

Starfish: Early Alert System



Agenda

- **Our Team**



Dan Teichman, FYE Success Coach & Starfish Admin



Caitlin Wetherwax, Student Development Advisor & Starfish Admin

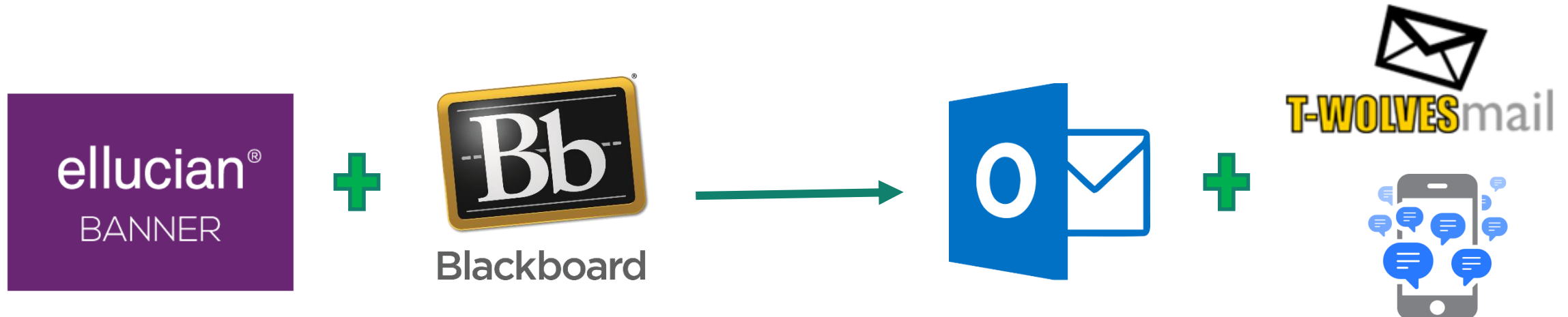
- **Implementation Process**

- Why Starfish?
- Recipe for Success
- Setting Up The System
- Communication Plan

- **Wrap Up**

- Next Steps
- Measuring Success
- Q&A

What Can Starfish Do?



Who Else is Using Starfish in NYS?

- Columbia University Grad School
- CUNY Borough of Manhattan CC
- CUNY Bronx CC
- CUNY Guttman CC
- CUNY Hostos CC
- CUNY Queensborough CC
- Einstein School of Medicine
- Excelsior College
- Manhattanville College
- Mount Sianai School of Medicine
- Nazareth College of Rochester
- Pace University, New York City Campus
- Paul Smith's College
- Rochester Institute of Technology
- SUNY Adirondack CC
- SUNY Binghamton University
- SUNY Brockport College
- SUNY Broome CC
- SUNY Buffalo State

- SUNY Dutchess CC
- SUNY Empire State College
- SUNY Erie CC
- SUNY Finger Lakes CC
- SUNY Fredonia University
- SUNY Fulton-Montgomery CC
- SUNY Herkimer CC
- SUNY Jamestown CC
- SUNY Jefferson CC
- SUNY Maritime College
- SUNY Mohawk Valley CC
- SUNY Monroe CC
- SUNY Morrisville State
- SUNY New Paltz College
- SUNY Niagara County CC
- SUNY Onondaga CC
- SUNY Oswego College
- SUNY Plattsburg University
- SUNY Schenectady CC

- SUNY Sullivan CC
- SUNY Westchester CC
- Syracuse University
- The College of New Rochelle
- The New School
- Utica College - Undergraduate
- Vaughn College
- Yeshiva University

SUNY
College or
University

SUNY/CUNY
Community
College

Private
Institutions

SUNY Early Alerts Project



OPEN SUNY



Project Rationale

DIVERSITY AND INCLUSION

A C S I E

Access

Completion

Success

Inquiry

Engagement

COMPLETION AGENDA

IMPACT ON
CHALLENGES

<http://suny.edu/excels>

Why Starfish?

