

# Starfish Student Success Student Progress Survey

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Rancho Santiago Community College District, Santa Ana College

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Faculty receives an email notification when a new survey is available.

## 1. ACCESSING STARFISH

There are several ways to access Starfish.

- Direct Link:** <https://sac.starfishsolutions.com/starfish-ops/>.
- Progress Survey Email Notification:** Click the Starfish link in the email notification.
- Canvas Navigation:** Click on the Starfish logo in the left navigation menu of Canvas.



- 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**”.

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| <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”.**

Sign in with your organizational account

lastName\_firstName@sac.edu

.....

Keep me signed in

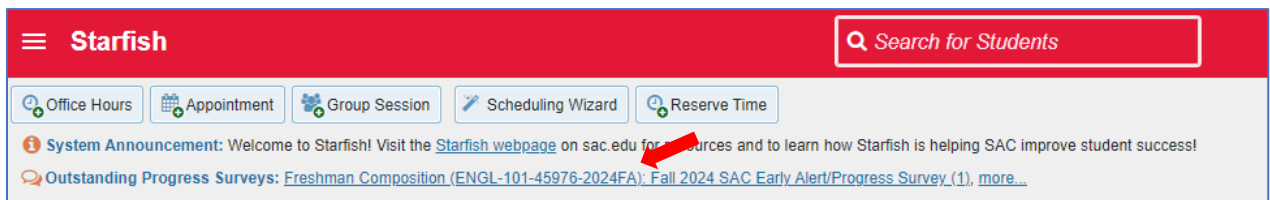
Sign in


## 3. NAVIGATING AND COMPLETING PROGRESS SURVEYS

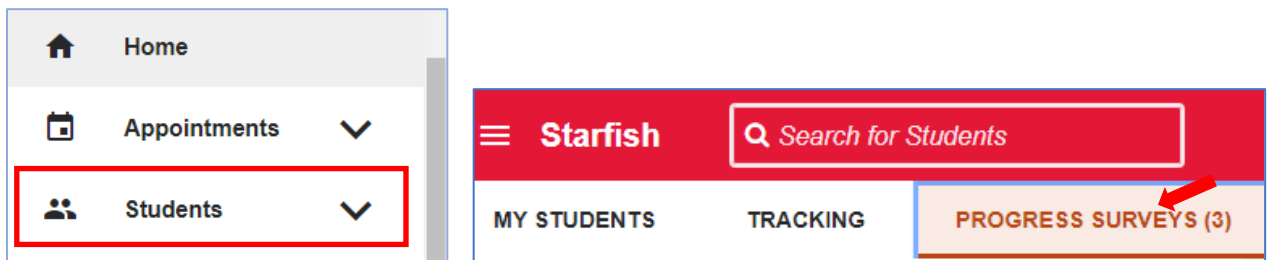
Once you have successfully logged in, you will be taken to your Starfish homepage. From there:

### a. Access Progress Surveys

- From the Starfish Home screen, click the link next to "**Outstanding Progress Surveys**" under the "**System Announcements**" section.

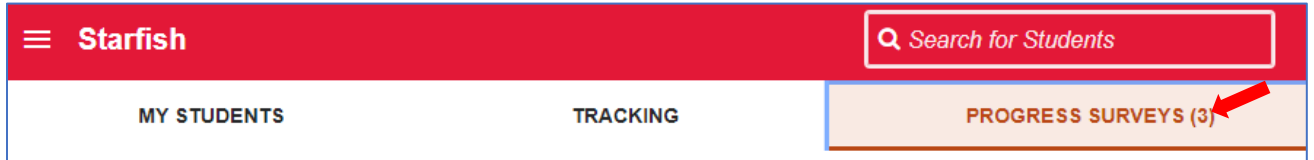


- Alternatively, click the menu icon  in the top-left corner, select "**Students**", and then choose the "**Progress Surveys**" tab.

