

# CONNECTED24



## Enhancing Institutional Engagement: Revolutionizing Advising Processes through Technology

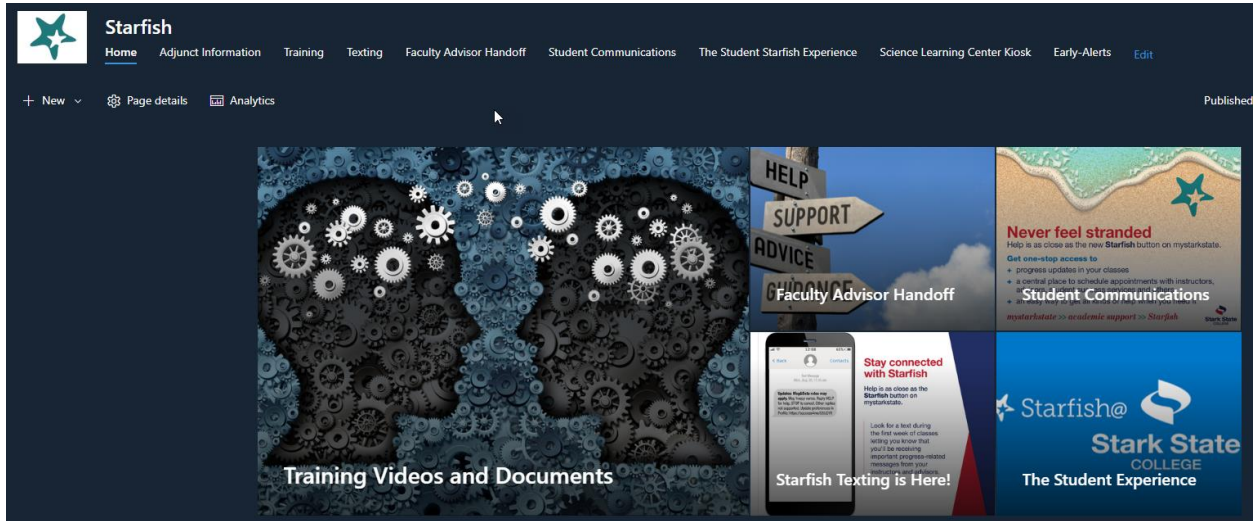


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# Sample of Stark State's Sharepoint Site:



**Start-up email sent to full-time faculty:**

SUBJECT: Action Required: Starfish Start-Up/Due Date - Fall 2023

Hello!

I hope your start-up week is going well! For those that may be new, my name is \_\_\_\_\_, and I am your Division Advising Coordinator. Below are few reminders about Starfish.

- All full-time faculty are required to have their office hours entered in Starfish by **Friday, September 8**. Please enter your office hours in Starfish NOT Outlook. Starfish will send meeting notices to Outlook for you to accept and your office hours will appear on your Outlook calendar. Please put an end date on your office hours. If you do not put an end date, you will not show as entering your office hours. If you are unable to enter office hours in Starfish, check to see if you have office hours in Outlook and/or did not put end dates on your spring office hours.
- Please utilize the two Attendance Flags (which will send a text/email) to contact your students who do not attend the first day of class. There are other flags that can also be used to contact your students who stop participating and/or attending throughout the semester. Kudos can also be sent to students who are doing well.
- We will be using Starfish for the Early Alert process starting Fall 2023. The EA training was recorded and will be posted soon. We will also be holding more training sessions as the EA process approaches.
- You can look-up your CCP students and all advisees in Starfish.
- Everyone should still have access to the Advising Training Resource course in Blackboard. The course was updated in spring 2023.
- As the semester progresses, I will communicate all advising due dates that need to be completed in Starfish.
- The SharePoint site for Starfish is a great resource on how to use the different features and was updated with the new EA process: <https://starkstate.sharepoint.com/sites/Starfish>.

In the meantime, if you have questions or need help, please reach out!

Thank you!

**Start-up email sent to adjunct faculty:**

SUBJECT: Action Required: Starfish Information - Fall 2023

Hello!

For those of you that do not know me, my name is \_\_\_\_\_ and I am the BEIT Division Advising Coordinator. I assist faculty with utilizing Starfish for advising and reaching out to students in their classes.

Starfish is a great platform that allows us to text and email students who have stopped attending/participating and/or who are doing well. We have great response rates from students when we reach out using Starfish. If you have been using Starfish – great! If you have not yet started using Starfish to contact your students, we are asking that you start to help with student success and retention.

**Starting in Fall 2023 we will be using Starfish to complete the Early Alert process. If you were unable to attend one of the training sessions held this week, they were recorded. Once the recording is available, I will let you know. We will also be holding more training sessions as the Early Alert process approaches.**

**Please utilize the two Attendance Flags (which will send a text/email) to contact your students who do not attend the first week of class. This can also be used throughout the semester for students that stop participating and/or attending. Kudos can also be sent to students who are doing well.**

A SharePoint site for part-time instructional employees has been created to walk you through how to contact the students in your classes along with the new Early Alert Process - <https://starkstate.sharepoint.com/sites/Starfish/SitePages/Adjunct-Information.aspx>

If you have questions on how to contact your students utilizing Starfish, please contact me. If you have department specific questions, please reach out to your department chair.

Thank you for using Starfish to help with student success!

## Never Attend flag email to all faculty:

SUBJECT: Action Required: Starfish: Never Attend Flags

Good Morning!

I hope everyone had a great first week of class! As you have heard, the College is trying to lower the number of students who are submitted for never attend. There are two flags in Starfish, one for face-to-face and one for online courses, that can be sent as a text and email to students who have not attended and/or participated. Please use these flags as needed for students who not yet attended and/or participated. Below is a short video on how to use these two flags and attached are PDF directions.

