the appropriate people at the right time to make an instant impact on a student's success
 - Track the flag(s) that you have raised for your students to see which staff member(s) are working with the student and if/how the flag was resolved
 - Send motivating messages of support to your students who are participating, improving or showing good effort
 - Open an email within the platform and give feedback or save detailed meeting notes or "speed notes" with just a few clicks
 - Set your office hours and let students book appointments with you through Starfish
- **How Starfish helps students**
 - Students will know right away when there is a concern about their performance
 - Ability to get connected quickly and easily with student support services
 - Check in on course progress in real-time
 - Receive encouraging messages from faculty and staff who recognize their hard work
 - Communicate easily with advisors, instructors, and other support services staff to get answers to questions
- **Where to get information**
 - IT Knowledgebase - <https://ccri.teamdynamix.com/TDClient/2073/Portal/KB/>
 - MyCCRI → For Faculty → Student Information for Faculty/Advisor
- **Training**
 - Contact Tanekar Alexander
 - tyalexander@ccri.edu
 - 401-825-2087
 - Knight campus Room 1054

This document/guide is to get you started. It includes:

- Setting Up Your Profile
- Setting Up/Changing Office Hours
- Completing a Progress Survey
- Raising a Flag

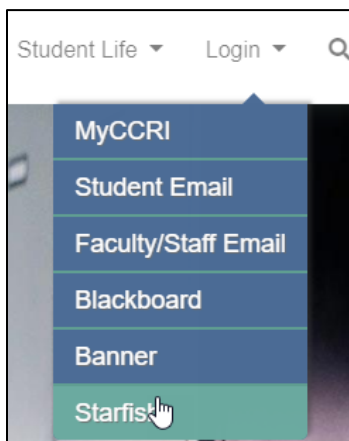
Additionally you can:

- Set up individual appointments
- Track attendance
- Email students individually or by group

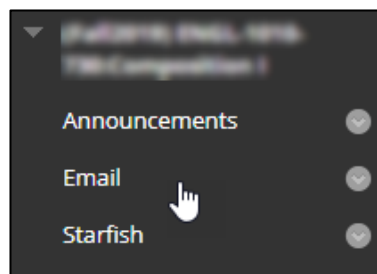
Access Starfish from:

The ccri.edu home within your Blackboard courseshell from MyCCRI under For Faculty or For Employees tab.

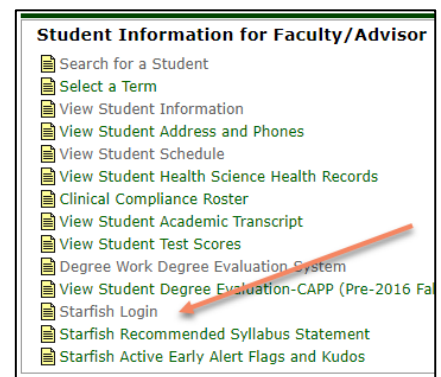
CCRI.EDU Home page



Blackboard Courseshell

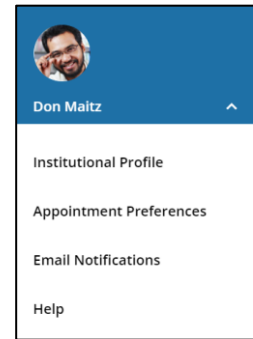


MyCCRI: For Faculty or For Employees



Setup your Profile

The Institutional Profile is what students and others in the Starfish system see - including your picture, contact information, and background. Some information is automatically populated from Banner (like your picture). You will want to review that information to make sure it is accurate and add any missing information.



Institutional Profile

1. Once you are logged into Starfish, select the "hamburger" icon (**the three lines**) in the upper left-hand corner to open the left menu.
2. Click on your name in the Top Navigation bar and select the **Institutional Profile** tab.
3. To change the photo, browse to a photo file (.jpg, .png, or .gif), and then click the **Upload Now** button to update your photo.

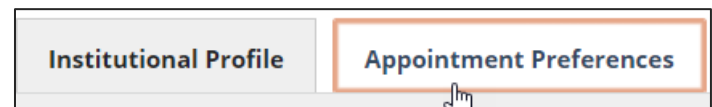
4. Edit your **Phone** and add an **Alternate Email** address, if needed. Select the **Both** radio button to receive email at both accounts.
5. Add information to the **General Overview** and **My Biography** sections to let students know a bit more about you.