- **Population:** Initially a pilot population (750), not all students are loaded into the system.
- **Purpose:** The primary reason for implementing Starfish is to improve student retention through increased outreach and cross-campus collaboration of student communication and support.
- The greatest benefit touted by faculty is the easy-to-use reporting features, attendance tool, and advisement scheduling tool.

Success Coaches

- **FYE Success Coaches (4)**
 - Cohort 0-24 earned credit hours based on major
- **Nursing & Allied Health Success Coach (1)**
 - Cohort based on majors in Academic Division
- **eLearning Student Concierge (1)**
- **NFCI Student Services Advisor (1)**
 - Cohort 25+ earned credit hours based on major
- **EOP Success Coach (1)**
 - Approx 50-60 students in EOP
- **General Student Development Advisor (1)**
 - All students 25+ earned credits not covered by another coach/advisor



Specific Expectations

Instructors & Advisors

- Raise flags when appropriate.
- Submit Progress Survey when emailed (instructor only).
- Submit referrals
- Assign To-Do's to students.
- Utilize attendance tracking tool (optional).

Success Coaches

- Receive email notifications from Starfish.
- Record follow up actions in Starfish:
 - Add notes
 - Schedule appointments
 - Clear flags



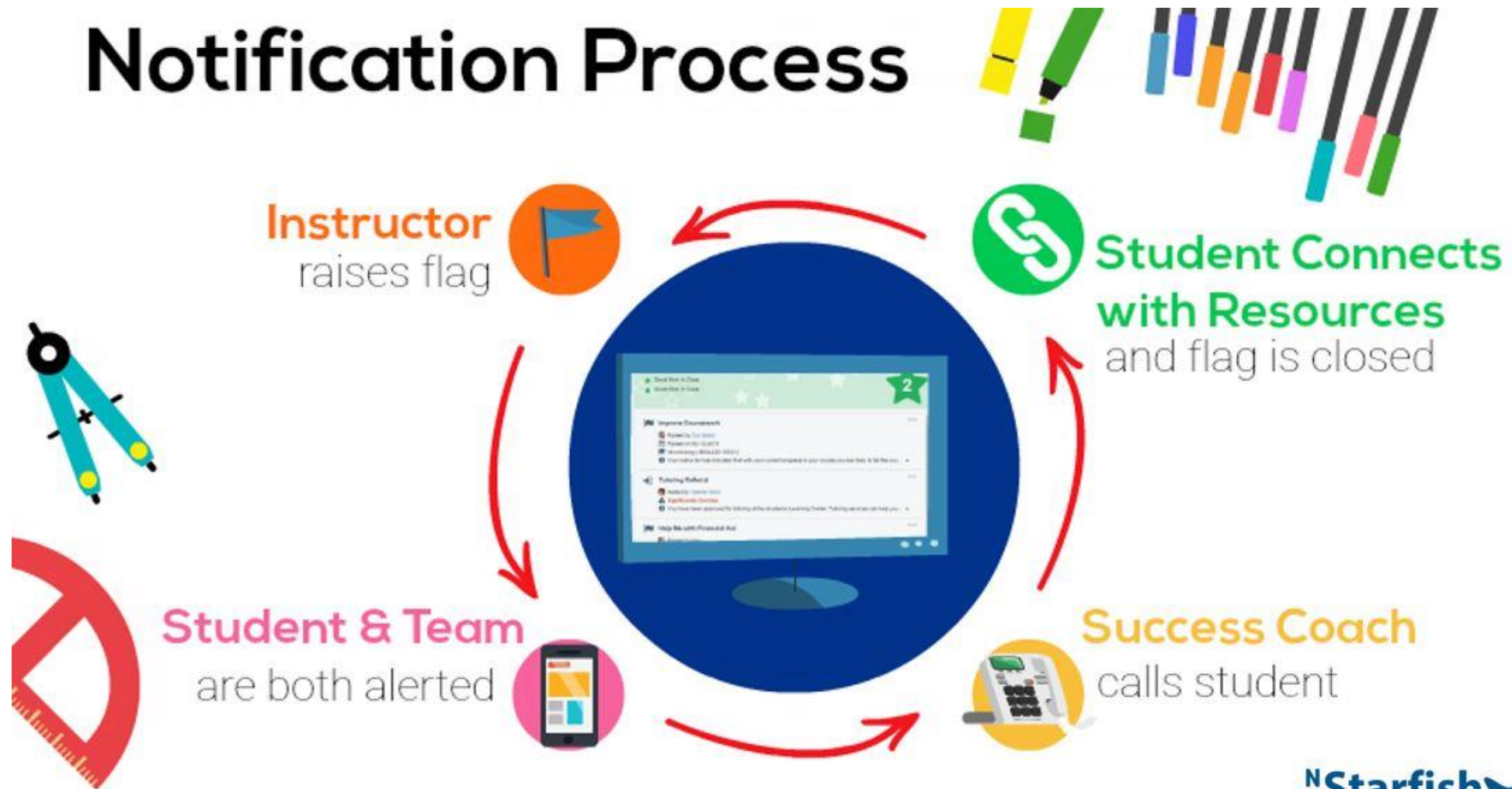
Students

- Respond to email notifications when flagged.
- Contact appropriate support office.


Everyone


- Complete your Profile so students know more about you.
- Utilize online appointment scheduling to facilitate student meetings.


Notification Process





Student View



Dashboard



My Success Network


Request Help


Courses


Plans


History


Dashboard

TUESDAY


TODAY


No items scheduled today. Enjoy your day!


THURSDAY


04-30-2015

9:00 am



Appointment


Reason: General Advising Visit



