



# Getting Started Guide Progress Surveys

# Welcome to Starfish Early Alert Progress Surveys

Starfish gives you a convenient way to provide feedback and comments on several students at once at key points in the term. Each Progress Survey is a collection of tracking items (Kudos and Flags (nudges)) that instructors can select and comment on for students in each of their course sections.

For Phase 1, we are focusing on students that are participating in Support Programs (i.e. Athletics, CalWORKs, Black Male Excellence, EOPS/CARE, MESA, Academic Probation Students, Puente, SSS TRIO and UMOJA).

# Login to Starfish

LOGIN "one of three ways": <u>Starfish Webpage</u> or <u>myNVC page</u>, and/or through <u>Canvas</u>.



**Starfish and Canvas Integration** for Instructional Faculty: Starfish will appear in your Course Navigation by default. \*Note, if you disable Starfish, students will not see Starfish in Canvas. Students would then have to access Starfish through the Starfish Webpage or myNVC page.

#### Demo Video on Progress Surveys

Watch the <u>Respond to Progress Surveys</u> video for a demonstration of this feature.

# Mid-Term Progress Reports ("The old paper way")

Instructional Faculty may recall that prior to Starfish Early Alert, Faculty would receive requests through Interoffice Mail from Support Programs to complete an Academic Progress Report via paper forms in regards to Support Program students. Often times, faculty would receive multiple requests for a single student that is participating in multiple Support Programs.

With Starfish Early Alert, <u>no longer</u> will faculty have to:

- Complete a Mid-Term Progress Survey by endless paper;
- Nor have to complete a Mid-Term Progress Survey for a single student, 3 times, of whom are participating in three separate Support Programs;

The Mid-Term Progress Survey is all done electronically through Starfish Early Alert.

	Semester: 19/FA
S	tudent Name:
c	tolleague ID:
c	ourse Name & Section: MATH-120-71794 Instructor Name :
1	HOW IS THE STUDENT PERFORMING IN YOUR CLASS?
	90% Very Well 80%Well 70% Average 60% Below Average 59% Poorly
	Not enrolled in course Withdrew from course Dropped from course
2	DOES STUDENT PARTICIPATE IN CLASS?
	Yes, student participates No, student does not participate
	Online Couse: yes, participatesOnline Course: no, does not participate
	I'm not sure if student is participating Student not enrolled in course
3	HOW IS THE STUDENTS' ATTENDANCE?
	Attending classMet absence limitToo many absences
	TardinessNot attending classDropped from Course
4	DO YOU RECOMMEND THAT THE STUDENT SEEK: (Check all that apply)
	Tutorial HelpWriting CenterMath Lab
	Meeting with InstructorUtilize Office Hours
	Referral for Learning Accommodations Recommend student to withdraw
c	OMMENTS:

## Progress Survey Timeline & Email Notifications

You will receive an email announcement, deployment email, reminder email and survey closure email notification in regards to Progress Surveys in March.

March						April				il			Mid-Term Progress Survey Timeline		
S	м	Т	w	Т	F	s	1	S	м	Т	w	Т	F	S	Announcoment: March e
	1	2	3	4	5	6	1					1	2	3	Deployment: March 8
7	8	9	10	11	12	13	1	4	5	6	7	8	9	10	Reminder: March 17
14	15	16	17	18	19	20	1	11	12	13	14	15	16	17	Survey Closes: March 25
21	22	23	24	25	26	27	1	18	19	20	21	22	23	24	Notification to Program Counselors: March of
28	29	30	31				1	25	26	27	28	29	30		Student Follow-up: March 29 – April 9
							1								
<u> </u>		-		-	-		•	-					1		Last day drop with a "W": April 9th

1. You will receive an Email Announcement that Progress Surveys will be deployed (i.e. turned on).



2. You will receive a **Deployment Email Notification**. Letting you know that the Progress Survey alert notification and Progress Survey Tab have been enabled (i.e. turned on) in Starfish Early Alert.



On your Starfish Homepage (i.e. Dashboard) you will see an alert icon, letting you know that Progress Surveys have been enabled (i.e. turned on).

