

# Starfish Student Success

## Managing Tracking Items

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Rancho Santiago Community College District, Santa Ana College

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### 1. ACCESSING STARFISH

There are several ways to access Starfish.

a. **Direct Link:** <https://sac.starfishsolutions.com/starfish-ops/>.

b. **Canvas Navigation:** Click on the Starfish logo in the left navigation menu of Canvas.

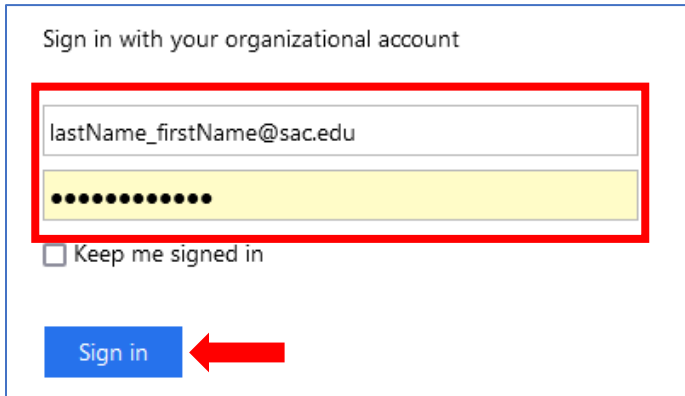


c. **Santa Ana College Website:** Visit the Santa Ana College [Faculty & Staff website](#). Under the Technology Resources section in the left navigation menu, click on the "Starfish Student Success" link, then select "Login now."

<p>Employment Opportunities</p> <p>Faculty &amp; Staff Directory</p> <p>Guided Pathways</p> <p>Open Educational Resources</p> <p>Professional Development</p> <p>Technology Resources</p> <ul style="list-style-type: none"><li>SharePoint SIGN IN</li><li>Self-Service</li><li><b>Starfish Student Success</b></li></ul>	<h3>Use Starfish Now</h3> <p><a href="#">Login now</a> with your SAC email address and password. You can also access Starfish through the main menu in Canvas.</p> <h3>Features</h3> <p>With Starfish, faculty can:</p> <ul style="list-style-type: none"><li>• Communicate with students about how they are doing.</li><li>• Acknowledge student awesomeness with kudos.</li><li>• Raise flags or alerts about student concerns.</li><li>• Communicate with counselors and support services, and follow up on flags and alerts.</li><li>• Refer students to key campus resources such as Tutoring, Counseling, DSPS, Basic Needs, and Health &amp; Wellness.</li><li>• <a href="#">Filter for underage students</a>. (pdf)</li></ul>
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## 2. RSCCD SINGLE SIGN-ON

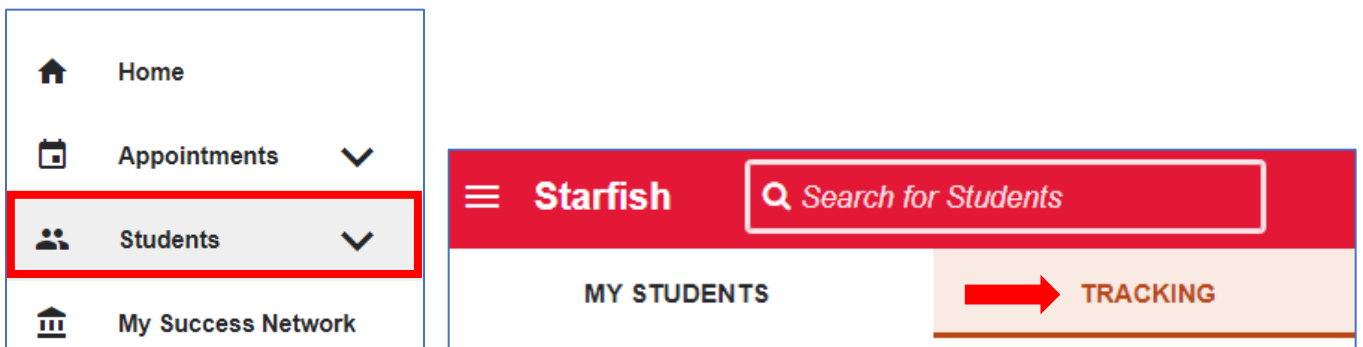
You will be redirected to the Sign In page for RSCCD Single-Sign On. **Input your username and password, and click “Sign In”.**



## 3. MANAGING TRACKING ITEMS

After logging in, you'll be directed to your Starfish homepage. To manage tracking items:

- Click the menu icon  in the top-left corner, select "**Students**," and then navigate to the "**Tracking**" tab. You'll be presented with a default list of all tracking items.



