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# Starfish and Student Success Networking

## Fall 2024 SCCCD Convocation



# Starfish | Student Success Platform Components

Tracking items raised by faculty/staff,  
Progress Updates completed by faculty

## **Current use:**

- Instructors
- Students
- Counselors
- Student Service Areas

Predictive Data Resource to help guide  
planning and interventions

## **Current use:**

- Reedley College is using this to help focus Counseling outreach efforts for at risk students.
- Will be exploring expansion at other SCCC Colleges during 24-25.



Program Maps help guide SEP development.  
Degree Plans (SEP's) in Starfish allow  
students to access their SEP and counselors  
to collaborate on it.

## **Current use:**

- MCC, RC and FCC Counselors
- Students able to access their plans
- Outreach for registration assistance
- Administration/Enrollment Management for Student Centered Scheduling

Appointments, Kiosks (Virtual and F2F),  
Success Network & Case Management

## **Current use:**

- Students
- Counseling
- Support Staff
- Tutorial Services & Support Resources
- Library
- Instructors & Instructional Labs

# How to Access Starfish

**Faculty/Staff/Students use their single sign-on credentials to log into Starfish:**

Starfish App in My Portal

Starfish Button in Canvas

Website Links

Direct Links in Messaging

QR Codes – directing them to specific services for appointment scheduling or kiosks.

## Agriculture & Natural Resources



THIS PATHWAY IS FOR STUDENTS WHO WISH TO LEARN ABOUT IMPROVING THE QUALITY AND SAFETY OF FOOD, CULTIVATING AND PRESERVING OUR NATURAL RESOURCES, AND CARING FOR ANIMALS.

[Agriculture & Natural Resources Pathway Summary \(PDF\)](#)

Meet With an RC Pathway: Ag & Natural Resources Counselor



**SCAN ME**

Home

Announcements

Modules

Starfish

Ask A Librarian

RC Tutoring Services

### My Favorite Apps



WebAdvisor



Canvas



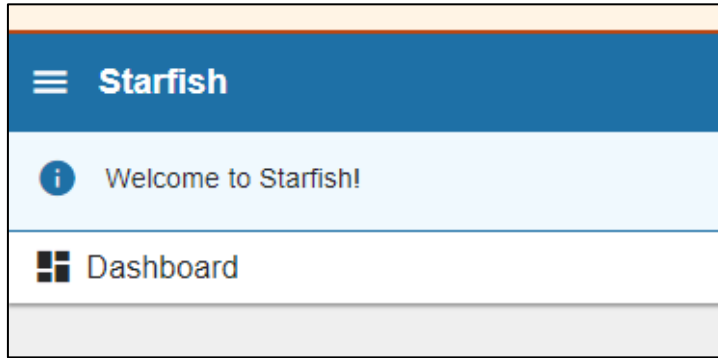
Starfish

Dear Rachel,

We received a notification that you are undecided about your major and may benefit from career exploration.

We have helped students just like you find a major and career path that works for them. Research shows Reedley College students who pick a major early in their college career are much more likely to complete college.

We would like to personally invite you to meet with a Career Counselor for a one-on-one career counseling appointment to discuss your interests and possible career opportunities. You may schedule an appointment via Starfish through the [Reedley College Career and Employment Center](#) Starfish Service. You may also call the Career and Employment Center Office at: (559) 494-3543.



**STUDENT MENU:**

- My Success Network
- Upcoming
- Tell Us About Yourself
- Help
- Dashboard
- Messages
- Degree Planner
- Success Plans
- Courses
- Request Assistance

**FACULTY/STAFF MENU:**

- Home
- Appointments
- Students
- Services
- Help

Each Channel opens a different set of resources.

# Navigation Menus

# Dashboard

**Calendar:** Shows upcoming calendar items such as class meetings and appointments.

**Notifications:** Shows active flags, referrals or action items that have been assigned to you by members of your Success Network.

**My Connections:** Shows people that you are connected to such as instructors or team coaches.

**My Services:** Shows specific services that you are connected to.

**Kudos:** Show when people have recognized your positive efforts!

The screenshot displays the Starfish Student View dashboard. At the top, a blue header bar contains the Starfish logo and a 'Welcome to Starfish!' message. Below this, a navigation bar includes a 'Dashboard' link. The main content area is divided into several sections:   
1. **Calendar:** A calendar view for July 9, 2021, showing a 'Pathway' event at 10 am.   
2. **Notifications (1):** A notification titled 'Reedley Undecided Student Career Counseling' created by Samara Trimble on 07-01-2021, with a message to schedule an appointment with a Career Counselor.   
3. **My Connections (2):** A list of two instructors: Linda Vang and Christian Vargas, both with email addresses.   
4. **My Services (4):** A list of four services: 'RC Pathway: Art, Music & English', 'Reedley College EOPS Program' (Monday-Friday 8:00am-5:00pm, CSS1 - Room 3), 'Reedley College Express Counseling' (with a 'JOIN WAITING ROOM' link), and 'Reedley Keep Up the Good Work'.   
5. **Kudos (1):** A kudos message from Christian Vargas dated 06-29-2021, praising the user's work on 'VISUAL CULTURE INTRO (ART-2-54868-2021SU)'.   
A 'Request Assistance' button is located in the top right corner. The bottom of the dashboard features a 'My Success Network' section.

## Student View

Starfish

Welcome to Starfish!

Dashboard

Request Assistance

### Calendar

Choose Date: July 9, 2021

Su	Mo	Tu	We	Th	Fr	Sa
4	5	6	7	8	9	10

ALL DAY

9 am

10 am Pathway

11 am

12 pm

### Notifications (1)

FLAG

Reedley Undecided Student Career Counseling

Created by Samara Trimble on 07-01-2021

Please schedule an appointment with a Career Counselor in the Reedley College Career and Employment Center in order to help you decide on your major and career path.