#### ≡ Starfish

Q Outstanding Progress Surveys: College Success (COUN-100-75080 20/FA): 4th Week Progress Survey.

3. You will receive a **Reminder Email notification** about one week past the deployment date.



4. When the Progress Survey deadline has occurred, you will receive a Survey Closure Email Notification.

ĸ	
From	notices@starfishsolutions.com
Reply To	Starfish@napavalley.edu
BCC	
Subject	[NVC Starfish] 3rd Week Survey is now closed
×	Starfish Early Alert
Dear Don,	
The follow	ing Starfish Progress Survey is now closed:3rd Week Survey.
lf you did r here to <u>lo</u>	not get a chance to participate, or you have new concerns regarding your students, you can raise these individually in Starfish at any time. Click
Thank you	for your continued participation in this effort to promote student success.
Click here	to <u>login</u> to Starfish.
Napa Val https://	ley College   2277 Napa-Vallejo Highway Napa, CA 94558 www.napavalley.edu/studentaffairs/starfish/Pages/starfishwelcome.aspx

## Respond to a Progress Survey for students in your course(s)

 From the hamburger menu, select Students > Progress Surveys. The Progress Surveys tab displays when 'active' (i.e. turned on) <u>OR</u> Click on the Progress Survey Icon Alert Notification located on your Homepage (i.e. Dashboard).

				<b>Q</b> Search for Students	
OVERVIEW MY STUDENTS	TRACKING INTAK	ZOOM IN	ATTENDANCE	PROGRESS SURVE	YS (11)
CHOOSE SURVEY					
General Biology II (SCI-BIOL201-600-201901): 3	Question Flag Survey	~			
General Biology II (SCI-BIOL201-600-201901): 3 (           SAVED         February 19, 2019 at 11:02 AM           DUE         March 11, 2019 at 8:57 AM           A weekly "testing" survey which allows you to quickly all	Question Flag Survey ert student support services about students in need	d f assistance.		e <sub>Q Sea</sub>	rch   1
Name	Worklife Interfering	Poor Attendance		Behavior Concern	
Albright, Randy					-
ralbright5393	e 🗸 🛃				Θ
ralbright5393	Worklife Interfering				Θ
raibright5393	Worklife Interfering Enter your comments here. Some items m survey until all required comments have be	ay require a comment which is deterr en provided.	nined by your institution.	. You cannot submit a pr	ogress
ralbright5393	Worklife Interfering Enter your comments here. Some items m survey until all required comments have be	ay require a comment which is detern en provided.	nined by your institution.	. You cannot submit a pr	G
ralbright5393 Andrews, Randy randrews5397 Berger, Jeff Jberger5395	Worklife Interfering Enter your comments here. Some items m survey until all required comments have be	ay require a comment which is deterr en provided.	mined by your institution.	. You cannot submit a pr	ogress

Each individual survey presents a student roster for one course section or multiple course sections you teach. The selected survey opens, listing your students on the left, and items you may raise across the top, ranging from Kudos to Flags (nudges).

- a. Displays the title and the number of items included in the survey.
- b. Displays the date and time the survey was **<u>auto-saved</u>**.
- c. Displays the due date for the survey.
- d. Displays the description of the survey.

e. To search for a specific student for the survey, select **Search** and enter the student's name, then select **Search**.

f. Click the information icon (1). To learn more about the specific items on the survey and when to use them. The **Column Headers** drawer will open to display descriptions of each item included in the survey.

g. Select **RESET** to clear ALL of the work you've done so far and start over.

2. Review each student and select the appropriate item(s). A comment box will display (shown above) enabling you to add a comment along with your raised item. Some items may require a comment which is determined by your institution. You cannot submit a progress survey until all required comments have been provided.

### Progress Survey Auto-Saved

As you are completing the survey, Starfish saves your work as long as you are connected to the internet. If you need to check when your work was last saved, refer to the **Saved** date at the top of the survey.