Advising Center North Rm 118



Yasmin Gold


Edit



Display hidden items


Recent Kudos


 You are a rockstar!





Career Services Referral



Added by Yasmin Gold



18 Days Past Due



Please contact Mary Wethers at the Career Services office ...

HIDE


Attend Time Management Seminar



[Finding your way around the university](#): 1 of 2 Open Items


Added by Yasmin Gold


4 Days Past Due


HIDE


Request Help





Home


Services


 **System Announcement:** DO YOU KNOW WHO YOUR ACADEMIC ADVISOR IS? Check your Success Network in Starfish to find out!



Dashboard



Messages



My Success Network


Raise Your Hand


Courses


Plans


History

 Raise Your Hand

The Starfish Success Network at NCCC is committed to your success. If you are experiencing a concern/issue affecting your ability to success in a particular course or at NCCC in general, please

- Complete the form below to raise your hand and either your instructor, advisor, or success coach will receive a notification.
- **Please provide your phone number and time window during the day when your Success Network can best reach you.**
- Remember to check your TWolves student e-mail account for outreach from your Success Network regarding Starfish.

Note: Once your submit your concern/issue a confirmation message will appear stating that the request has been submitted.

Raise Your Hand

* Type

Select the type of help you are looking for...

Course

Select a Course...

Details

Describe how we can help you.

Never Mind

Submit

Success Network

Home

Services

System Announcement: DO YOU KNOW WHO YOUR ACADEMIC ADVISOR IS? Check your Success Network

My Success Network

Dashboard

Messages

My Success Network

Raise Your Hand

Courses

Plans

History

My Degree Works!

<https://idm.suny.edu/se...>

24/7

eLearning

716-614-6488

elearning@niagaracc.s...