This information will appear to students who can make appointments with you in Starfish.

6. Click the **Submit** button to save your changes.

Create Meeting Locations

1. Select the Appointment Preferences tab
2. Go down to **My Locations**. Locations are needed in order to set up Office Hour availability. Select **Add Location** to create all locations you may need (e.g., multiple campuses, phone, and online).
3. A pop-up window will appear titled **Add Location**. If you have multiple locations for your office hours, each location needs to be added one at a time.



Type	Name	Instructions
Office	Advising and Counseling-Warwick 1054	

Under Name include campus, if needed. Under Instructions, include specific information students will need, such as "check in at front desk", "knock before entering", "back cubicle". For Phone or Online locations include phone number and/or login information (e.g., use Collaborate in Blackboard). Select Save to save location and start another.

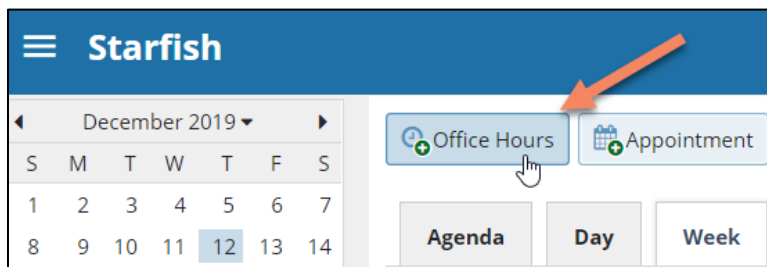
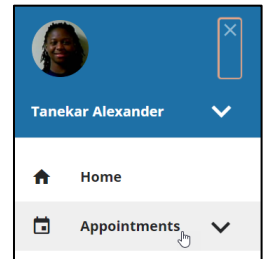
4. Click the **Submit** button to save your changes.

Setup your Office Hours

The Office Hours tool in Starfish allows you to set times you are available and for students to make appointments with you. Appointments through Starfish also provide confirmations and reminders for students.

The first time you login to Starfish, Starfish will provide a ‘wizard’ to walk you through setting up your office hours, which enables students to schedule time with you. You can follow its instructions or the steps outlined below.

1. To set up or edit your office hours for a term, log into Starfish, open the “hamburger” icon, and select Appointments.
2. A calendar view will open up. Select **Office Hours** from the top row of buttons to create a recurring set of times you are available to meet with students. You will need to repeat this process to set up availability at additional locations (e.g., office hours on Newport and Lincoln)



3. A pop-up will appear titled **Add Office Hours**. Any item with a red asterisk is a required field.

Title - You can change this title to indicate other types of availability outside your regular office hours.

Where - select the location appropriate to these session dates/times.

How Long - dictates the time slots students use to schedule appointments in Starfish during these times.

Start/End Date - *IMPORTANT: Set a Start and End Date to limit time slots, for example for a term.*

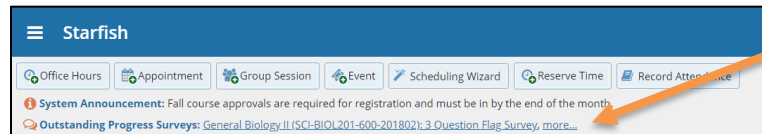
4. You must hit **Submit** in the lower right corner to save any changes.

Note: See the FAQ at the end for how to cancel office hours.

Respond to a Progress Survey for students in your courses

You will receive an email reminder when there is a new survey for you to complete. Each individual survey presents a student roster for one course section on whom you can raise flags.

