



Starfish Overview for Faculty

Features, Sample messages, and
How to Access



Snapshot
of some
tools to
support
faculty

Concerning Behavior
Report

Student Incident Code of
Conduct form

Early Alert through
Starfish

What is Starfish?

- Guided Pathways tool that is being used across the state and in our district to help retain students and keep them on track with their goals. It is a tool that can be used from onboarding through student completion.



Early Alert and More



- Review and update about Student Success Check-In/Early Alert
- What information you have access to as an instructor or counselor
- What information students have available to through Starfish
- What features we are exploring


How to access Starfish


Through email link once Student Success Check-in are active

Through MyGateway (Employee Tab)


MyGateway




 Employee Tools ▾




EMS: Fullerton Calendar of Events and...




EMS: North Orange Continuing Education...




Faculty Load and Compensation




Finance Services




HEET




Maxient




myCalPERS




OnBase - Security Management




OnBase - Web Client




Qualtrics




Starfish



Student Success Checklist



Tableau



Human Resources ▶

Benefits for Starfish Student Success Check- in)

- Provides an opportunity to refer a student to support, even if you don't know who student needs to be referred to
- Information is housed in one system
 - Instructional faculty will be able to see if a flag is resolved and the student received follow up
 - Counselors or support staff with access to this system will also be able to see if a student has a pattern of alerts
- Minimal training required to access system



Student Success Check-In(early alert) dates

- Student Success Check-In will open around the fourth or fifth week of the semester and be available until the end of the semester.

From dperkins@noce.edu

Reply To dperkins@noce.edu

BCC

Subject 3rd Week Survey on 5/1/2014 9:00 AM PDT

Dear Don,

This semester, faculty again have the opportunity to participate in our early alert process by completing a Student Success Check-in (previously called a Progress Survey) (early alert) for their students. This is a way to connect students to resources through a referral to our Counseling and Student Services department or send a Kudo (note of encouragement) to your students. We are utilizing Starfish to help us make the process as easy and efficient as possible.

To access the Student Success Check-In for your course(s) please [click here](#)

For instructors who choose to use Starfish, please let students know that Starfish is a system that is being used to help support their success.

Once you reach the survey grid, simply check the box next to the any student's name for whom you would like to report progress. You will have options to add comments.

- For students who you refer to Counseling, they will receive an information about how to schedule a counseling appointment, if they would like. You will have the option to include a comment for the student about why you are making the referral. **Please note: the student will see this comment** (sample comments could include: ask about developing an educational plan, ask about the Learning Center, or ask about NOCE programs).
- For students who you give a Kudo, they will receive a short email message praising their good work. **If you choose to include a comment, students will see this comment.**
- For more information about the progress survey or messages students will receive, please visit the new NOCE Starfish webpage: [Starfish - North Orange Continuing Education \(noce.edu\)](#)

After selecting the students (if any), Click Submit. If you don't have any progress to report, it is important that you click Submit, so we know you reviewed the survey. You will receive a confirmation email.

Close

Progress Surveys

click the radio buttons for the appropriate items for each student


Search

Name _____


Go


Name 

No Feedback

Academic Performance Concern 

Attendance Concern Financial Aid Referral

Follow Up with Professor 

Good job on your assignment. 

 Test8555

 [Maldonado, johnny](#)
Test4437

- Academic Performance Concern

Student's current grade:

Here are some specific instructions for you to improve your performance in this class:

- ★ Follow Up with Professor

Please follow-up with your professor regarding your status with items for the course in general.

 [Perry_Henry](#)
Test1658

 [Rivera, Eddie](#)
Test7738

 [Rodriguez, Dulce](#)

Referral to a counselor

- When to raise this flag:
 - To discuss educational and career planning
 - Discuss academic and career goals
 - Develop/update Student Educational Plan (CTE, ESL, and Basic Skills Programs)
 - NOCE Instructional Programs
 - Transition to credit or workforce
 - To connect students to NOCE resources
 - Learning Centers
 - NOCE Basic Needs Program (Food Pantry, Laptop Loan Program, Book Award, Emergency Aid, and Scholarships)
 - Career Skills and Resource Lab
 - Pathways of Hope Service Navigation (housing)
 - Programs
 - Undocumented student programs (Grads to Be)
 - Rising Scholars Program
 - Emotional Wellness Workshop
 - Information about DSS
 - To connect students to community resources
 - 211
 - Mental health and wellness resources