<http://niagaracc.suny.e...>

Christina Ventresca

eLearning Student Concierge

(716) 614-6488

cventresca@niagaracc.suny.edu

Online scheduling not available

Caitlin Wetherwax

Academic Advisor

(716) 614-6229

cwetherwax@niagaracc.suny.edu

[Schedule Appointment](#)

Home

Appointments

Students

Services

Admin

Search fo

Caitlin Wetherwax

help | logout

Office Hours

Appointment

Group Session

Event

Reserve Time

Scheduling Wizard

May 2017

S	M	T	W	T	F	S
30	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31	1	2	3
4	5	6	7	8	9	10

Today

Agenda

Day

Week

Time Scale 5 day 7 day

04-30-2017 to 05-06-2017

	Mon 5/1	Tue 5/2	Wed 5/3	Thu 5/4	Fri 5/5
8:00 am	Office	Office		Office	Office
8:15	Time has already	Time has already		Add	Add
8:30	Time has already	Time has already		Add	Add
8:45	Time has already	Time has already		Add	Add
9:00 am	Time has already	Time has already		Add	Add
9:15	Time has already	Time has already		Add	Add
9:30	Time has already	Time has already		Add	Add
9:45	Time has already	Time has already		Add	Add
10:00 am	Time has already	Time has already	Smith, Amanda (10:00 am)	Add	Add
10:15	Time has already	Time has already		Add	Add
10:30	Time has already	Time has already		Add	Add
10:45	Time has already	Time has already		Add	Add

My Students Tab

Home

Appointments ▾

Students ▾

Services ▾

Admin

Search for Students

Q

OVERVIEW

MY STUDENTS

TRACKING

Flag

Referral

To-Do

Kudos

Success Plan

Search

Student Name,


Go

Connection

Term

Cohort

Additi

<input type="checkbox"/>	Name	Email	Phone
<input type="checkbox"/>	<div><div></div><div><div>Student, Joe</div><div>004456789</div></div></div>	joestar@starfishcollege.edu	

⏮

⏪

Page 1 of 1

⏩

⏭

🔄

Total items selected: 0

Display

★

✕

Raise Flag for Randi Albright

Never Mind Save

★ Flag

Course Context ⓘ

Comment

Poor Academic Performance

Attendance Concern

In danger of failing

Poor Academic Performance

Student View: The student can view this item and the notes entered above.

Permissions: People with the following roles may be able to see this tracking item if they have a relationship with the student(s):

Instructor

Major Advisor

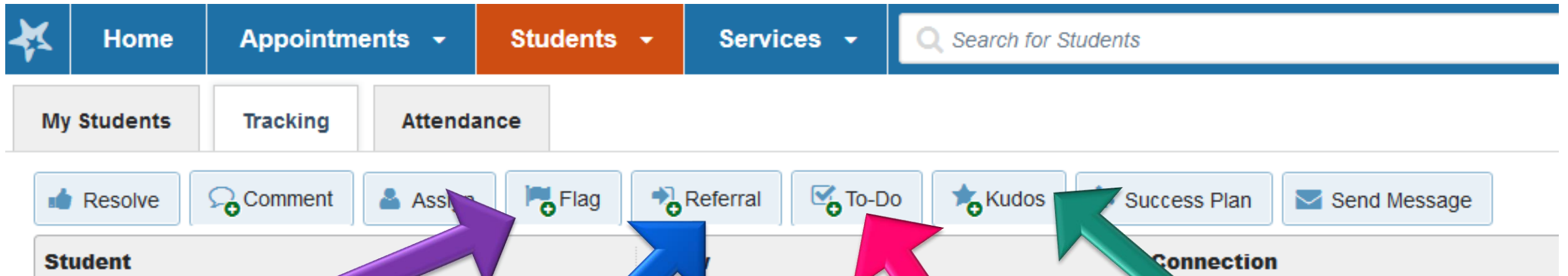
TermRelationshipAdvisor

Primary Advisor

Never Mind

Save

Our Tracking Items



Flag Students for Academic Concerns

Ex: Attendance Concern or Low Grades

Refer Students to Support Services

Ex: Tutoring Services or Student Development

Remind Students About Something

Ex: Give them a To-Do to "Meet with Instructor" or remind of "Missing/Late Assignments".