- For a more refined search, click the "**Add Filters**" button to open the Additional Filters window.

Resolve Comment Assign Flag Referral To-Do Kudos Success Plan

Student: Student Name, Userm Go

View: Inbox

Connection: All My Students

Cohort: [Dropdown]

Additional Filters: Add Filters

- Choose the "Tracking Items" tab, select the types or specific items you want to find, and click "Submit" to view the relevant student list.

Additional Filters

Clear All Filters Never Mind Submit

**Tracking Items** (Selected)

- Cohorts & Relationships
- Meetings
- Success Plans
- Retention Scores
- Attributes

Students with Tracking Items

**Status**

- Active (includes Needs Review)
- Needs Review
- Resolved
- All

**Tracking Type**: Referral

**Closure Reason**: [Dropdown]

**Item Name**: Counseling Referral

**Created By**

- Anyone  Me
- Role [Dropdown]

**Assigned To**

- All assigned and unassigned
- Unassigned
- Me
- User [Search for a user]
- Role [Select a role]

\* Required fields

Clear All Filters Never Mind Submit

## 4. VIEWING, UPDATING, ASSIGNING AND RESOLVING TRACKING ITEMS

To manage or get more information about a tracking item:

- Hover over the item symbol in the Tracking tab to see options for managing the flag: "Details", "Comment", or "Resolve".

The screenshot shows the 'MY STUDENTS' and 'TRACKING' tabs. A dropdown menu for 'Ellucian Student3' is open, displaying a 'SUMMARY' tab with the following information: 'Academic Concern', 'Raised by Le, Hang (Yesterday)', and 'Accounting Procedures (ACCT-010-48997-2024FA)'. At the bottom of the dropdown, five buttons are visible: 'Details', 'Edit', 'Comment', 'Assign', and 'Resolve'. The 'Details' and 'Comment' buttons are highlighted with red boxes. A red arrow points from the 'Details' button to the 'Academic Concern' item in the tracking list below. The tracking list shows 'Student3, Ellucian' with ID '2244862' and a tracking item 'Academic Concern' with context 'Accounting Procedures (ACCT-010-48997-2024FA)', status 'Active', and 'Yesterday by Le, Hang via Survey'.

- To view the full history of a tracking item, including previous comments, click "Details". This opens the student's full tracking information. You can close this window or manage the item directly from here.

The screenshot shows the 'Ellucian Student3' interface. The 'Tracking' tab is selected and highlighted with a red box. The interface displays a list of tracking items. The first item is 'Academic Concern', which is active and was created yesterday by Le, Hang via Survey. Below this item, a 'Journal' section shows a 'Raise Comment' from Le, Hang, stating: 'The student did not pass the mid term quiz and did not turn in chapter 7 and chapter 8 homework.' The interface also includes a sidebar with navigation options like 'Overview', 'Info', 'Success Plans', 'Courses', 'Tracking', 'Meetings', and 'Notes'. At the top, there are buttons for 'Flag', 'Referral', 'To-Do', 'Kudos', 'Success Plan', 'Message', 'Note', and 'Appointment'. The 'View' and 'Status' filters are set to 'Inbox' and 'All' respectively. The 'Created By' filter is set to 'Anyone'.

- **To record progress without closing the item, click "Comment"**. This opens the Create Note pop-up, where you can describe your progress. You can also email the note to the student, yourself, or the person who raised the item. Click "**Submit**" to save your comment.

*Note: Comments are visible to anyone with permission to view the tracking item.*

**Create Note** Never Mind Submit

Subject

\* Note

Send copy of note to yourself

Send copy of note to student

- **To resolve a tracking item, click "Resolve"** from the hover options. The Resolve Flag Reasons window will appear. Select the appropriate reason. Adding a resolution comment is optional, but you may include one if desired. Click "**Submit**" to finalize.

**Resolve flag for Ellucian Student3**

[Show flag details](#)

Select a reason for resolving this flag: \*

The concern was successfully addressed

The concern was not successfully addressed

The concern is no longer relevant

The flag was raised by mistake

I don't have enough information

Add a comment:

\* Required fields Never Mind Submit

- NOTE: Once a tracking item is resolved, a 'close loop' message will be sent to the person who raised the flag or referral to inform them that the issue has been addressed.

**To assign or reassign tracking items**, select the tracking items in the “**Tracking**” tab, then click "**Assign**". In the Assign Item Pop-up, choose who will handle the item. You can assign it to yourself, a colleague, or unassign it. Add a comment about the assignment and click "Assign" to finalize.