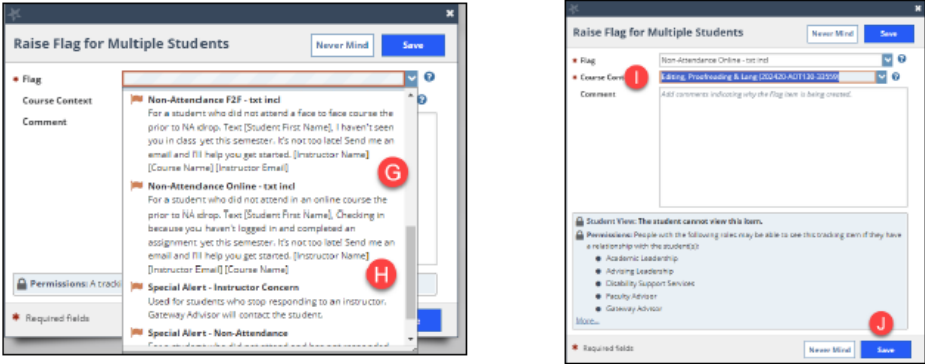
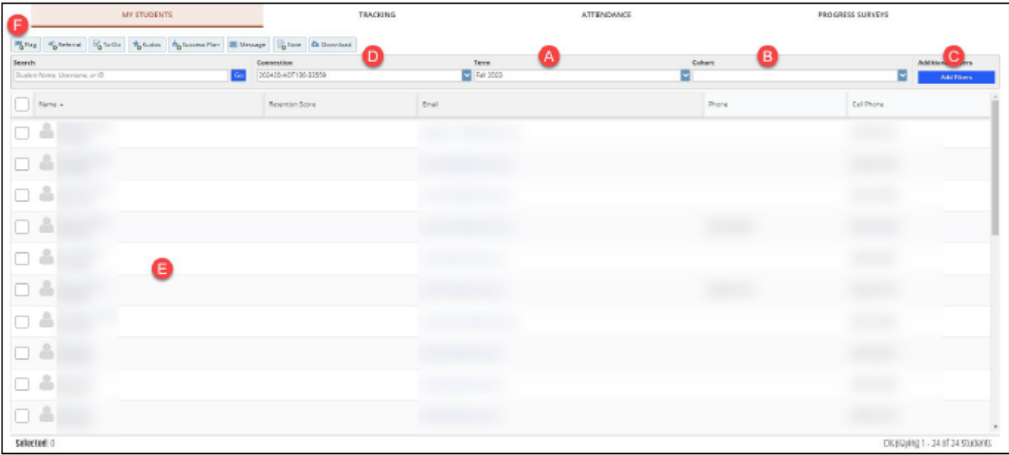
<https://youtu.be/YxmDEKcWN4Y>

If you have any questions, please let me know and thank you for reaching out to your students!

## PDF

### Starfish Never Attend Flags

1. From MySSC, click on Starfish (or use the search bar).
2. From the hamburger menu, select Students.
3. To send a Never Attend text and email to students who have not attended and/or participated:



- A. Change the Term to the current term (example, Fall 2023).
- B. Uncheck any cohorts that may be selected.
- C. Turn off all filters. Click the X to turn filters off.
- D. Select the class that contains students who have not attended/participated.
- E. Select the square in front of the student(s) who need to receive an NA text and email.
- F. Click Flag to bring up all Starfish flags.
- G. Use the F2F flag for students in face-to-face courses.
- H. Use the Online flag for students in online courses.
- I. After a Flag is selected, select the course name.
- J. Click Save to send the text and email to students who were selected.

4. If a student responds, please clear the flag.

MY STUDENTS TRACKING ATTENDANCE

Resolve Comment Assign Flag Referral To-Do Kudos Success Plan Send Message Download

Student Student Name, Username, or ID View Custom Connection Faculty Advisor Cohort

| <input type="checkbox"/>            | Student   | Retention Score | Item Name | Status    | Created Date |
|-------------------------------------|-----------|-----------------|-----------|-----------|--------------|
| <input checked="" type="checkbox"/> | [blurred] | [blurred]       | [blurred] | [blurred] | [blurred]    |
| <input type="checkbox"/>            | [blurred] | [blurred]       | [blurred] | [blurred] | [blurred]    |

First Previous 1 Next Last

Clear flag for McCormick, Jon

View flag details

Select a reason for clearing this flag:

- Made contact with student
- Acknowledged contact; no response
- The concern is no longer relevant
- The flag was raised by mistake
- Student was contacted or a message sent with instructions

Add a comment:  
Provide some more details about why you're clearing the flag

Required fields Never Mind Submit

- A. Select Tracking.
- B. Select the square next to the student's name.
- C. Click Resolve.
- D. Select a reason for clearing the flag. Comments are not required.
- E. Click Submit.

**Faculty Advisor Transition Flag email sent to full-time faculty:**

SUBJECT: Action Required: Faculty Advisor Transition Flags

Hello,

First, I want to say thank you for completing the new Early Alert (Progress Survey) process! A survey will be coming out shortly for you to provide anonymous feedback.

Secondly, it's Faculty Advisor Transition Flag time! The College will be opening registration for all students Tuesday, October 10. This means we have to ensure students transferring from their Gateway advisor know how to contact their faculty advisor.

The Faculty Advisor Transition Flag process was updated in Spring. The below and attached information outlines the **updated** process to better align with policy. Carefully review the information so you can successfully complete this process. The good news is this updated process takes less than five minutes to complete! **Please note – if you do not send a Comment to your students, you will appear on the list as not having completed this process.**

On **Tuesday, October 3**, Gateway Advisors will begin raising Faculty Advisor Transition Flags in Starfish. **Click [here](#) to watch the video on the how to complete the Faculty Advisor Transition process and/or review the attached PDF. Also attached is a script you can use for your email/note to students, or you can create your own. You can also access this information on the Starfish SharePoint site**

**<https://starkstate.sharepoint.com/sites/Starfish/SitePages/Faculty-Advisor-Handoff.aspx>**

**Please remember that you may receive a flag for students that have more than 15 credit hours. Below you will find scenarios in which that happens:**

1. Readmitted Students - Gateway Advisors are assigned students who have stopped out of the College for more than two years. Once the student is readmitted, a Gateway Advisor is assigned to conduct outreach, reestablish their major choice, and resolve any financial aid issues. These students are then transitioned during their first semester to their faculty advisor.
2. Transfer Students - Gateway Advisors are assigned to all transfer students for their first term advising. If they exceed 15 college-level credits, they are transitioned to their faculty advisor during their first semester. At times, these students may have transferred in a significant number of credit hours.
3. Past Success Coach Advisor Assignments - There may be a few students lingering in the system that were assigned to coaches under the old Connect 2 Complete Coaching program.