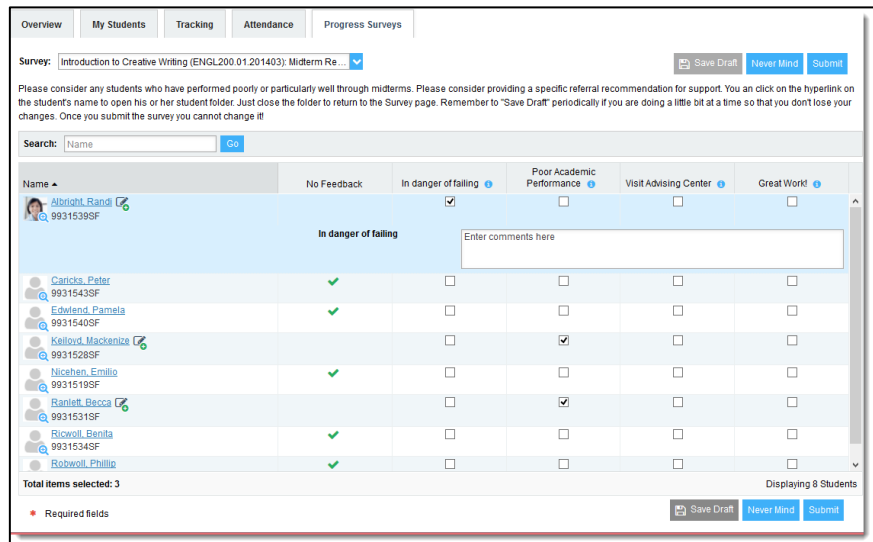
1. Select the progress survey link on your Starfish **Home** page to go the **Progress Surveys** tab. (only visible when you have active surveys).



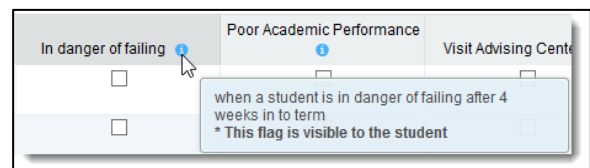
The selected survey opens, listing your students on the left, and items you may raise across the top.

2. Check the box for each desired item/ student combination.

Click the comments icon (🗨️) to open a text box for your notes.



Click the information icon (i) associated with an item to verify whether or not the student can view the flag and related comments.



3. Click the **Submit** button *only* when you are finished providing feedback. The items you selected will be raised on your students when you submit the survey.

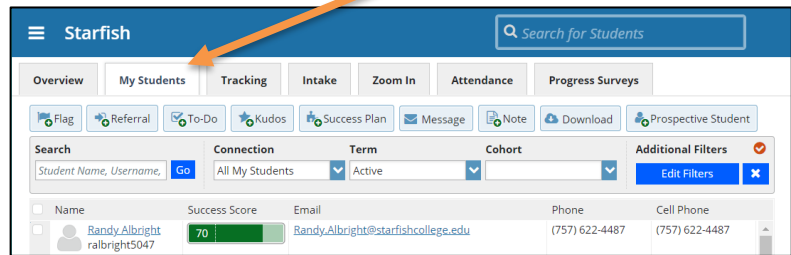
Important

Once you have submitted the survey you will not have an opportunity to add to or undo the items you raised. Use the **Save Draft** option if you aren't ready to submit your survey.

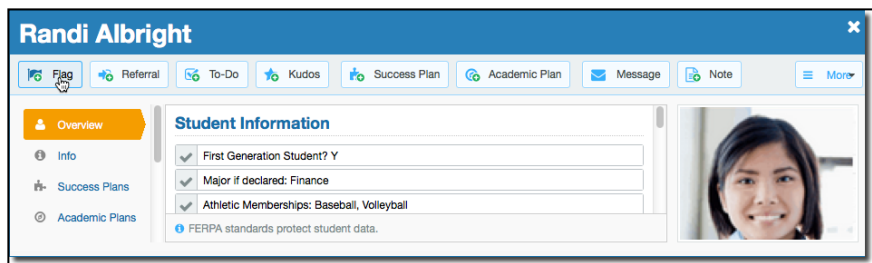
Raise a Flag, Kudo or Referral for one of your students

When you have a concern with a particular student, raise a flag, or referral to communicate your observations.