Holistic and comprehensive support

- Basic Needs (Food and Housing support)
- Mental health and Wellness
 - RAD Card
 - Emotional Wellness (psychoeducation) workshops
 - ARISE Lab
 - Student Wellness Resources webpage
- Student Engagement and Community
 - Student Leaders
 - Starfish Early Alert
 - Grads to Be program (supporting undocumented students)
 - Rising Scholars Program
 - Pride Space



STUDENT SERVICES

NOCE is here to support the whole student and meet them where they are.

Must be a currently-enrolled NOCE student to receive these services:

Academic Counseling Meet with a counselor and set an educational plan. Also learn about basic needs resources.	Academic Tutoring & Learning Centers You can get tutoring in all academic subject areas, small group and one-on-one support.	Anaheim Campus Food Pantry Weekly food distribution of pantry staples, fresh items, day-to-day necessities, and resource information.	Career Skills and Resource Lab Career services include online job board, workshops, meet with a specialist to work on resume, interview skills, etc.
Disability Support Services Support for adult students with disabilities so they can transition to, participate in, and complete their higher education.	ESL Learning Centers ESL Program students can get technology support, tutoring and more at the ESL Learning Centers online or on campus.	Grads to Be Services for undocumented students include assistance with legal aid, mental health resources, and guidance for transitioning to college.	Helping Hands Clothing Closet Graduating students can pick one interview outfit and one work-day outfit to prepare for the workplace.
LGBTQIA+ Resources We at NOCE seek to understand and support our LGBTQIA+ community.	Mental Health Assistance ARISE Lab for neurodiverse learners; referrals to therapists; emotional Wellness workshops, mental health resources.	Scholarships and Aid To help pay for supplies, Scholarships and Emergency Aid are awarded annually, and Book Awards are awarded each semester.	Student Technology Support Services Laptop Loan Program Students can get assistance with NOCE technology and check-out laptop loaners.
Transition to College Develop a plan and seek resources to successfully transfer to college or university.	Helping You Succeed Scan the QR code or use the link below to visit our Student Services website for more information. www.noce.edu/student-services		



From studentsuccess@fullcoll.edu

Reply To counseling@noce.edu

BCC studentsuccess@noce.edu

Subject NOCE has support for you

Dear Rachel ,

I hope you are well. I am reaching out to you because I would like to connect you with our academic counseling services.

Meeting with a counselor is important because it can help you:

- Create an educational plan with the classes you'll take in future semesters
- Ensure you're taking classes that match your educational and career goals
- Keep track of academic progress, deadlines, and understand important policies
- Discuss career and educational options
- Provide information about NOCE services, such as the Learning Center or Food Pantry, or community resources, such as 211.

Needs help with Bio

You can contact the Counseling and Student Services department to schedule an appointment at 714-808-4682 or by email at counseling@noce.edu. You will need your student ID number in order to schedule an appointment. Someone from Counseling and Student Services may also be reaching out to see if you would like to schedule an appointment.


Sincerely,

Don Maitz

Close

A large orange circle is positioned on the left side of the slide, partially cut off by the edge.

Referral to a counselor

- Remember, the comments go directly to the student so customize your message to them. Feel free to share specific feedback or recommendations to students.
 - This feedback also helps the Counseling and Student Services support staff know how to follow up with students to provide next steps or support.
- 
- A series of four yellow dashed line segments are arranged in a curved, upward-pointing arc in the bottom right corner of the slide.



Kudo/Keep
up the good
work

- **NOCE Keep Up the Good Work:**
 - Use this kudo to recognize students who are doing well in class
 - You can add comments and individual notes of encouragement
 - Remember, the comments go directly to the student so customize your message to them. Feel free to share specific feedback or encouraging words to individual students.



From studentsuccess@fullcoll.edu

Reply To studentsuccess@noce.edu

BCC

Subject [Starfish] Keep up the good work from Professor Don Maitz


Hi Rachel ,

You are off to a great start, keep up the good work. Continuing these good habits will help you have a successful semester!