### My Connections (2)

Linda Vang  
Instructor  
linda.vang@fresnocitycollege.edu

Christian Vargas  
Instructor  
christian.vargas@reedleycollege.edu

My Success Network

### My Services (4)

RC Pathway: Art, Music & English

SCHEDULE

Reedley College EOPS Program

Monday - Friday 8:00am - 5:00pm

CSS1 - Room 3

CALL

Reedley College Express Counseling JOIN WAITING ROOM

My Success Network

### Kudos (1)

Reedley Keep Up the Good Work

Sent by Christian Vargas on 06-29-2021

VISUAL CULTURE INTRO (ART-2-54868-2021SU)

Great job on your last project assignment!



# My Success Network

Search for individuals  
or services

A student's  
Connections, based  
on course enrollment  
and individual  
connections

Program and services  
connected to the  
student

Display a catalog of  
other services in the  
district


## My Success Network


Search services and people


How can we help?


Student View


Your Connections

 **Ryan LaSalle**  
Instructor


 **Karen Marks**  
Biology Instructor

 **Stephen Pearse**  
Head Baseball Coach/Instructor

 **Joseph Lin**  
Instructor

 **Eric Marty**  
HEAD FOOTBALL COACH / HPE INSTRUCTOR


Your Services



### RC Pathway: STEM

Starting in Fall 2020 Reedley College will be offering counseling services by Pathway. Each pathway has a team of people who work closely together to provide you with specialized counseling and support for majors within the pathway. The RC STEM Pathway includes majors related to: Biology, Chemistry, Kinesiology, Physical Education, Health Education, Nursing, Dental Assisting, Math, Engineering, Physics and Physical Science.


[CALL](#)



### Reedley College DSP&S Program

Disabled Students Programs and Services (DSP&S) provide specialized counseling, support services, and resources to students with temporary or permanent disabilities. DSP&S Learning Disability Services provides a comprehensive service to students from identification of a learning disability to developing and establishing strategies that will help students meet their academic goals. Please call the office to find out more about the services we can offer and to schedule an appointment.

[CALL](#)



### Reedley College Student Athlete Counseling

Reedley College counselors serving our student athletes work collaboratively with the Athletic Department and SARP program to support students with academic planning and connecting to resources that will support their success in completing their educational goals and in complying with all all transfer and eligibility requirements.

[SCHEDULE](#) [CALL](#)

[SHOW OTHER SERVICES](#)

# STUDENT NOTIFICATIONS

Students receive information when we use starfish.

- When tracking items with notifications setup are raised.
- When future appointments are scheduled or changed.
- In Starfish:  
Notifications can be viewed within Starfish on the Dashboard and in the Messages channel.
- SCCCD Email:  
An email with the same information is also sent to the students SCCCD email.

[Starfish Introduction to Dashboard and Messages Video on the Starfish Support Playlist](#)

The screenshot displays the Starfish Student interface. On the left is a sidebar menu with the following items: Dashboard, My Success Network, Upcoming, Tell Us About Yourself, Messages, Degree Planner, Success Plans, and Request Assistance. At the bottom of the sidebar are links for Privacy Policy and Terms of Use. A red arrow points from the 'Messages' item in the sidebar to a message box on the right. Another red arrow points from the 'Dashboard' item to a 'Notifications (1)' box at the top right. The 'Notifications (1)' box contains a notification with a red flag icon, the text 'I want help selecting a career path', and details: 'Assigned to Gilbert Torres', 'Created by you on 10-14-2022', and a phone number '(559)223-5853'. The message box on the right contains a thank-you note dated 10/13/2022 1:47 PM PDT, a list of four campus resource links (CCC, FCC, MCC, and RC Career and Employment Centers), and logos for four colleges: Clovis Community College (bull), Fresno City College (ram), Madera Community College (panther), and Reedley College (tiger).

**Starfish Student**

- Dashboard
- My Success Network
- Upcoming
- Tell Us About Yourself
- Messages
- Degree Planner
- Success Plans
- Request Assistance

Privacy Policy  
Terms of Use

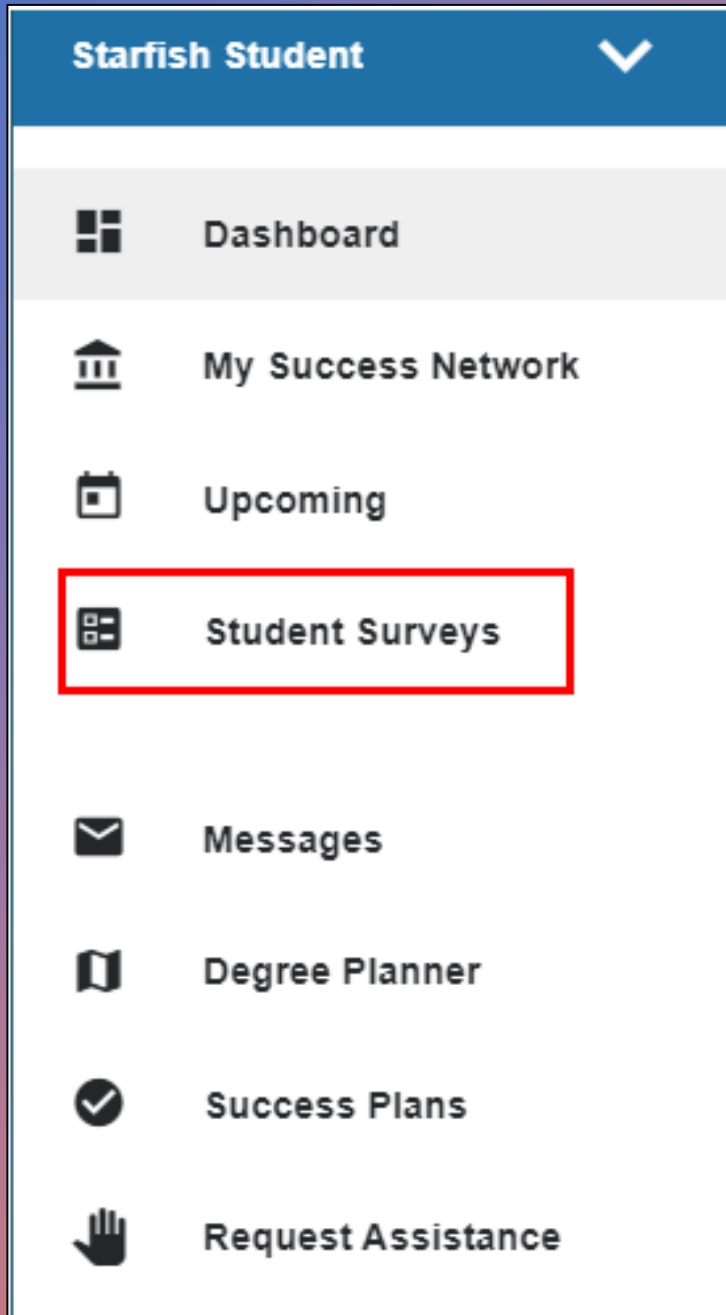
**Notifications (1)**

**FLAG**  
I want help selecting a career path  
Assigned to Gilbert Torres  
Created by you on 10-14-2022  
(559)223-5853