Recognize Positive Academic Performance

Ex: Send students a kudo for "Outstanding Performance" or "Showing Improvement"

Student Folder

Randi Albright

Flag

Referral

To-Do

Kudos

Success Plan

Academic Plan

Message

Note

More

Overview

Info

Success Plans

Courses

Tracking

Meetings

Notes

Network

Student Information

✓ Academic Standing: Good Standing

✓ Commuter Student

✓ Continuing Student

✓ Student Major(s): Nursing

✓ Overall GPA: 3.27

✓ Earned Credits: 64

✓ Financial Aid Student: False

Success Plans


Advisement & Registration Plan (Status: In Progress)

Active Flags

Active Flags for courses in the active term

0

FERPA standards protect student data.




Student Name


Student ID#


E-mail


Phone


Progress Surveys


 Home


 Appointments ▾


 Students ▾


 Services




 Add Office Hours

 Add Appointment




 Add Group Session

 Scheduling Wizard

 Outstanding Progress Surveys: [Basic Composition \(ENGL111.04.201403\)](#) [Midterm Results Survey](#) [more...](#)

- Overview
- My Students
- Tracking
- Attendance
- Progress Surveys
















Survey:

 Save Draft  Never Mind  Submit

Please consider any students who have performed poorly or particularly well through midterms. Please consider providing a specific referral recommendation for support. You can click on the hyperlink on the student's name to open his or her student folder. Just close the folder to return to the Survey page. Remember to "Save Draft" periodically if you are doing a little bit at a time so that you don't lose your changes. Once you submit the survey you cannot change it!

Search:

Go

Name ▴	No Feedback	In danger of failing 	Poor Academic Performance 	Visit Advising Center 	Great Work! 
 Albright, Randi  9931539SF		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
In danger of failing		<input type="text" value="Enter comments here"/>			
 Caricks, Peter 9931543SF	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
 Edwland, Pamela 9931540SF	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
 Keiloyd, Mackenize  9931528SF		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
 Nicehen, Emilio 9931519SF	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
 Ranlett, Becca  9931531SF		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
 Ricwoll, Benita 9931534SF	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
 Robwoll, Phillip	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>


Total items selected: 3

Displaying 8 Students


* Required fields

 Save Draft  Never Mind  Submit


Marketing/Promotions

**NIAGARA COUNTY COMMUNITY COLLEGE**

PROSPECTIVE STUDENTS ▾ CURRENT STUDENTS ▾ ACADEMICS ▾ FOUNDATION/ALUMNI ▾ ATHLETICS ▾ EVENTS

Search 

Apply Now

**STARFISH SUCCESS NETWORK**

HOME STUDENT INFO WHO IS CALLING ME? FACULTY/STAFF INFO

Get Started In Starfish

Student Info

Who Is Calling Me?

Faculty/Staff Info

YouTube Tutorials

Starfish Newsletter

Terms Of Use

NCCC Starfish Success

Starfish Success is an early alert communication tool that supports student success. Students and advisors are alerted when academic performance issues arise which may threaten the success of the student. The Student is then connected with success coaches, advisors, faculty and other offices on campus to help promote and support their success.

→ Starfish Login ←

Starfish Success will be available for all students starting Winter 2018 providing the College community with:

- Timely and informed feedback
- A network of coordinated support
- Tracking of assistance/intervention
- Online appointment scheduling