Once the flags are raised, the Gateway Advisor will be removed from the student's record.

Please complete this process by **Friday, October 13**. If you have any questions about the hand-off process, contact \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_, or \_\_\_\_\_.

Thank you for supporting our students through the advising process.

## (Continued from page 6) Email Script for Faculty Advisor Transition Flag Process

Subject: Faculty Advisor Information

Note:

Hi,

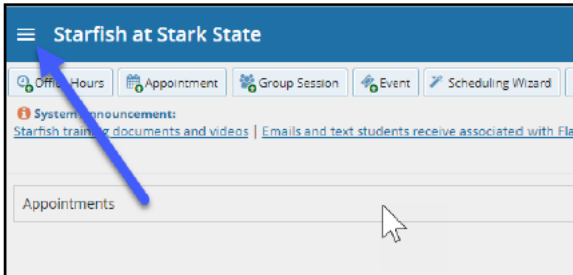
Congratulations on passing 15 credit hours at Stark State College! As part of reaching this milestone, your advising needs are transitioning to me, your Faculty Advisor. I will be advising you as you continue your progress towards completing a degree and graduation. Let's set up a time to meet and discuss where you are currently and where you want to go. I hope to hear from you.

Sincerely,

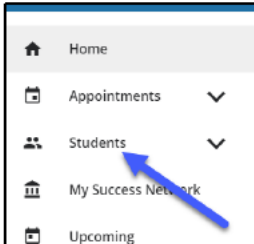
PDF

**Faculty Advisor Transition Flags – Process**

1. mystarkstate > Tools > Academic support > student success resource > Starfish
2. Click the hamburger button in the left corner of the screen and click on Students.

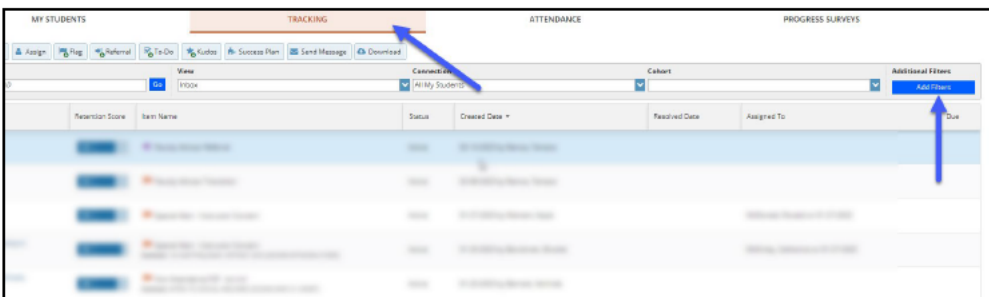


The screenshot shows the Starfish at Stark State interface. A blue arrow points to the hamburger menu icon in the top left corner. Below the menu, there are options for 'Appointments' and 'Students'.



The screenshot shows the hamburger menu with the 'Students' option highlighted by a blue arrow.

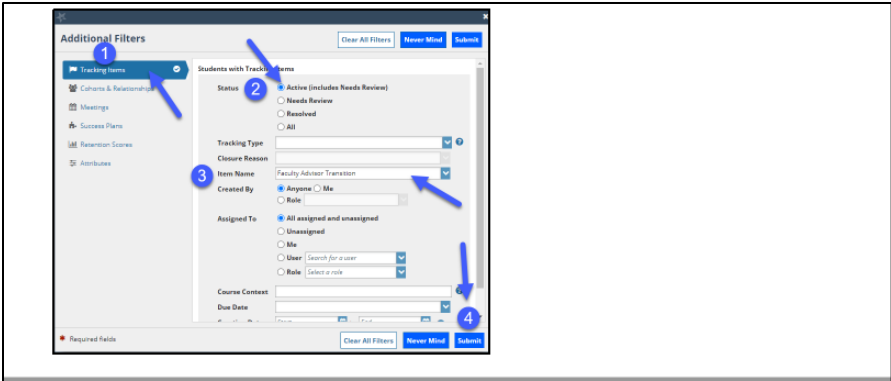
3. To only see "Faculty Advisor Transition" flags, click Tracking and Add Filters. Once in Add Filters, select Tracking Items (1), Status – Active (2), Item Name – Faculty Advisor Transition (3), and then click Submit (4).



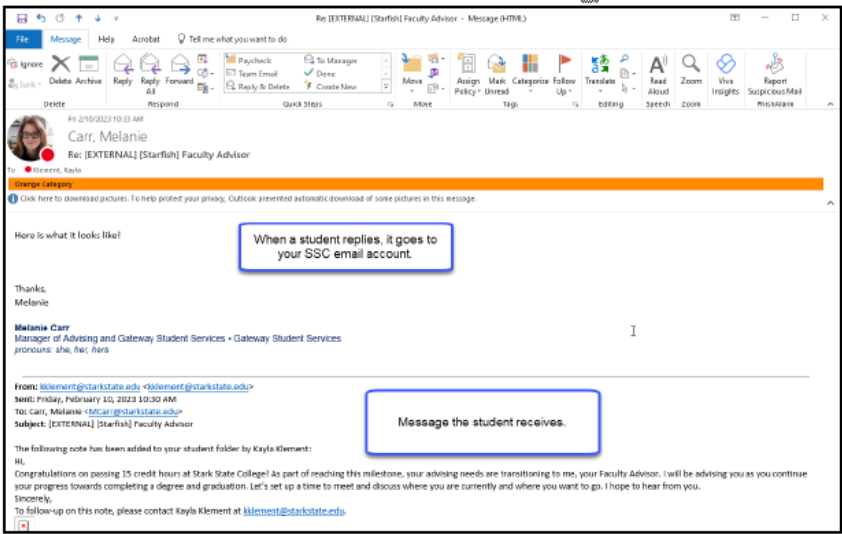
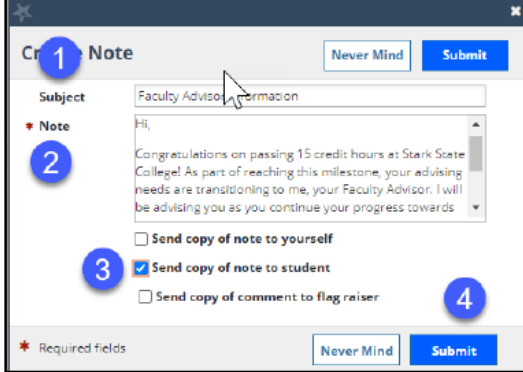
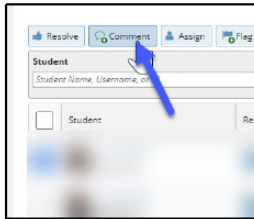
The screenshot shows the Tracking interface. A blue arrow points to the 'Add Filters' button in the top right corner. Below the button, there is a table with columns for 'Retention Score', 'Item Name', 'Status', 'Created Date', 'Received Date', and 'Assigned To'.