Thank you for being proactive and asking for help. We received the following request: on 10/13/2022 1:47 PM PDT. There are many resources available throughout the State Center Community College District, which includes Clovis Community College, Fresno City College, Madera Community College, and Reedley College.

Someone from your college will be reaching out to you. In the meantime, you can find information at the following campus resources.

- [CCC Career Resource Center](#)
- [FCC Career and Employment Center](#)
- [MCC Career and Employment Center](#)
- [RC Career and Employment Center](#)



# Starfish Student Surveys

Term Based

Helps us gather information from students about their current needs.

## Tell Us About Yourself Survey

Summer/Fall 2023  
1,654 students

### Marketing Timeline:

Website Banner: First 3 weeks of semester

Social Media Post: First week of Semester

Email and Text to Students: Second week of Semester

SCCCD Student Surveys webpage:

<https://www.sccd.edu/lp/campaigns/starfish-survey.html>



# Tell Us About Yourself Basic Needs Survey

## 7 Questions Total

Each question can be used strategically to develop a support network to assist students!

### Intervention Strategy:

The SCCCD referral is raised for students who answer “Yes and I would like information about Campus and Community Resources.” :

- SCCCD Food Resources Referral
- SCCCD Housing Resources Referral

### Food & Housing Insecurity Questions

- Are you concerned about having enough food for you and your family?
- Are you homeless or concerned about becoming homeless?

### New Question for Fall 24

- Have you experienced incarceration or been involved with the justice system?

### Intervention Strategy:

Each college will be able to connect with students who respond “yes” to help students be aware of and connect to resources such as the Rising Scholars program.

# Tell Us About Yourself| Confidence in Major

Helping us connect with students who need help with selecting a major!

## Intervention Strategy:

For students who answer Slightly Certain or Not Certain at All, create referral to the Career Center for Career Assessment/Counseling Services.

At Reedley, this is done each Monday for students who updated their response during the week prior.

How Certain are you about your program Choice/Major?	Count of Student ID (Fall 23)
Very Certain	878
Moderately Certain	550
Slightly Certain	158
Not Certain At All	68
<b>Grand Total</b>	<b>1654</b>

# Tell Us About Yourself| Intervention Strategies

This data can be used to conduct outreach to students for courses/resources that will help them with learning or becoming more confident in their ability to use computers to complete assignments.

How Confident are you in your ability to use a computer to complete assignments?	Count of Student ID (FA23)
Very Confident	1060
Moderately Confident	480
Slightly Confident	97
Not Confident At All	17
<b>Grand Total</b>	<b>1654</b>

How Confident are you that you will have access to the internet when you need to complete assignments?	Count of Student (FA23)
Very Confident	1067
Moderately Confident	441
Slightly Confident	131
Not Confident At All	15
<b>Grand Total</b>	<b>1654</b>

This data can be used to drive resource development and opportunities for students to gain access to internet within the college, the community and even low cost options for their personal use.

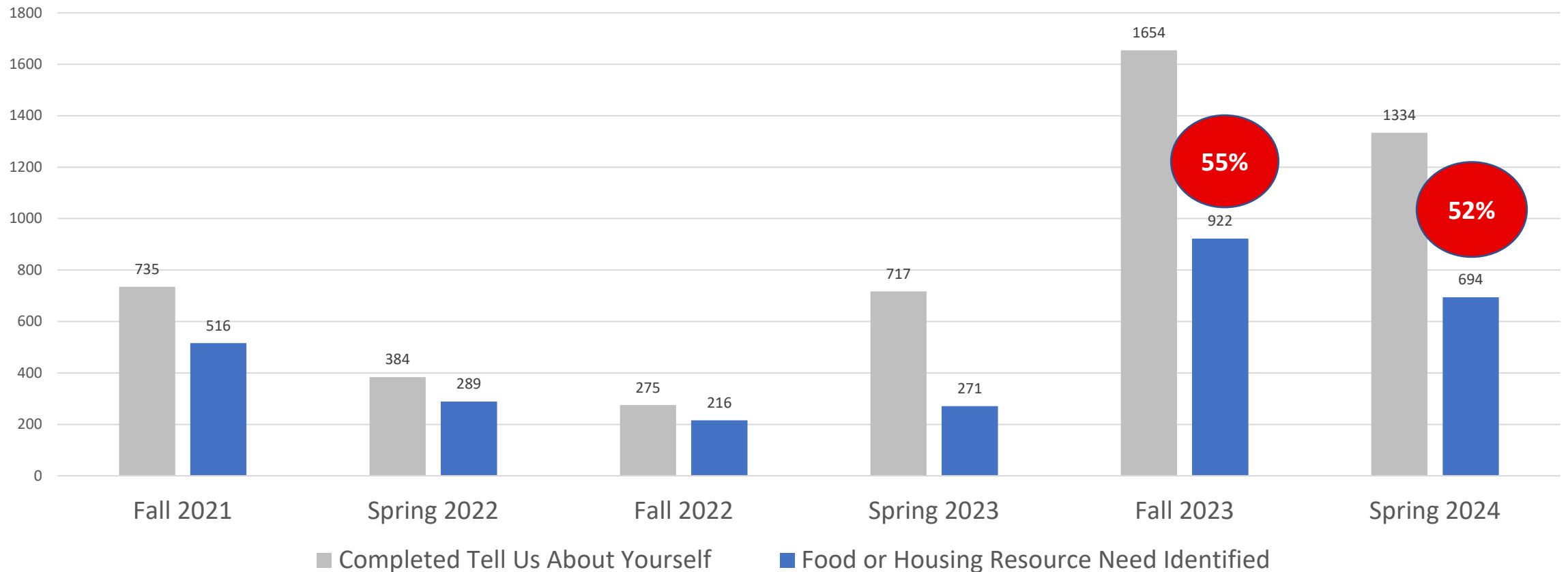
# Tell Us About Yourself | Financial Aid

This data can be used to by a variety of areas (i.e. Financial Aid and Veterans Services) to reach out to students. For example if the student identifies they will be using FAFSA or Veterans Benefits but have not yet completed the FAFSA or connected with the Veterans Certifying Official.