Has maintained a 98% in the class.

Sincerely,

Don Maitz



After the progress survey

- For any students who were referred to Counseling, referral will be “closed” in Starfish if the student meets with a counselor or cannot be reached.

Next steps



Progress Surveys have a new name

Beginning spring 2024, progress surveys will be called
Student Success Check-in

Districtwide change

More accurately reflects the goal of the tool



Student Success Check-ins will be available around week 4 of the semester

Available to all instructional faculty

Instructor "role" and view in Starfish

My Students

- Students enrolled in courses you are teaching this semester
 - After semester ends, you no longer see those students unless they enroll in your class next semester

Tracking

- Flags, referrals, or Kudos that you have raised
- Flags, referrals, or Kudos that have been raised for a CRN that you are assigned (such as Learning Center)

Attendance (not currently using)

Student Success Check-in (previously called Progress Survey)

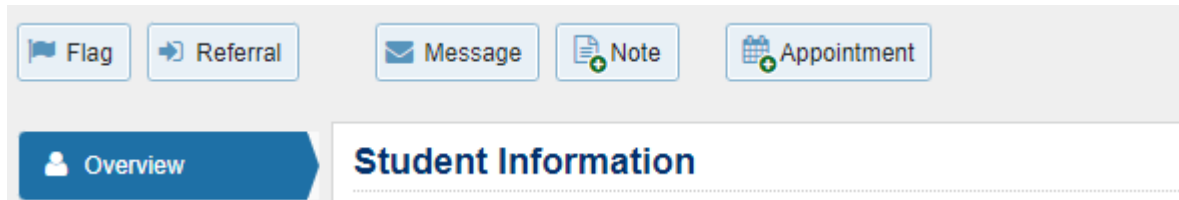
- When active, will show the Student Success Check-ins that are available to complete

Counselor “role” and view in Starfish

- Counseling and Student Services Counselors have access to view all NOCE students.
- See students who have been referred to counseling.
 - Students who are referred to counseling typically receive a follow up phone call or email from CSS support staff to assist the student with scheduling a counseling appointment.