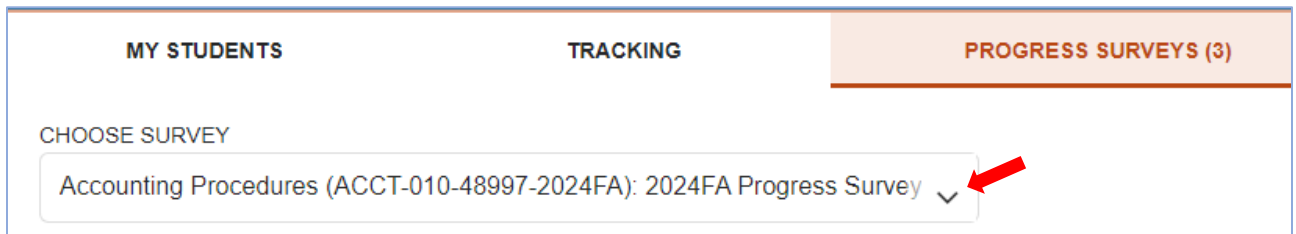


## b. Complete Surveys

You may have one or more surveys to complete, one for each course you are instructing. The number displayed on the Progress Surveys tab indicates how many surveys you need to complete.



- Select the course for which you want to complete a survey from the drop-down menu.



- Your course roster will appear vertically on the left, while the survey options will be displayed horizontally across the top.



| Name                     | Health & Wellness Referral | Digital Dons Referral    | DSPS Referral            | Academic Concern         | Keep Up the Good Work Kudo | Showing Improvement Kudo |
|--------------------------|----------------------------|--------------------------|--------------------------|--------------------------|----------------------------|--------------------------|
| Student2, Ell<br>2244861 | <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> |
| Student3, Ell<br>2244862 | <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   | <input type="checkbox"/> |

- Check the appropriate boxes for each student. If you have no concerns about a student, you do not need to select anything.

| Name                     | Health & Wellness Referral | Digital Dons Referral               | DSPS Referral            | Academic Concern         | Keep Up the Good Work Kudo          | Showing Improvement Kudo   |
|--------------------------|----------------------------|-------------------------------------|--------------------------|--------------------------|-------------------------------------|----------------------------|
| Student2, Ell<br>2244861 | <input type="checkbox"/>   | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> + |
| Student3, Ell<br>2244862 | <input type="checkbox"/>   | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> + |

### c. Add Comments

- Click the plus (+) icon to add comments. These comments will be included in messages sent to the student and their support network, which is especially useful if assistance is needed.

| Name  | Health & Wellness Referral | Digital Dons Referral    | DSPS Referral            | Academic Concern                    | Keep Up the Good Work Kudo          | Showing Improvement Kudo |                                     |
|---|----------------------------|--------------------------|--------------------------|-------------------------------------|-------------------------------------|--------------------------|-------------------------------------|
|  | <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
|  | <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |

### d. Save Progress

- Your entries are automatically saved as you work on the survey. You can stop and return to complete it any time before the survey closes. The last saved time will be noted under the survey name.

**Accounting Procedures (ACCT-010-48997-2024FA): 2024FA Progress Survey**


SAVED September 05, 2024 at 9:46 AM


DUE September 13, 2024 at 11:00 PM

- **Important:** If you return after some time, it's a good idea to open Starfish in a new window first to check if your session has timed out due to inactivity. If you're logged out, any new responses will not be saved, and you won't be able to submit the survey.
- *Do not close the previous session. Opening Starfish in a new window helps ensure all your previous work is recorded, allowing you to copy any unsaved responses or comments before continuing.*

### e. Submit Survey

- When you've completed the survey, click "**Submit**". Starfish will prompt you to confirm your submission.



[RESET](#) 

- Repeat these steps for each course survey you need to complete.

- ***Once submitted, you cannot view or edit the survey. Your only options are to manually raise flags, referrals, or kudos.***
- After a survey is submitted, you will receive a confirmation email with summary of the tracking items you've raised for the class.

From: notices@starfishsolutions.com <notices@starfishsolutions.com>  
 Sent: Thursday, September 5, 2024 9:15 AM  
 To: Doe, Yolanda <Doe\_Yolanda@sac.edu>  
 Subject: [EXTERNAL] [Starfish] Confirmation: 2024FA Progress Survey

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

Dear Yolanda,

**Thank you for completing the following Starfish Progress Surveys:**

- 2024FA Progress Survey - Accounting Procedures (ACCT-010-48997-2024FA)


**You raised the following tracking items:**


- Academic Concern: Ellucian Student3
- Showing Improvement Kudo: Ellucian Student4
- Keep Up the Good Work Kudo: Ellucian Student2

We appreciate your dedication to student success at our institution. Thank you again for your participation!

- Students will also receive an email for each item raised and can view all comments associated with an item.

[EXTERNAL] [Santa Ana College] We miss you in ACCT-010-48997-2024FA

 student\_success@sac.edu  
 To: [Redacted]

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

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**\*\*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

- Counselors, Success Coaches, or other staff members may follow up on any concerns raised in the survey.