	Count of Student ID (FA23)
How are you planning to pay for college?	
Financial Aid/FAFSA/Dream Act (grants, loans, work study)	1181
Self-Funded (job, savings, etc. or Parents)	330
Veterans Education Benefits	15
Unsure	128
Grand Total	1654

# How many students identify Basic Needs through the survey?





There are many resources available throughout the State Center Community College District, which includes Clovis Community College, Madera Community College, and Reedley College. There are also resources throughout the Central Valley. The following links provide more information about resources to assist with housing.

- [City of Clovis Affordable Housing Services](#)
- [Fresno County Housing Assistance](#)
- [Madera County Housing Programs](#)
- [Housing Authority of Tulare County](#)



College Pantries are here to support enrolled State Center Community College District students with access to free food items and personal hygiene products.

**College Based Resources:**

- [CCC Crush Pantry](#)
- [FCC Ram Pantry](#)
- [MCC Lion's Den Food Pantry](#)
- [RC Tiger Pantry](#)

**Community Based Resources:**

- [CalFresh](#)
- [Central California Food Bank](#)
- [Fresno County Food Map](#)
- [Madera County Food Bank](#)
- [Freefood.org for Madera](#)
- [Food Link for Tulare County](#)



# Food & Housing Resources Information & Follow-up

## Informative Messaging:

SCCCD Food Resources Referral and SCCC Housing Resources Referral automatically triggers information being sent to the student.

- In Starfish: The information can be viewed on the Messages channel.
- SCCC Email: A copy of the message is sent to the students SCCC email.

## Follow-up Workflow:

Referrals are triaged out District-wide based on student's college connection and additional outreach is conducted to ensure the information was received and provide any additional assistance needed.



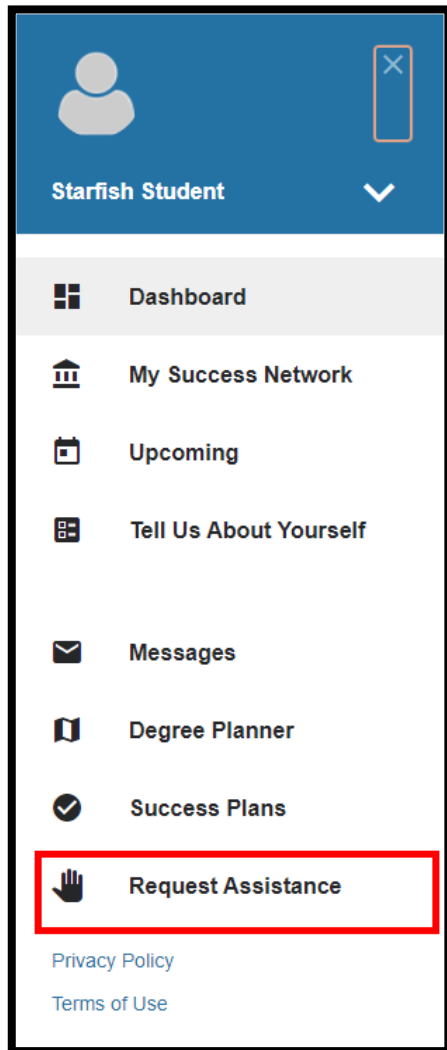
**Student Surveys in Starfish**

# How You Can Help!

## Be an Active Part of our Student Support Network!

- Talk to Students about Starfish!
- Encourage Students to Complete the Tell Us About Yourself- Basic Needs Survey each semester
  - Use The QR Code to direct students to complete the survey
  - Share the SCCCD Student Surveys webpage with students:  
<https://www.scccd.edu/lp/campaigns/starfish-survey.html>
  - Take a few minutes to show students the Student Surveys in Starfish Video (it's embedded on the webpage)

# Starfish | Request Assistance



The image shows the 'Request Assistance' form interface. At the top is a blue header with a hamburger menu icon and the text 'Request Assistance'. Below the header is the question 'Need assistance with something?' followed by a paragraph: 'Need assistance? Complete the form below to get started. We encourage you to be proactive in seeking help on our campus. We believe you can be successful!'. The main section is titled '\* Type of help needed' and contains a dropdown menu with the text 'Select the type of help needed'. Below the dropdown are three options, each with a description: 'I am concerned about becoming homeless' (provides information about local housing resources), 'I am concerned about not having enough food for myself/family' (provides information about college food pantries and other local resources), and 'I want help choosing a major' (helps connect you to a counselor for assistance exploring majors). The second option is currently selected. At the bottom of the form are two buttons: 'CANCEL' and 'SUBMIT'.

Students can ask for help with 15 different options!

Information sent to student's SCCCD Email and Starfish Messages Channel for the items selected.

Each item is triaged to specific people who will answer questions and assist with resources.

