

# Instructor & Advisor Getting Started Guide

## Starfish Retention Solutions



Easier than ever to identify students who need support

### Welcome to Starfish®

Starfish gives you a convenient way to keep track of your students – raising flags when you observe a pattern of behavior that concerns you, ensuring that the people on campus who can intervene are aware.

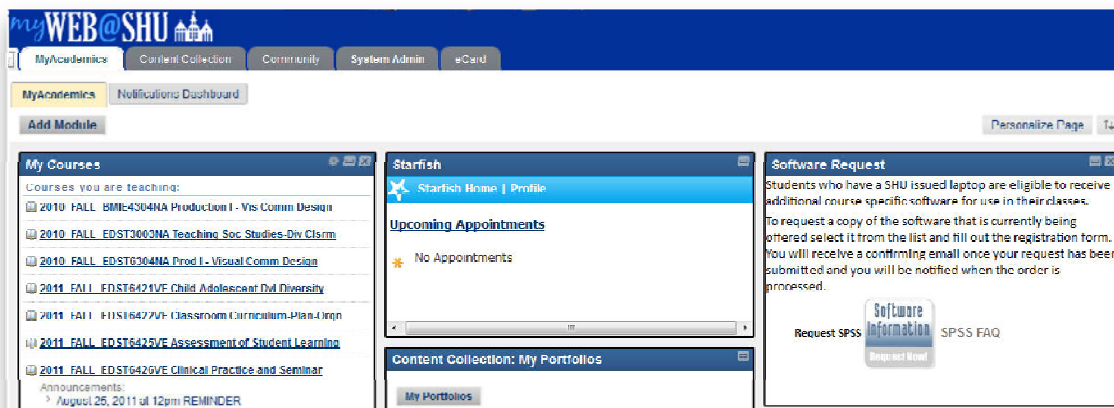
**Getting started is easy.** Accessible through Blackboard, Starfish will automatically display all students that have been assigned to you or are enrolled in your courses. From there, you can begin raising flags about students, review flags that have been raised about your students, and provide additional information.

*That's it. Simple for you. Empowering for your students.*

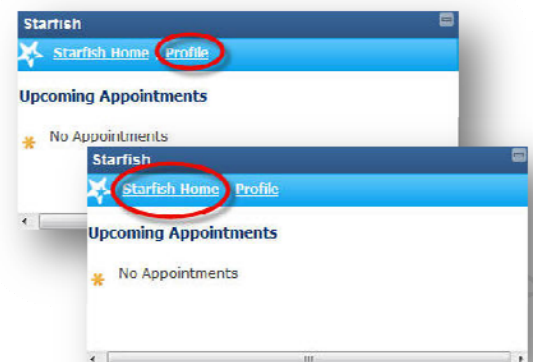
### >> Accessing Starfish

Starfish is accessed through a Blackboard module. **Note:** The Starfish module may not appear in the exact location in Blackboard as the graphic below.

1. Log in to **Blackboard**.
2. Locate the **Starfish** module.



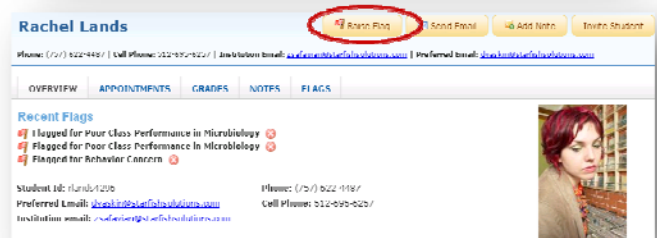
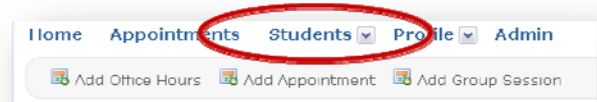
3. If you would like to view or edit your Starfish profile, select **Profile**.
4. If you would like to access your student list, select **Starfish Home**.



## >> Raise a Flag

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

- Click on the **Students** navigation item to see all of your students.
- Find the student you want to raise a flag for – by searching for their name or paging through the students. Click on the student's name to bring up the student's folder. *Note:* Anywhere you see a student's name as a link it will take you to his or her folder.
- When you click on the **Raise Flag** button, a list of flags that can be raised and viewed by you is displayed.
- Select the appropriate flag, enter comments and click the **Save** button.
- The appropriate individuals will be automatically notified.