| Retention Score | Item Name | Status | Created Date | Received Date | Assigned To |
|-----------------|-----------|--------|--------------|---------------|-------------|
|                 |           |        |              |               |             |
|                 |           |        |              |               |             |
|                 |           |        |              |               |             |
|                 |           |        |              |               |             |
|                 |           |        |              |               |             |

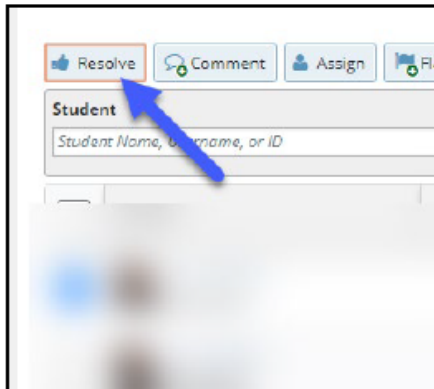




4. To bulk select all “Faculty Advisor Transitions” students, use the main square next to “Students.” After students are selected:
- Click Comment and fill out the Note (steps 1 and 2 in the print screen below). An email script was provided in the Faculty Advisor Transition email, or you can create your own. Adding your contact information is not necessary. The students receive your name and email address; however, you can add your phone number.
  - Check the box, “Send a copy of note to student” (step 3 in the print screen below).
  - After the fields are complete, click Submit (step 4 in the print screen below). This will send the note as an email to the student. Any student replies will be sent to your SSC email address.



5. The last step in closing the Faculty Advisor Transition process is resolving all flags. Select students, click Resolve (top left corner), and select "Student was contacted or a message sent with instructions," uncheck "Send a message...", (filling out the other fields are not required), and click Submit.

A screenshot of a 'Clear flag for' dialog box. At the top, there is a link 'Show flag details'. Below it, the text 'Select a reason for clearing this flag: \*' is followed by four radio button options. The first option, 'Made contact with student', is highlighted in green. The second option, 'Attempted contact; no response', is highlighted in red. The third option is 'The concern is no longer relevant'. The fourth option is 'The flag was raised by mistake'. The fifth option, 'Student was contacted or a message sent with instructions', is selected and marked with a blue circle containing the number '1'. Below the radio buttons is a text area labeled 'Add a comment:' with the placeholder text 'Provide some more details about why you're clearing this flag.'. Below the text area is a checkbox labeled 'Send a message to Ramos, Tamara to close the loop', which is unchecked and marked with a blue circle containing the number '2'. At the bottom right, there is a blue button labeled 'Submit' marked with a blue circle containing the number '3'. At the bottom left, there is a red asterisk icon and the text 'Required fields'. At the bottom center, there is a button labeled 'Never Mind'.

## Checkpoint Advising email sent to full-time faculty:

SUBJECT: Action Required: Checkpoint Advising

Hello!

Thank you for all the work you have done with advising this semester by using Starfish for setting up office hours, taking attendance, and/or raising flags and kudos for students and advisees. Keep up the great work! If you have any questions, please contact me or you can use the SharePoint help site for Starfish

<https://starkstate.sharepoint.com/sites/Starfish/SitePages/Starfish-Training.aspx>.

The next step in the advising process will be Credit Hour Checkpoints. This process, along with the Faculty Advisor Transition Checkpoint, are in the Policies and Procedures (view Policy 3357:15-13-14). You can access a list of your advisees in Starfish then you can filter the list to show only those students that meet one of the Credit Hour Checkpoints. Please note – the credit hour checkpoints include the current credit hours students are taking.

As part of this advising step, please complete the following by **Friday, November 17:**

1. Use Starfish to find your current list of Advisees. You can sort the list to include your advisees that were enrolled last semester and this semester. For information about finding and sorting your advisee list, see the attached document “Sort Advisor Lists” or watch the following video: <https://youtu.be/8Azdi0BgBhA>
2. Use the additional filters option to narrow down your list of students to those that fit in one of the Credit Hour Checkpoints (CP30, CP60, CP75). You can do this by:
  - a. clicking on “Add Filter” on the right side of the screen showing a list of your advisees.
  - b. In the popup screen click on “Attributes” from the column on the left side.
  - c. Next click on the green plus sign (Add Attribute).
  - d. In the dropdown menu under Attribute select Checkpoint Advising.
  - e. Finally, from the dropdown menu under Specific Value on the right-hand side, select a Credit Hour Checkpoint and click on Submit. This will give you a list of students that meet the credit hour criteria.
  - f. For information about how to use Additional Filters, see the attached document “How to Sort Your Advising List Checkpoints” or watch the following video: <https://youtu.be/GsfAPXWPKHo>
3. For each student meeting a Credit Hour Checkpoint, contact the student and check on their progress. A possible script can be found below. As per the Policies and Procedures, at the 60-credit hour and 75 credit hour checkpoint, please check the student’s progress towards graduation and help them set up a plan to complete their program and apply for graduation.
  - a. Example: When you filter for CP30 and 20 students are listed, you can click the top square which will select all students. This will then allow you to click Note to email everyone listed.
4. To send a student or a group of students an email, make sure the check box(es) are selected next to the student(s) you want to contact, click the Note button, type your

email, click “send a copy of the note to the student,” and click Submit. This will send the email and add the email as a note to the students Starfish account.