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	OVERVIEW	MY STUDENTS	TRACKING						
CHOOSE	SURVEY								
Gener	General Biology II (SCI-BIOL201-600-201901): 3 Question Flag Survey								
Genera	Biology II (SCI-BI	OL201-600-201901): 3 Qu	estion Flag Survey						
SAVED	February 19, 2019 at 11:02 AM								
DUE	March 11, 2019 at 8:57	AM							

## Submitting your Progress Survey

When you have finished providing feedback, select **Submit** to complete the survey. You will be unable to re-access the survey once submitted. The items you selected will be raised on your students when you submit the survey.

\*Support Program Counselors will receive the Progress Survey feedback and comments so that they may follow-up with students, as needed.

OVERVIEW	MY STUDENTS	TRACKING	INTAKE	ZOOM IN	ATTENDANCE	PROGRE	S SURVEYS (
Sanders, Edwina esanders5159							
Wadleigh, Brad bwadleigh5097							0
Wikinson, Ron neikinson5004							
Workman, Brad bworkman5167							0
2hang, Qing ophang5105							0
2hang, Xie xzhang5401							
Showing 26 students							

A confirmation message will display indicating you have successfully submitted the survey. If you have additional surveys to complete, you will be prompted to proceed to the next survey.



If you have submitted all of your surveys, you will see that confirmation, instead, and the Progress Surveys tab will indicate that you have no active surveys.

≡ Students	5					۹
OVERVIEW	MY STUDENTS	TRACKING	INTAKE	ZOOM IN	ATTENDANCE	PROGRESS SURVEYS
				)		
		You have	no surveys to con	mplete at this time		

#### Notes:

You may be asked to submit more than one course survey if more than one of your courses has been included in the survey plan for your institution. They will be listed in the drop-down menu on the **Progress Surveys** tab.

#### Demo Video on Progress Surveys

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# Past the Progress Survey Deadline? Raise a Flag on one of your students

Anytime it is past the Progress Survey timeline and you have a concern with a student, raise a flag, todo, or referral to communicate your observations. The appropriate individuals will be automatically

notified when you save the item.

- Click on the Students navigation item to see your list of students.
- Find the desired student by typing the name into the Search box.
- Click on the student's name to bring up the Student Folder.
- 4. Click the **Flag** button.

A list of flags that you have permission to raise on this student is displayed.

- 5. Select the desired **Flag** from the list.
- If relevant, select a course from the Course Context, drop down list, and enter notes in the Comment box.
- 7. Click the **Save** button.

#### Notes:

The **Student View:** indicates whether the student can view the flag and the notes you include in the **Comment** box.

The **Permissions** area lists roles that have permission to view the selected flag and the notes you include in the **Comment** box.







#### NVC Starfish Help Desk

Visit our NVC <u>Starfish Help Desk Webpage</u> on our Starfish Webpage for Contact Hours, Submitting a Starfish Support Ticket or how to contact us via email: <u>Starfish@napavalley.edu</u>

You also have a Help feature in the Starfish Early Alert System. Click on the hamburger menu and click Help.



#### Hobsons Starfish Help Center

For in-depth resources on the Starfish Early Alert System, you can access the Hobsons Starfish Help Center through your hamburger menu by selecting Help > Hobsons Starfish Help Center.

	Profile Ii	nteract with Students Degree Planner Service Catalog	& Kiosk Analytics & Intervention Inventory
Search			٩
Starfish Help Cen	ter		0 3
Account Profile	Attendance & Student Performance	Degree Planner & Academic Plans	Flags, Kudos, To-Dos & Referrals
Intervention Inventory (SSMx)	Meeting Management	Office Hours Management	Operational Analytics
Service Catalog & Kiosk Management	Strategic Analytics	Student Information Find & Manage	Student Intake Form
More Resources			
Compass Community	FAQ	Specifications	Video Library

#### Starfish Early Alert Training Opportunities

Starfish Training dates/times are listed on our <u>Starfish Webpage</u>. You can view the list of dates/times of the training sessions available and register to attend.

\*Note: Starfish Training Sessions are setup by Role.