**Assign Item**

\* Assignee  Unassigned  
 Me  
 Other Provider

Comment

**i** If this item has been recently created, permissions may still be in the process of being updated throughout the system. Typically this process will complete within 10 minutes of creating the item. The ability to assign this item to others may be limited until this process is complete.

\* Required fields

After assignment, you can filter items based on the assignee.

**Additional Filters** Clear All Filters Never Mind Submit

**Tracking Items** (highlighted)

**Students with Tracking Items**

Status:  Active (includes Needs Review)  
 Needs Review  
 Resolved  
 All

Tracking Type:  ?

Closure Reason:

Item Name:


Created By:  Anyone  Me  
 Role:

**Assigned To** (highlighted):  All assigned and unassigned  
 Unassigned  
 Me  
 User:  Search for a user ?  
 Role:  Select a role ?


Course Context:  ?

## 5. STARFISH NOTIFICATIONS SETTINGS

To edit your notification settings, follow these steps:

1. Click the menu icon 
2. Select your name to reveal the profile editing options.
3. Choose “Notifications”
4. Adjust your settings as desired.
5. Click “Save Changes” button at the bottom to apply your changes.

**Profile Menu**

Hang  ⬅️ ⬆️

**Edit Profile** (highlighted)

Appointment Preferences

Notifications

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**Tracking Items**

Customize tracking item notification preferences.

**Tracking Item Updates**

These may be emails and/or texts based on your institution's settings and permissions to the items displayed below.

Send me an immediate notification for every:

New item raised  
 Item cleared  
 Item assigned to me



[Show list of Tracking Items I may receive](#)

# Student's email templates







Students receive notifications when tracking items are created. Below are some sample email notifications. The full set of email templates is available from <https://sac.edu/Starfish>.


## Counseling Referral

[EXTERNAL] [Santa Ana College] Counseling Referral

 student\_success@sac.edu  
To:  Le, Hang

Mon 9/9/2024 1:36 PM

  Reply  Reply All  Forward  

 Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

**\*\*External\*\***

Dear Rachel,


Did you know that students who use the campus support services in **My Success Network** in [Starfish](#) are more likely to pass their courses and complete their academic goal(s)?

Below you will find a referral to the [Counseling Center](#). Please follow up with them as soon as possible to get the assistance you need quickly. Our Counseling Center and Virtual Front Desk can be accessed online by going to [www.sac.edu/counseling](http://www.sac.edu/counseling) and clicking on the "Contact Counseling Online" button or call (714) 564-6013.

**Course:** BIOL101-003-FA2014 (Introduction to Microbiology )  
**Comments:** Needs help with Bio  
**Due Date (if applicable):** 4/30/2014 9:00 AM PDT

Sincerely,

Yolanda Gold








**Caution: This email originated from outside of the district. Do not click on links or open attachments unless you validate the sender and know the content is safe.**




## Attendance and Participation Concern Flag

[EXTERNAL] [Santa Ana College] We miss you in BIOL101-003-FA2014

 student\_success@sac.edu  
To  Le, Hang

  Reply  Reply All  Forward  

Mon 9/9/2024 1:38 PM

 Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

**\*\*External\*\***

Dear Rachel,

Class isn't the same without you! You're a vital part of the community of this class and your voice matters.

A Success Coach will reach out to help identify services that support you in this class. In the meantime, we also have many free resources to support your success.

- [Health & Wellness Center](#): stress management
- [The Learning Center](#): scheduled appointments for Math and Science classes; English and writing assistance in all classes
- [Math Center](#): drop-in tutoring and math support

Sincerely,

Yolanda Gold



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# Academic Concern Flag

[EXTERNAL] [Santa Ana College] Academic Concern: Don't go off your path! Action Required in BIOL101-003-FA2014



student\_success@sac.edu  
To ● Le, Hang



Mon 9/9/2024 1:45 PM

Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

**\*\*External\*\***

Dear Rachel,

We believe that you can be successful in your academic studies and participating in class is important! Interacting with the course material, and your peers, is one of the best ways to master the course content.

Here are some academic steps that your peers have taken to be successful:

1. Attend and participate in all class activities
2. Take **good notes**
3. **Study** frequently
4. Attend **tutoring**

If you haven't already done so, contact the Learning Center at 714-564-6569 or [learningcenter@sac.edu](mailto:learningcenter@sac.edu). It is a great resource for tutoring.

[Meeting with a counselor](#) can also be very beneficial. Counselors can suggest other resources that may be helpful. Schedule an appointment by calling (714) 564-6103.

Here are my additional comments:  
*Rachel missed 3 classes this month.*

*Sincerely,*

*Yolanda Gold*



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