

Starfish Student Success Student Progress Survey

Rancho Santiago Community College District, Santa Ana College

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

1. ACCESSING STARFISH

There are several ways to access Starfish.

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



- d. **Santa Ana College Website:** Visit the Santa Ana College [Starfish website](http://www.sac.edu/starfish) at www.sac.edu/starfish and select the "**Login now**" link under "Use Starfish Now".

IN THIS SECTION

- Self-Service: Faculty Instruction
- Starfish Student Success Platform
- Nuventive

What is Starfish

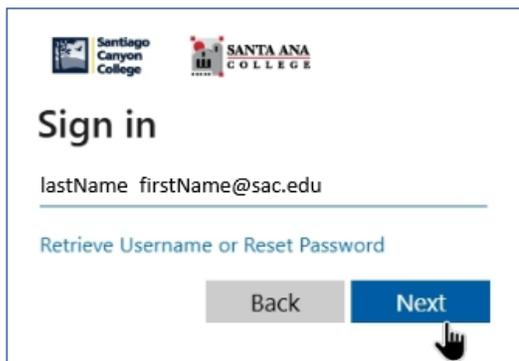
Starfish connects students, faculty and staff to maximize student success and connection. Supported by pathways Success Teams and Coaches, Starfish is a critical tool supporting **Guided Pathways**. In the first year of usage, Santa Ana College achieved **5% higher persistence** among students whose instructors used Starfish as well as **better course outcomes** ([video](#)).

Use Starfish Now

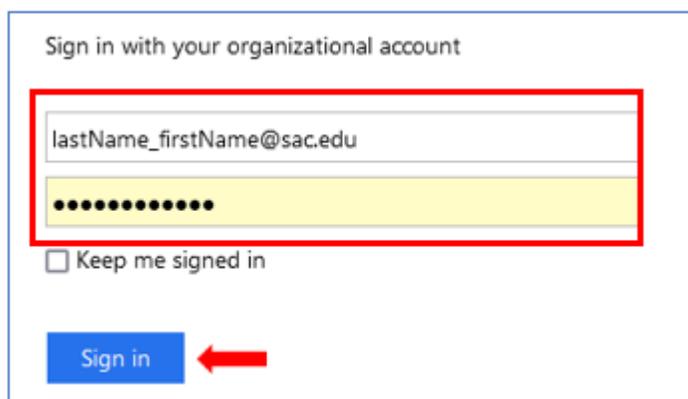
➔ **Login now** with your SAC email address and password. You can also access Starfish through the main menu in Canvas.

2. SIGN-IN

You will be redirected to the Microsoft Authentication sign-in page. Enter **your district email address**, and select **“Next”**.



Then, you will be taken to the RSCCD Single-Sign On page. **Input your username and password to “Sign In”**.

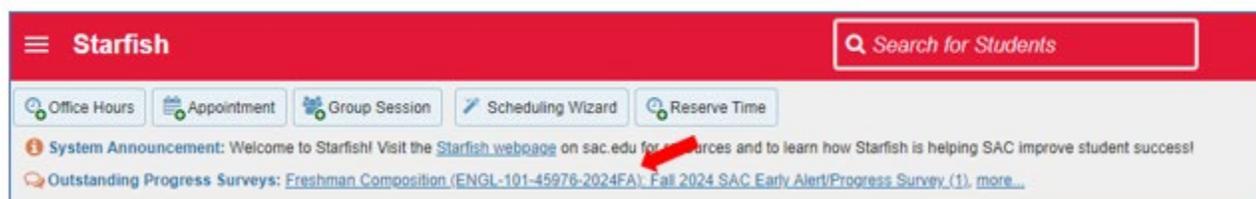


3. NAVIGATING AND COMPLETING PROGRESS SURVEYS

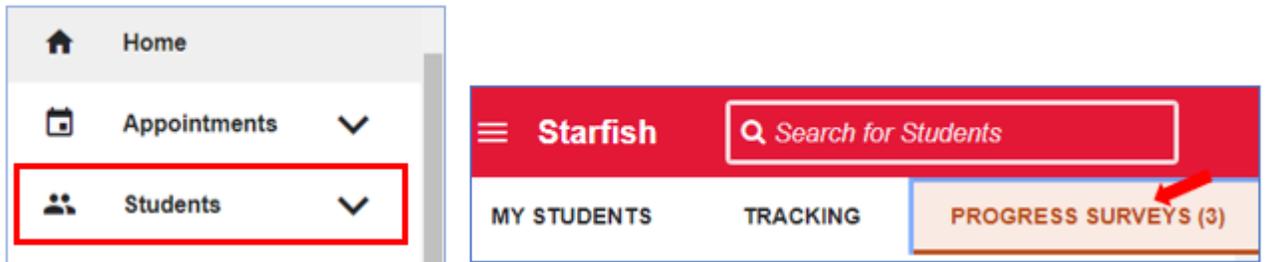
Once you have successfully logged in, you will see your Starfish homepage. From there:

a. Access Progress Surveys

- From the Starfish Home screen, select the link **"Outstanding Progress Surveys"** under the **“System Announcements”**.

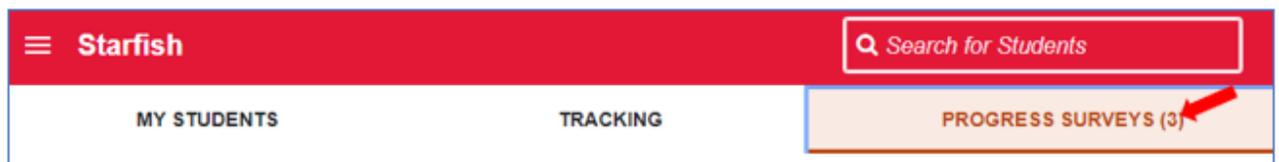


- Alternatively, you can navigate the menu icon  in the top-left corner, select "Students" link. Then, choose the "Progress Surveys" tab to access your outstanding surveys.



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 a 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, Eilt 2244861 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
|  Student3, Eilt 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 2244861 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> + |
| Student3, Ell 2244862 | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> + |

c. Add Comments

- Select 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 |
|--------------------------|----------------------------|--------------------------|--------------------------|---------------------------------------|-------------------------------------|----------------------------|
| Student2, Ell 2244861 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> + |
| Student3, Ell 2244862 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> + | <input type="checkbox"/> | <input type="checkbox"/> + |

d. Save Progress

- Your entries are automatically saved every 30 seconds as you work on the survey. In addition to the autosave, you can use the Save button at the bottom to manually save any changes made between autosaves, ensuring that all your entries are fully recorded.
- You can stop and return to complete it any time before the survey closes. The last saved time will be noted under the bottom of the page and also under the survey name.

 [Save](#) 

SUBMIT

Saved: February 23, 2026 at 10:50 AM

HSRDG-089: Reading Proficiency Development (HSRDG-089-77285-2026SPN): 2026SP Progress Survey

SAVED February 23, 2026 at 10:50 AM 

DUE May 09, 2026 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, "**Submit**" the survey. Starfish will prompt you to confirm your submission.
- 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

****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

 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

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