**Here is a script you can use to email your advisees, or you can make your own:**

Hi,

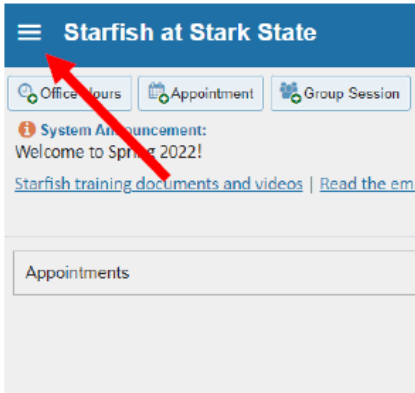
I hope your semester is going well. I noticed that you have now reached \_\_\_\_\_ credits. That is quite the milestone! I would like to meet with you to discuss your progress towards earning your degree and graduation. Let me know what day and time works for you and we can set up a meeting.

Sincerely,

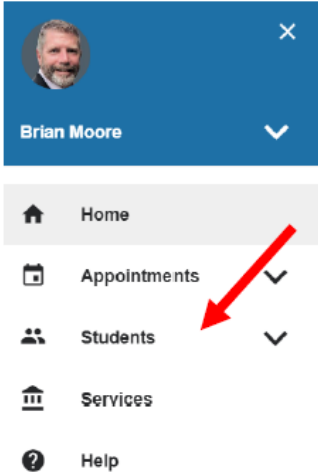
**PDFs**

**How to Sort Your Advising List | Advising Checkpoints**

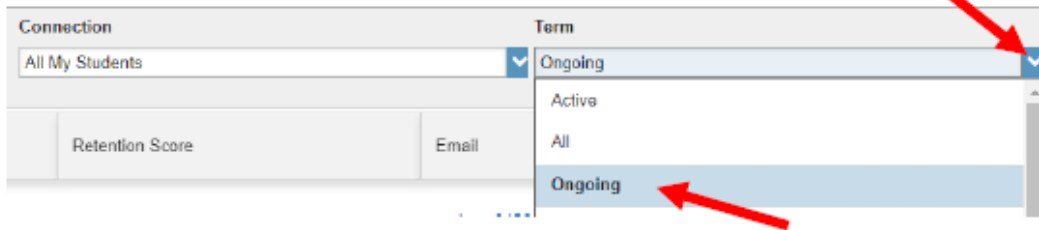
1. Log into mystarkstate
2. Click on the Faculty Advising Tab
3. Click on the Starfish button
4. Click on the hamburger