## Marketing Timeline:

Website Banner: Weeks 4-6 (and often beyond)

Social Media Posts: Week 4

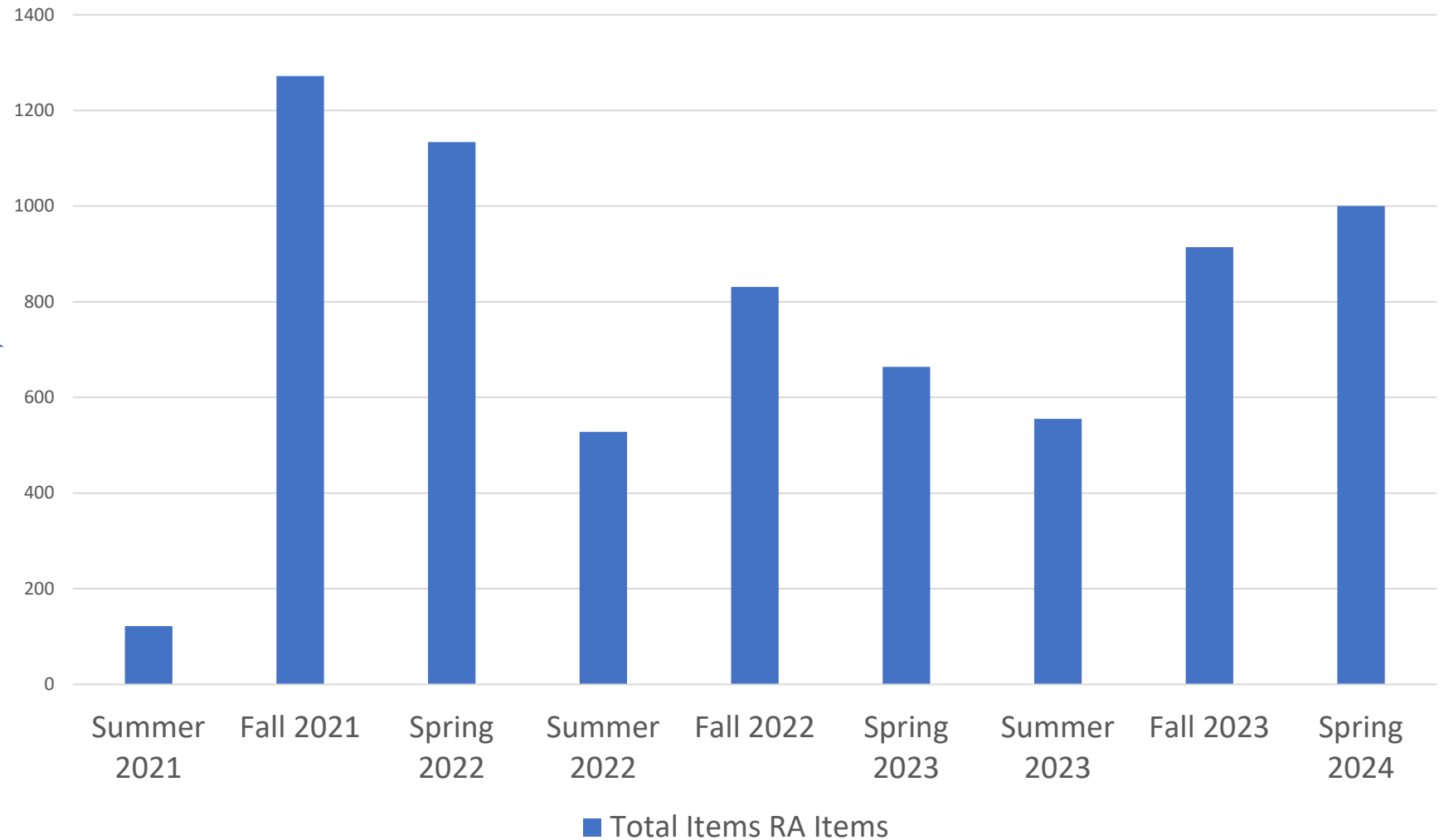
Email and Text to Students: Week 4

SCCCD Request assistance webpage:

<https://www.sccd.edu/lp/campaigns/starfish-request-assistance.html>

# Request Assistance – Items Raised by Students

4,744 students  
6,244 Items  
Raised





**Request Assistance in Starfish**

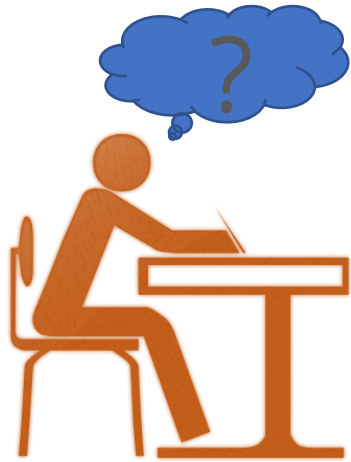
# How You Can Help!

## Be an Active Part of our Student Support Network!

- Talk to Students about Starfish!
- Help Students be aware of Request Assistance
  - Use The QR Code to direct students to complete the survey
  - Share the SCCCD Request assistance webpage with students:  
<https://www.scccd.edu/lp/campaigns/starfish-request-assistance.html>
  - Take a few minutes to show students the Request Assistance in Starfish Video (it's embedded on the webpage)



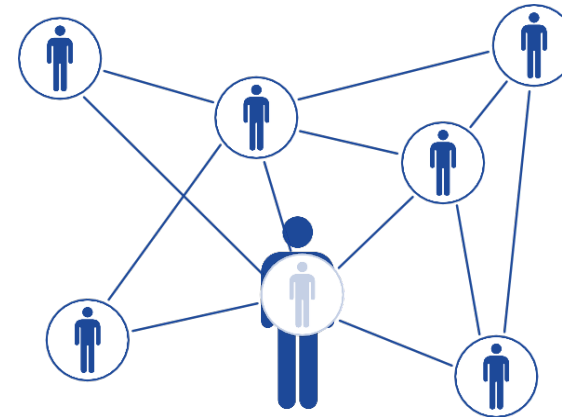
# Early Alert and Student Success Networking



Student needs help



Instructor or staff/faculty notes student's performance or need in Starfish



2-way Networking  
Student can reach out for help and student network reaches out to student.



Student receives support and is one step closer to college success

# Tracking Item Types and Examples



- Each college manages their own tracking items and establishes the communication template and workflow associated with each item.
- Look for the college in the name of the item.