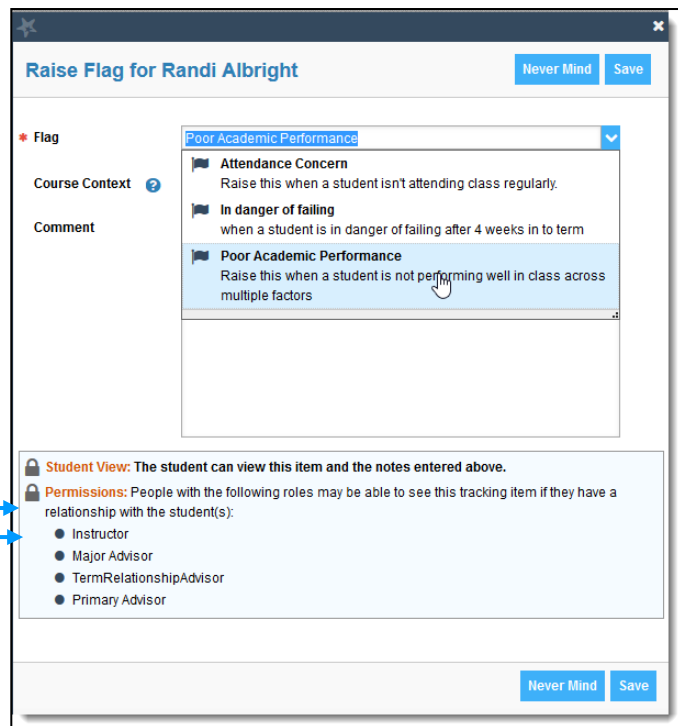
1. Click on the **Students** navigation item to see your list of students.
2. Find the desired student by typing the name into the **Search** box.



3. Click on the student's name to bring up the **Student Folder**.
NOTE: Image may be different from one depicted



4. Click the **Flag, Kudo or Referral** button.
A list of flags that you can raise is displayed.
5. Select the desired **item** from the list.
6. If relevant, select a course from the **Course Context**, drop down list, and enter notes in the **Comment** box, which will be included in any communication sent to students (if visible)



7. Click the **Save** button.

Notes:

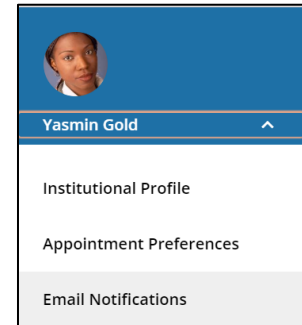
The **Student View**: indicates whether the student can view the flag and the notes you include in the **Comment** box.

The **Permissions** area lists roles that have permission to view the selected flag and the notes you include in the **Comment** box.

Frequently Asked Questions

How do I change how I am emailed by Starfish?

Starfish will email you a calendar item for each appointment and a summary of flag activity for your students. Use the **Email Notifications** tab of your **Profile** to modify details of how and when you receive these notifications.



How do I get more detail on a student?

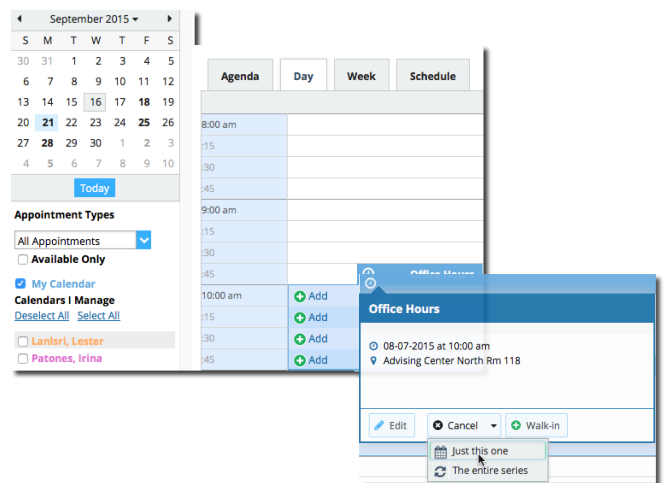
Click the hyperlink associated with the student's name wherever you find it to reach the **Student Folder**. (e.g. in the student list, on an appointment, or in a progress survey).

How do I cancel office hours?

Cancel one occurrence

Select the day from the calendar, and **hover** (don't click) over the icon associated with the **Office Hours** on the desired day(🕒).

Click the **Cancel** button and select, **"Just this one"** from the pop up **Office Hours** card presented.



Cancel a series

From the **Agenda** view, **hover** (don't click) over the **Office Hours** icon (🕒) next to an office hour title.

Select **Cancel** from the pop up **Office Hours** card presented. (If the day you have selected on the calendar includes an occurrence, you will have the option to cancel **"Just this one"** or **"The entire series"**)