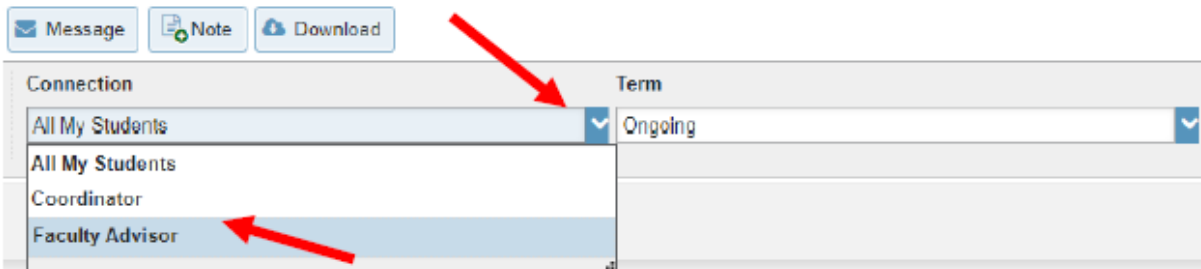
5. Click on **Students**



6. Click on the Term down arrow and choose Ongoing

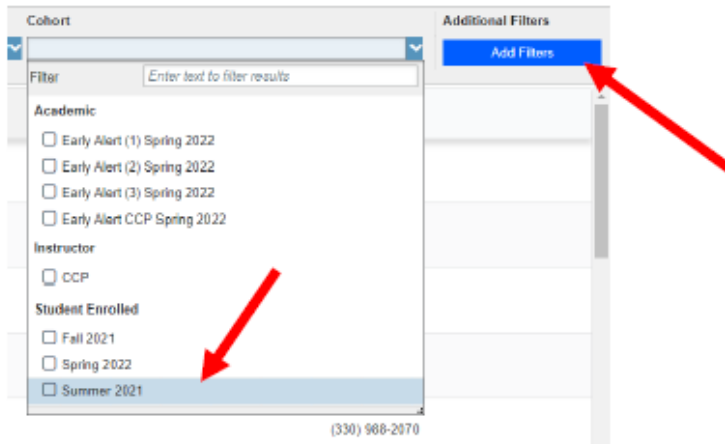


7. Click on the Connection down arrow and choose Faculty Advisor



8. Choose Cohort for the current term

9. Click Add Filters



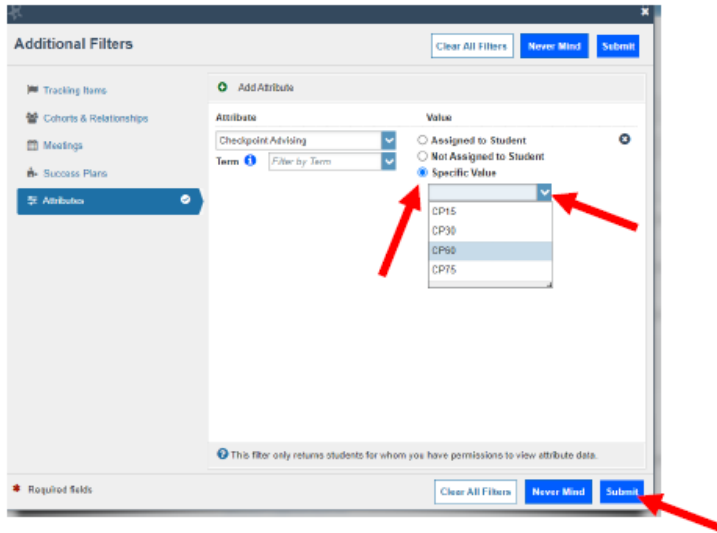
### 10. Click Attributes and Submit

The screenshot shows the 'Additional Filters' window. On the left sidebar, the 'Attributes' option is selected, indicated by a red arrow. The main area is titled 'Students with Tracking Items' and contains various filter fields: Count, Status (Active, Resolved, Both), Tracking Type, Closure Reason, Item Name, Created By (Anyone, Me), Course Context, Due Date, and Creation Date (Start to End). At the bottom right, the 'Submit' button is highlighted with a red arrow. There are also 'Clear All Filters' and 'Never Mind' buttons at the top and bottom.

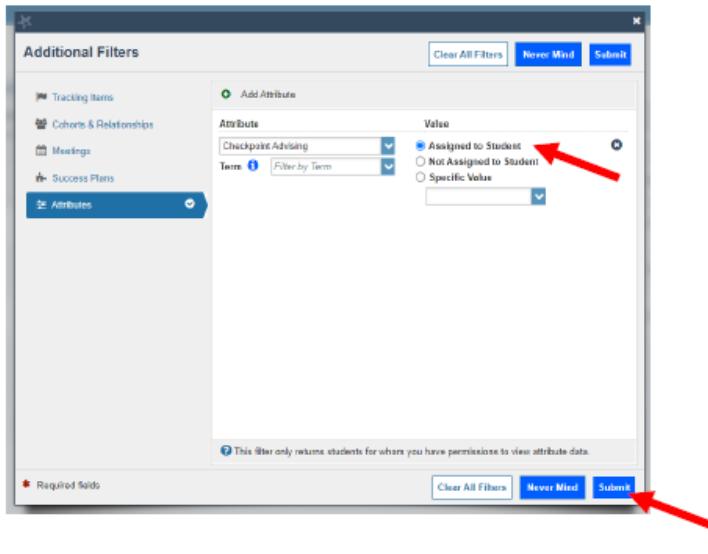
### 11. Choose the dropdown arrow and click on Checkpoint Advising

The screenshot shows the 'Additional Filters' window with the 'Add Attribute' section active. A dropdown menu is open, listing various attributes: Campus Location, Checkpoint Advising, Enrolled in Next Term, Graduated, Holds, Major, Student Type, and Total Credits Earned. A red arrow points to the dropdown arrow, and another red arrow points to the 'Checkpoint Advising' option. The 'Value' section on the right has radio buttons for 'Assigned to Student' (selected), 'Not Assigned to Student', and 'Specific Value'. A note at the bottom states: 'This filter only returns students for whom you have permissions to view attribute data.' The 'Submit' button at the bottom right is highlighted with a red arrow.

12. Choose Specific Value and the desired checkpoint



13. To see all students crossing a Checkpoint select Assigned to a Student and Submit



14. To see all students who are NOT crossing a Check Point select Not Assigned to a Student and Submit

The screenshot shows a software interface titled "Additional Filters" with a close button (X) in the top right corner. On the left is a sidebar menu with categories: "Tracking Items", "Cohorts & Relationships", "Meetings", "Success Plans", and "Attributes" (which is highlighted). The main area is titled "Add Attribute" and contains two columns: "Attribute" and "Value". Under "Attribute", there is a dropdown menu set to "Checkpoint Advising" and a "Term" dropdown set to "Filter by Term". Under "Value", there are three radio button options: "Assigned to Student", "Not Assigned to Student" (which is selected), and "Specific Value". A red arrow points to the "Not Assigned to Student" radio button. At the bottom of the dialog, there are three buttons: "Clear All Filters", "Never Mind", and "Submit". A red arrow points to the "Submit" button. A small informational message at the bottom of the main area reads: "This filter only returns students for whom you have permissions to view attribute data." A "Required fields" indicator is visible in the bottom left corner.

PDFs continued below

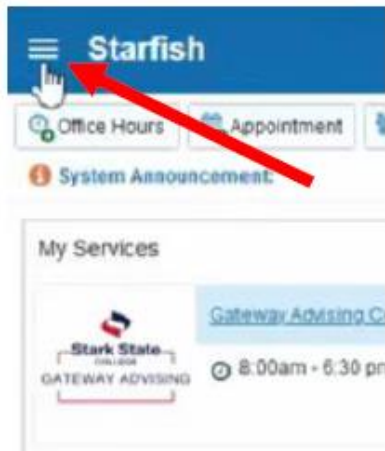


## How to View your Advising List

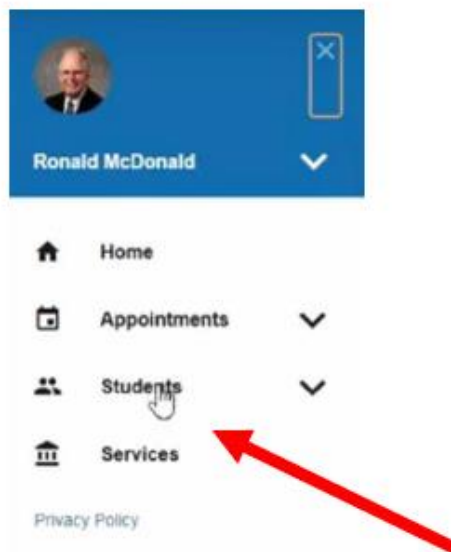
### Starfish – How to View Your Advising List

Directions.