## Kudos

- Keep up the Good Work
- Showing Improvement



## Flags

- Attendance Concern – Online or In Person
- Concerned with your course progress
- Course Withdraw Recommendation
- General Concern/Counselor Intervention
- Missing Assignments



## Referrals

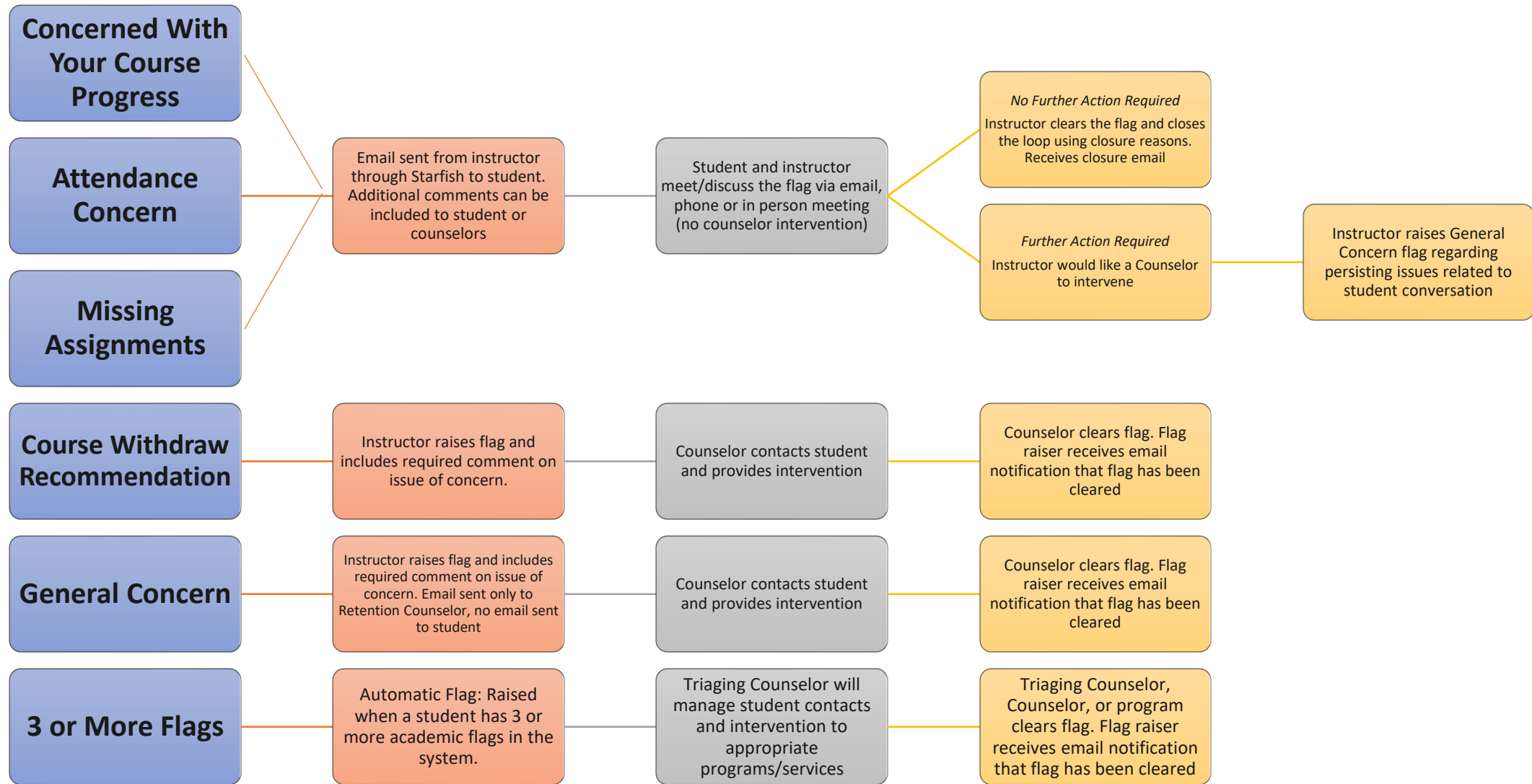
- DSP&S Referral
- Financial Aid Referral
- Tutorial Resources



## To Do's

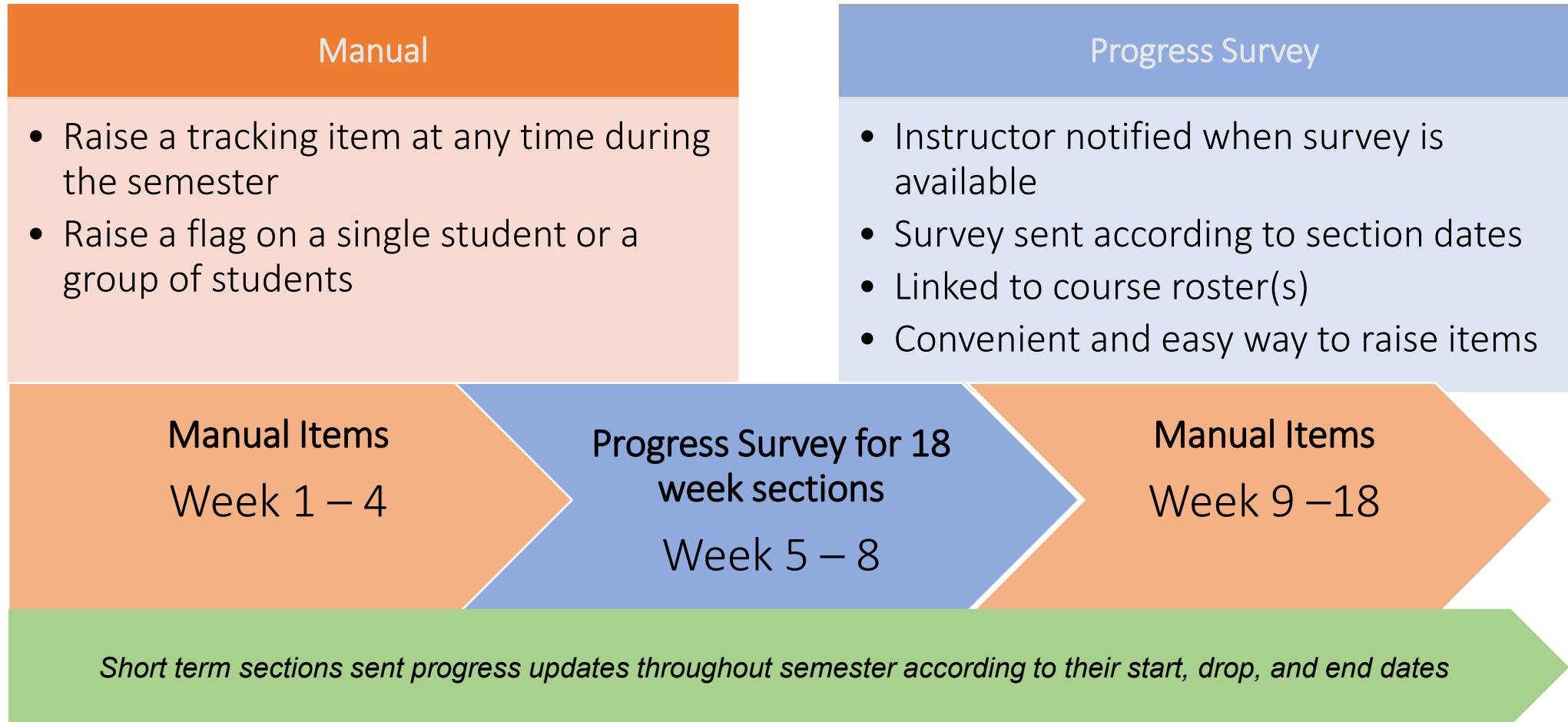
- RC Register for Next Semester
- RC RSVP for Commencement