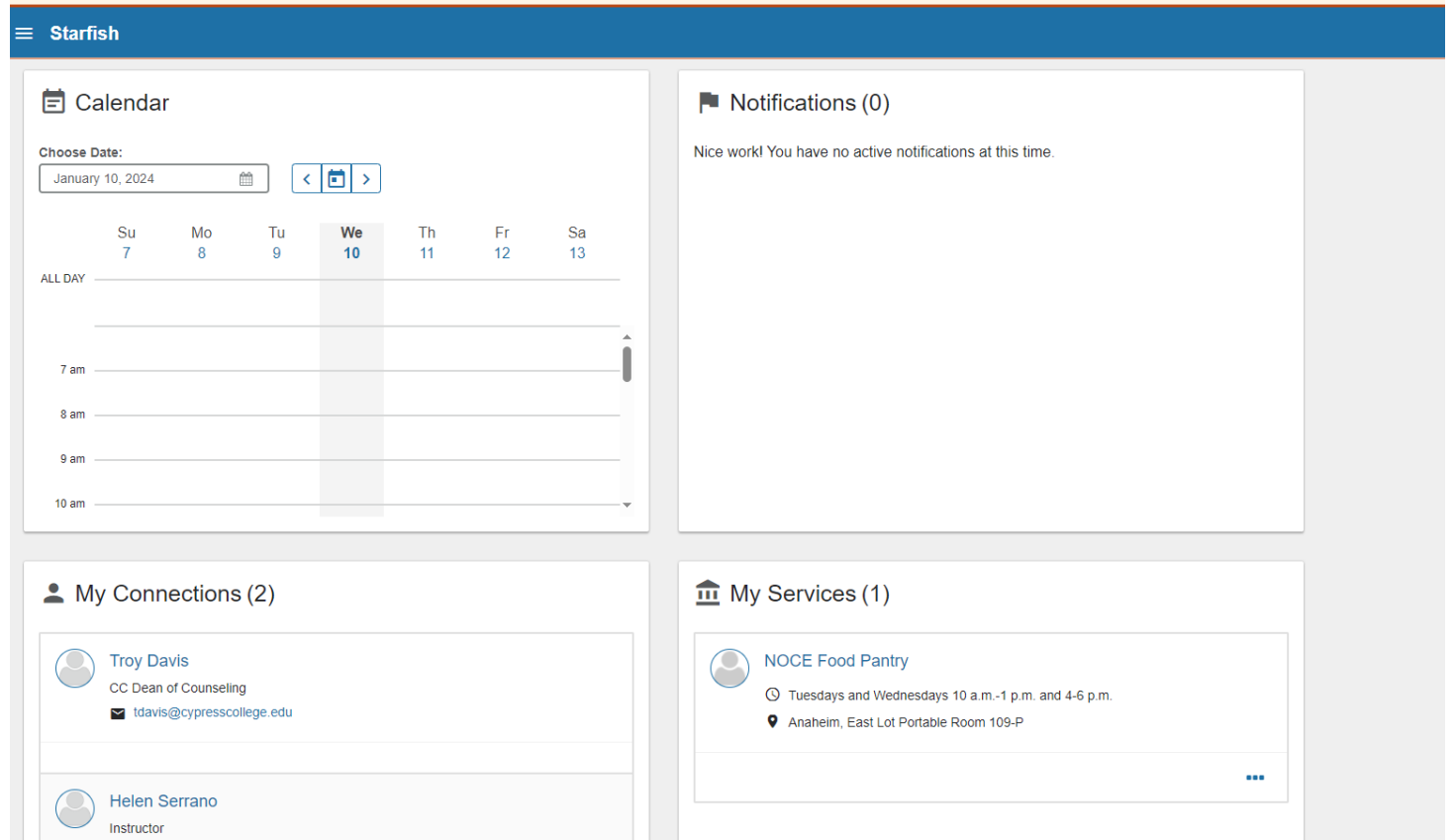
Raising a manual flag, referral, or kudo

Select student name and options that you have available to you appear



Student view in Starfish

- Landing Page



The screenshot displays the Starfish Student View Landing Page. The interface is organized into four main sections:

- Calendar:** Located in the top-left, it features a date picker set to "January 10, 2024" and a weekly view. The days of the week are listed as Su 7, Mo 8, Tu 9, We 10, Th 11, Fr 12, and Sa 13. The time slots shown are ALL DAY, 7 am, 8 am, 9 am, and 10 am. The Wednesday (10th) column is highlighted.
- Notifications (0):** Located in the top-right, it shows a message: "Nice work! You have no active notifications at this time."
- My Connections (2):** Located in the bottom-left, it lists two contacts:
 - Troy Davis:** CC Dean of Counseling, with email tdavis@cypresscollege.edu.
 - Helen Serrano:** Instructor.
- My Services (1):** Located in the bottom-right, it lists one service:
 - NOCE Food Pantry:** Operating on Tuesdays and Wednesdays from 10 a.m. - 1 p.m. and 4-6 p.m., located at Anaheim, East Lot Portable Room 109-P.



Student View in Starfish

- Courses: currently enrolled courses and instructor information
- Appointment (not currently using)
- Ask for help (not currently using)

What to tell students about Starfish

- NOCE will be using a new system to help students in their success. This tool, called Starfish Early Alert, is a communication tool between students, faculty, and campus support services. Throughout the term, you may receive emails in your email account from studentsuccess@noce.edu. These emails are intended to help you be successful in your NOCE courses. Please open the emails and follow the recommendations. Additionally, to make sure you are receiving the support you need, your instructor may refer you to our Counseling department for information about NOCE and community resources.



Student Success Navigators and Starfish

Student Success Navigators provide case management with identified student cohorts. This is done through engagement activities, direct contact, and promotion of workshops, important dates, and hands-on support. The goal is to help our current students remain enrolled, achieve their goals, and receive NOCE student support services.

Navigators are tracking interactions with students using Starfish through Appointments, Flags, and Speed Notes



Contact Deb Perkins (dperkins@noce.edu)

Want to get
involved?