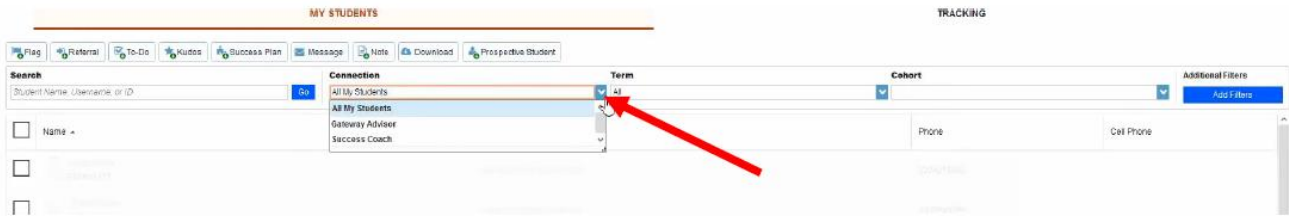
1. Log into Starfish
2. Click on the Bars by the Starfish title



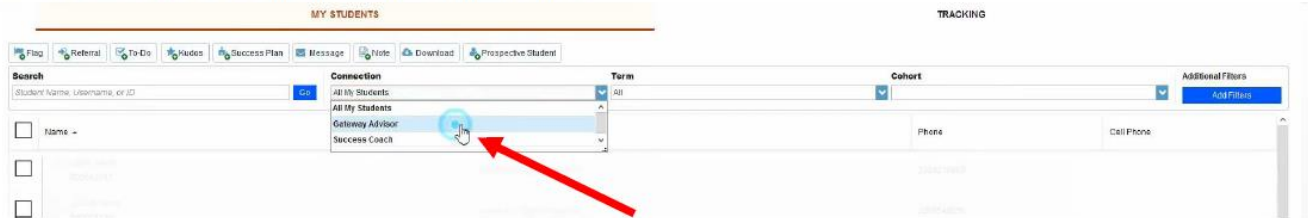
3. Choose **Students** from the menu



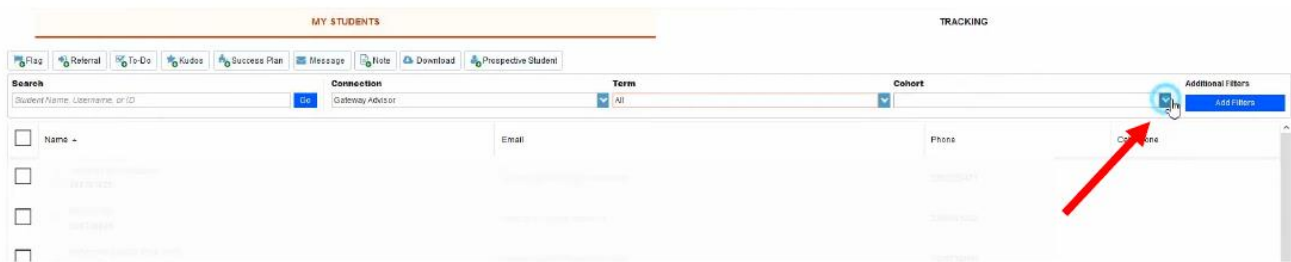
4. Click on down arrow by the **Connection** box



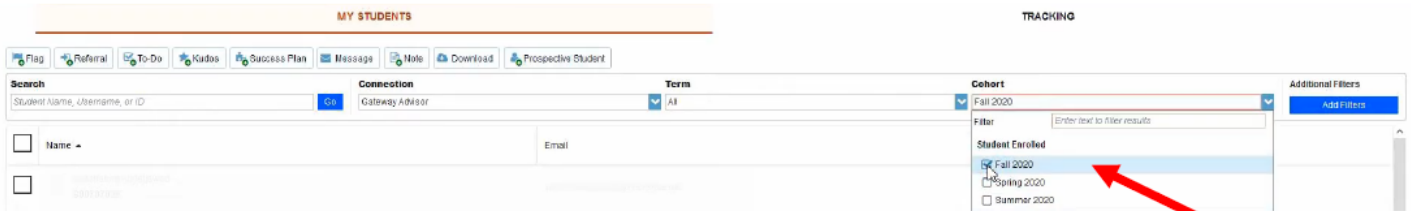
5. Click on **Gateway Advisor or Faculty Advisor** depending on your role



6. Click on down arrow by the **Cohort** box



7. Click on the term you would like to see the list for

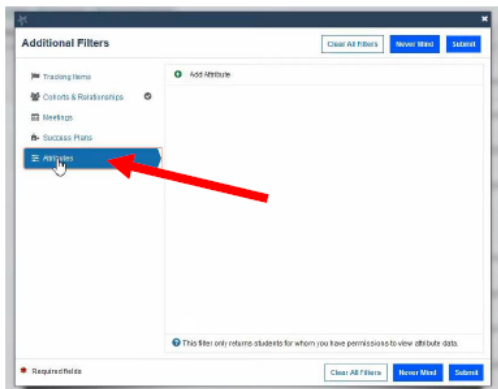


8. The list will display only students registered in the term you have chosen

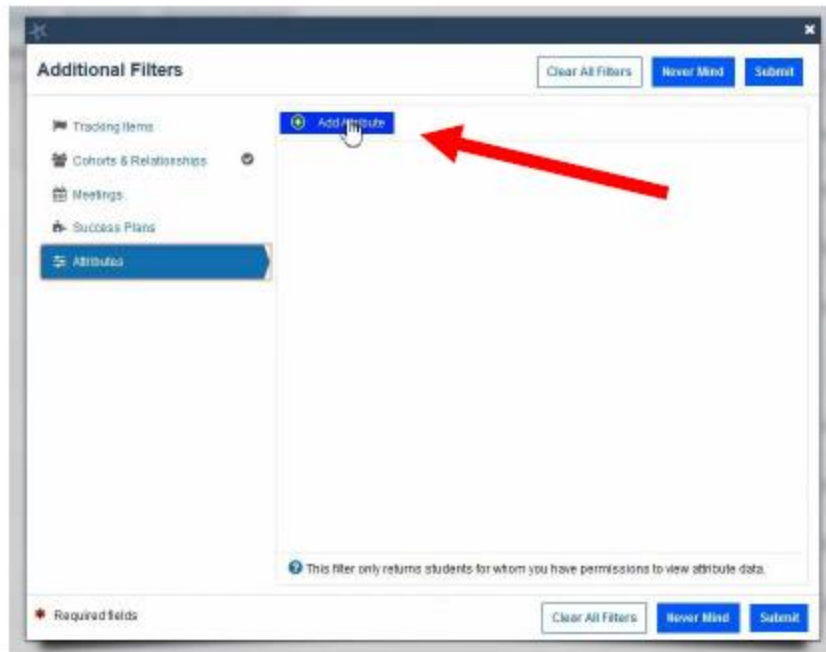
9. To further filter the list of students, click **Add Filters**