Notification Process

Instructor raises flag

Student Connects with Resources

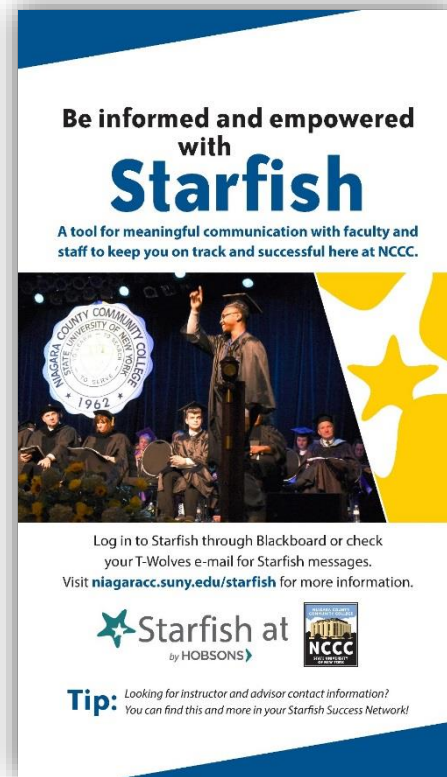
Visit
niagaracc.suny.edu/starfish

Promotional Videos



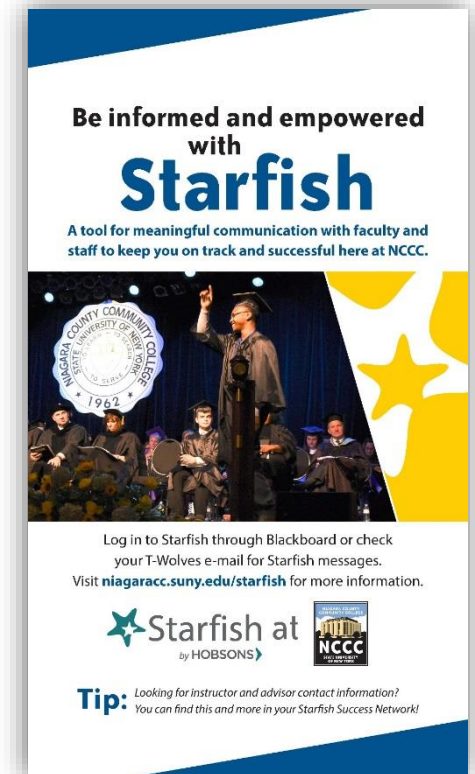
Communication Plan for Students

- Signs around campus
- E-mails (T-Wolves)
- Website & Videos (YouTube Channel)
- Syllabus Statement
- Flyers
- Giveaways (lanyards, pens, bookmarks, ...)
- READY Orientation & Session



Communication Plan for Faculty/Staff

- Semester Newsletter
- Division Meetings in Feb
- Signs around campus
- E-mails (Outlook)
- Website & Videos (YouTube Channel)
- Syllabus Statement
- NCCC Today "Fish Food"
- Webinar "Quick Tips"
- FRCAE & PD Sessions



Future Implementation List

★ **Prospective Students**

- ★ Utilize to track communication in Admissions. Merge with student profile.

★ **Success Plans**

- ★ Potential Allied Health online skill tracking to support accreditation
- ★ EOP
- ★ Academic Probation (in progress)

★ **Online Appointment Scheduling**

- ★ Students Services offices
- ★ Tutoring Services Appointments & Kiosk
- ★ Faculty office hours

★ **Academic Probation**

- ★ Reporting & Tracking

★ **Tracking of Trends** (courses, instructor outcomes, student success)

★ **Tracking Participation** (orientation, clubs, student success workshops, Transfer/Career Fairs)

How Will We Measure Success?

Our Primary Goal-

NCCC is focused on improving student success and completion. We expect to see a measurable increase in our defined metrics over the next 5 years.

Specific metrics we will be tracking to evaluate the effectiveness of Starfish-

After consulting with our Institutional Research Director, we plan to measure and compare

- course success rates
 - one year retention rates
 - grade point averages
 - attempted vs. earned hours
-
- NCCC also plans to measure impact on specific student populations (first time, transfer, continuing, online, first generation, remedial, etc.) to determine who is benefiting the most. The Starfish implementation team will also be monitoring faculty adoption and usage.

How long do we expect it to take before we see measurable change on your campus?

- Institutional Research has indicated that we will need to collect at least two years of data.

*First a baseline (before Starfish) will be established for comparison.

Contact Us



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& Starfish Admin

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starfishsuccessteam@niagaracc.suny.edu