

Starfish Faculty FAQ

What is Starfish?

[Starfish](#) is a Student Success Platform that connects students, faculty and staff to maximize student success and connection. With Starfish, faculty can:

- Communicate with students about how they are doing.
- Acknowledge student awesomeness with kudos.
- Raise flags about student concerns.
- Communicate with counselors and support services, and follow up on flags and alerts.
- Refer students to key campus resources such as Tutoring, Counseling, and DSPS.

How does Starfish help students?

Research shows that using Starfish in the classroom increases student completion and persistence. Support services receive timely information that allows them to contact students in need proactively and ensure that students receive the support they need, without requiring students to take the first step. Additionally, students receive emails with helpful information regarding the services that are available to support them.

When should I use Starfish?

You can use Starfish to communicate with students and staff at any time, whether to flag a concern, refer the student to a service, or provide positive reinforcement with a kudo. Periodically, you may receive a request to complete a progress survey that includes a subset of kudos, flags and referrals for you to choose from. These requests are usually sent around weeks 4 and 9 of the term.

What happens after I complete a progress survey?

Success teams and service areas reach out to students a minimum of two times to address any issue that was identified. Additionally, students receive automatic messages notifying them of any items that you raised, any comments that you added on the items, and information on resources to support them. Items entered on the survey appear in the Tracking tab of your Starfish student list along with their current status.