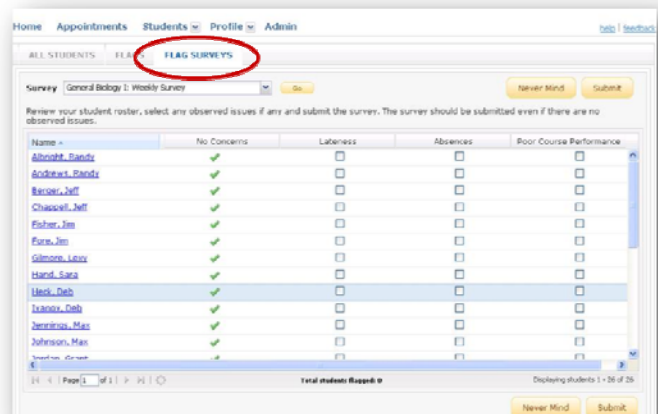


## >> Flag Surveys

Manual flags can also be raised by submitting a flag survey. You will receive an email reminder when there is a new survey for you to complete.

- Click on the **Students** navigation item and then choose the **Flag Surveys** tab.
- Check the boxes to raise concerns about certain students.
- Click **Submit** when you are finished to raise the selected flags.

*Note:* You may be asked to submit more than one survey. They will be listed in a drop-down menu on the *Flag Surveys* tab.



## >> Setup Your Profile

Some of your profile, such as your contact information, is imported from Banner to Blackboard. Other parts of your profile, such as your cell phone number, can be entered by you.

1. Click the **Profile** link in the Starfish navigation at the top of every page.
2. Enter a phone number and/or cell phone number, if you wish to share them.
3. You may enter an alternative address in the “Preferred Email” field. Select the address(es) where Starfish should send email and calendar events.
4. Upload your photo to help a student put a face to your name.
  - a. Select the **Upload Photo** link.
  - b. Browse for a photo on your desktop. Recommended file formats are JPEG, GIF, and PNG.
  - c. Click the **Upload Now** button.
5. Complete the General Overview and My Biography sections.
6. Click the **Save** button.



**Yasmin Gold** (Last login: 12/13 PM 12:00:00)

First Name: yasmi Institution Email: ycgatawan@retentionsolutions.com  
Phone: (215) 252-4411 Preferred Email: ycgatawan@retentionsolutions.com  
Cell Phone: (727) 622-1887 (Send my calendar events to:  
Video Message: (215) 252-1111  institution email  preferred email  both  
Time zone: (GMT-07:00) Eastern Time   
 Display all time zones

**General Overview**  
A general message should go here. Tell people how you can help them during your office hours.  
I welcome students to my office. I've been with the Budget Center for 14 years. In that time I have helped a number of students with career decisions, internships, and graduate school selection, among other things. Of course, I will gladly help you with assignments and papers as well. <a href="http://www.retentionsolutions.com" >Learn more about me.</a>

**My Biography**  
Use this space to tell others about yourself. You can include your educational background, work experience, areas of research, and study or any other information that would be relevant to others on campus. Students are more likely to reach out to you if they know a little about you.  
I spent 15 years working after the war in 1945. My first job was with the State Bureau and the Office of Research. At that time I was only 16. I kept it up until I had been at about 18. I then went to the State Office of Research for 14 years.

## >> Frequently Asked Questions

### *How do I get more detail on a student?*

Anytime you see a student's name as a hyperlink, in an email, on your dashboard or throughout various Web pages, this hyperlink takes you to the student's folder. The student folder contains a) the student's contact information, b) any appointment history with you, c) the grades recorded in the student's online grade book in Blackboard, d) notes recorded by you or shared with you, and e) flags raised in Starfish.

### *How do I change how and when I am emailed by Starfish?*

Starfish will email you a daily summary of flag activity for your students. You can change these settings by clicking **Profile**, and navigating to the **Email Notifications** tab.



### **Having trouble? Want to learn more?**

Contact:

Mary Zedeck

[mary.zedeck@shu.edu](mailto:mary.zedeck@shu.edu)