# What Happens When Items are Raised?




**Contact the Early Alert Lead at your College for more details!**

# Early Alert | Modes of raising items



# Raise Items via Progress Updates

 **Starfish**

Office Hours


Appointment


Group Session

Scheduling Wizard

Reserve Time

Record Attendance

 **System Announcement:** Welcome to Starfish!

 **Outstanding Progress Updates:** [CALCULUS II \(MATH-5B-53346-2022SP\): RC E](#)

## Instructor View

Starfish

Search for Students

MY STUDENTS

TRACKING

TELL US ABOUT YOURSELF

ATTENDANCE

**PROGRESS UPDATES (3)**




**CALCULUS II (MATH-5B-51765-2022SP): RC Early Alert Progress Update: Spring 2022 18 week 1/10/22 start date sections**

SAVED February 15, 2022 at 10:43 AM

DUE February 27, 2022 at 11:00 PM

Please complete the following progress update by selecting the appropriate options for your students. Once submitted students will be notified via email of your concerns and/or kudos. Flags will include instructions to the student in the message template along with your comments. Comments are highly encouraged but please note students will see all comments. Once submitted the survey cannot be revised.

Search | Info

Name	Reedley Keep Up the Good Work	Reedley Showing Improvement	Reedley Attendance Concern – online or in person course	Reedley Missing Assignments	Reedley Concerned With Your Course Progress	Reedley Course Withdraw Recommendation	Reedley Tutoring Services
 [Redacted]	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reedley Keep Up the Good Work							
<div>You've had great participation in doing all homework!</div>							
 [Redacted]	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
 [Redacted]	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

RESET

SUBMIT

Accessing Progress Updates

Announcement on Homepage with link to open surveys.

Progress Updates Tab within Students Channel

Efficiently raise items included in survey based on course roster.



# Raise Items Manually

Raise an item for one student or multiple students at the same time.

My Students Tab within Students Channel


Using Connection for the course student(s) are enrolled in.

Can be used at any point in the semester.


## Instructor View

The screenshot displays the 'Instructor View' interface. At the top, there are tabs: 'MY STUDENTS' (selected), 'TRACKING', 'TELL US ABOUT YOURSELF', 'ATTENDANCE', and 'PROGRESS UPDATES (3)'. Below the tabs, there are buttons for 'Flag', 'Referral', 'Kudos', 'Success Plan', 'Message', and 'Download'. The 'Flag' button is highlighted. Below these buttons, there is a search bar with the text 'Student Name, Username, o' and a 'Go' button. To the right of the search bar, there are dropdown menus for 'Connection' (set to 'MATH-5B-53346-2022...'), 'Term' (set to 'Active'), and 'Cohort'. There is also an 'Additional Filters' section with an 'Add Filters' button. Below the search and filter section, there is a table with columns: 'Name', 'Success Score', 'Email', 'Phone', and 'Cell Phone'. The table contains several rows of student data, with checkboxes in the 'Name' column. Four students are selected, indicated by blue checkmarks. A modal window titled 'Raise Flag for Multiple Students' is open over the table. The modal has a 'Never Mind' button and a 'Save' button. It contains a 'Flag' dropdown menu, a 'Course Context' section, and a 'Comment' section. The 'Flag' dropdown is currently set to 'Reedley Attendance Concern - online or in person course'. The 'Comment' section contains a text area with the following text: 'subsequent consequences (i.e., gave a zero grade on assignment). Explain if the actions taken are in compliance with your syllabus and if you have had similar problems with this student before. You may be contacted for additional information and supporting documents. This flag is NOT visible to the student.' Below the text area, there are two sections: 'Permissions: A tracking' and 'Required fields'. The 'Required fields' section is currently empty.

# District-Wide Tracking Item Dashboards



STATE CENTER  
COMMUNITY COLLEGE DISTRICT



Starfish

Early Alerts and Student Success

Starfish Tracking Report: Total Number of Records by Item Type

	2024SP				2023FA			
	FLAG	KUDO	REFERRAL	TO_DO	FLAG	KUDO	REFERRAL	TO_DO
Madera	642	1,368	72		767	1,961	131	
Reedley	4,729	8,916	809		4,867	6,619	986	
Clovis	967	1,812	39		1,245	2,112	54	
Fresno City Coll..	3,106	4,698	238	220	3,394	4,352	338	103
Null	5,506	370	10,861	3,871	2,339	580	9,016	10,912
Grand Total	14,950	17,164	12,019	4,091	12,612	15,624	10,525	11,015

**NOW AVAILABLE!**  
In Tableau  
Enrollment Management Folder

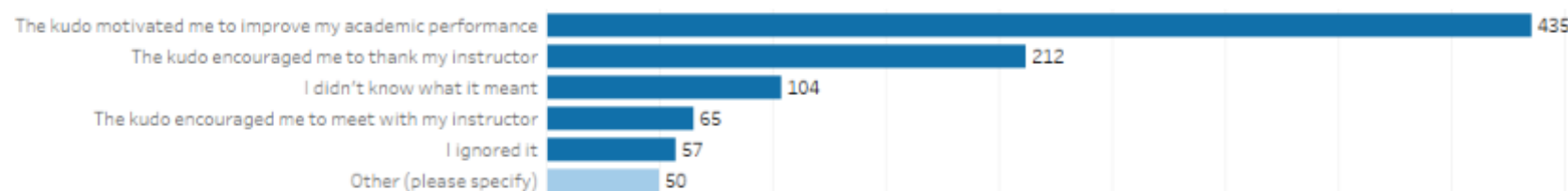
Dashboard currently allows  
disaggregation by term,  
college, tracking item, course  
and course grade

Was there a difference of course pass rates by course and alert type?					
		2024SP		2023FA	
BIOL-22	FLAG	38.71%		38.46%	
	KUDO	89.72%		84.51%	
	REFERRAL	87.50%		100.00%	

# What do Students Say About Early Alert?

## Kudos

Q5 What was your experience upon receiving a Kudo? (select all that apply)



Kudos Work!

**89%**

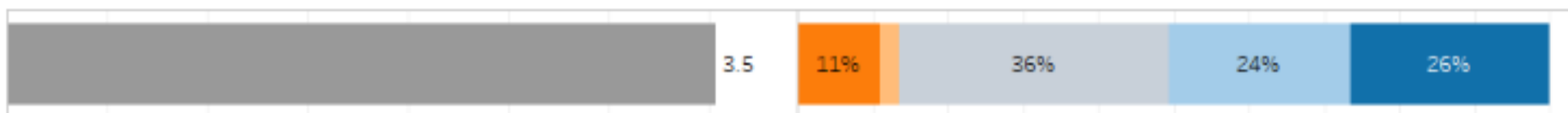
reported the Kudo  
Motivated them to  
improve their academic  
performance!

They Believe it Helps them!

**50%**

Agree that Starfish Alerts helped them improve their course performance.

Q12 Starfish Alerts helped me improve my course performance



Responses


- Strongly agree (5)
- Somewhat agree
- Neither A/G
- Somewhat disagree
- Disagree (1)


AVG Agreement Value

# Key Reminders!

## Actively be part of our Student Support Network!

- Setup your Starfish Profile
- Participate in Starfish Progress Updates
- Manually raise tracking items when needed
- Talk to Students about Starfish!
- Talk with faculty and staff about Student Support Networking!
- Distribute Starfish Information
  - Tell Us About Yourself Flyers
  - Request Assistance Flyers
  - Encourage students to complete the Starfish for Students Orientation in Canvas

 Connection Profile



**Anya Connelly-Howland**  
English Instructor

SCHEDULE APPOINTMENT

Contact  
[Send an email](#)

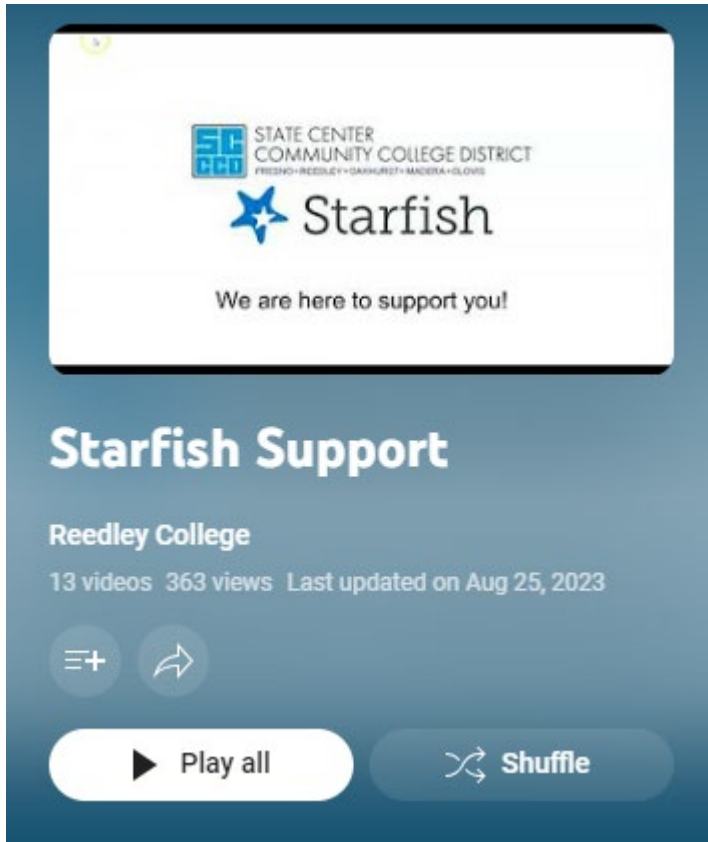
**About Anya**  
Hi students, If you need help going over the material covered in class, or just have a question, please visit me in my Office Hours. M-10:15-11:15 am (In Person) T- 1:30-2:30 (Zoom) W-10:15-11:15 am (In Person) Th- 12:30-2:30 (Zoom)

1. Click on your name in the Navigation menu and select the **Edit Profile** tab.
2. Use the **Upload Photo** link to add a photo to your profile.
3. Review/Update/Fill in Information in each area.
4. Select Submit to Save
5. Select the Email notifications tab. Update Tracking Item Notifications to your preferences.
6. Select Submit to save

# Starfish Resources and Contacts

## YouTube:

### [Starfish Support Playlist](#)



## Clovis Community College:

Rachel Moring-Garcia: [rachel.moring@cloviscollege.edu](mailto:rachel.moring@cloviscollege.edu)

Nancy Chavero: [nancy.chavero@cloviscollege.edu](mailto:nancy.chavero@cloviscollege.edu)

## Madera Community College:

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