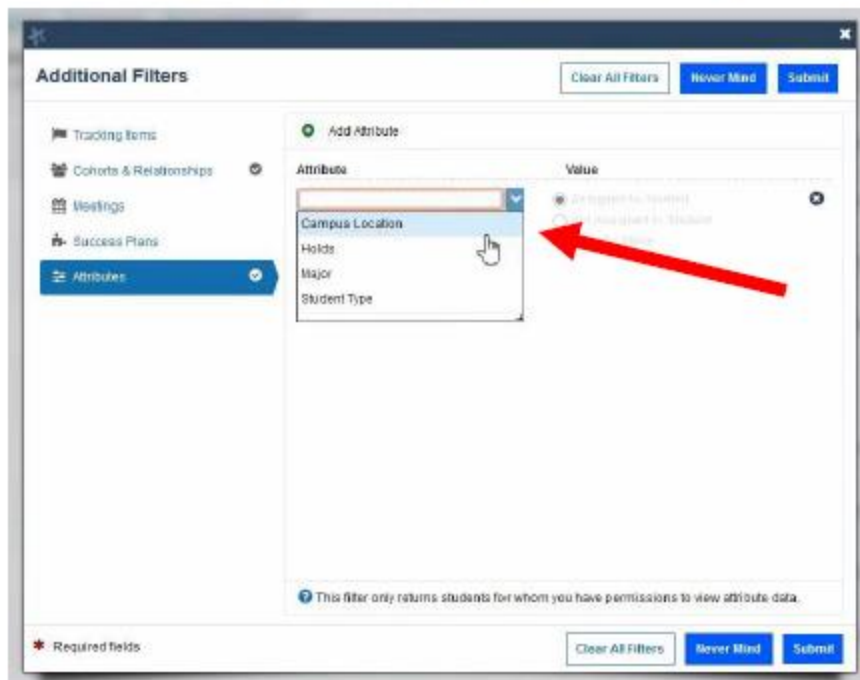
10. Choose **Attributes**



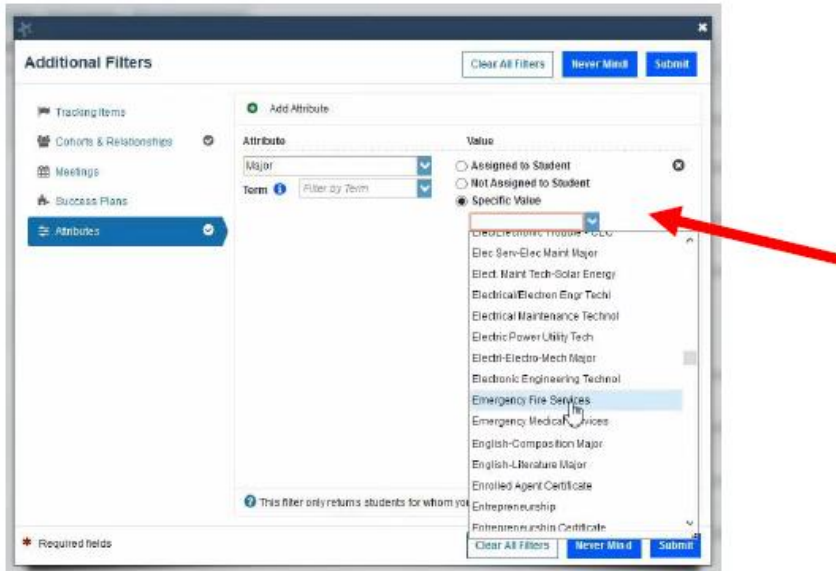
## 11. Click **Add Attribute**



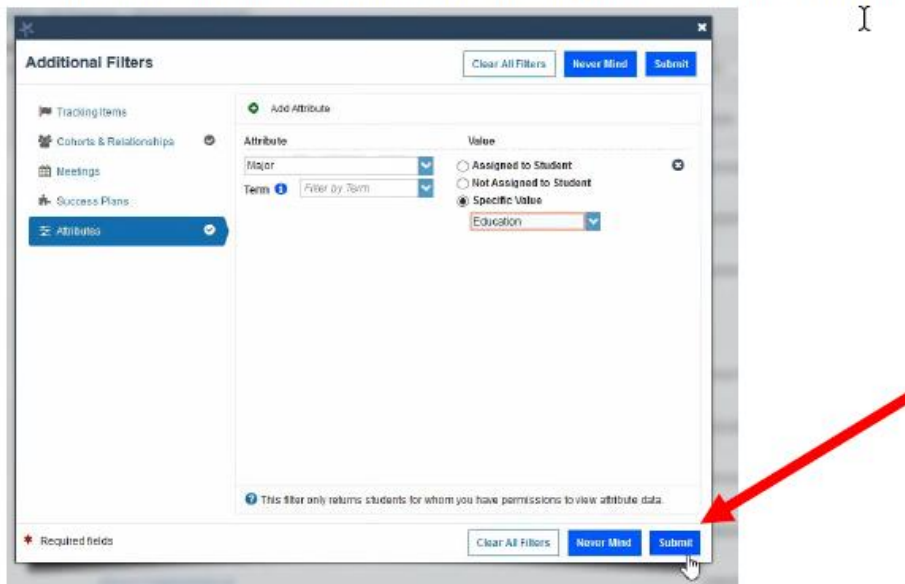
## 12. Choose attribute on which you wish to focus your list



### 13. Choose additional attribute information



### 14. Click **Submit** to display only students available according to the filters you have applied



## Student Email – Faculty Advisor Transition

Dear Rachel,

I've noticed: Your hard work has been paying off and you're making progress toward your goals!

As you finish up your general requirements, it's time to transition from your Gateway advisor (me) to your faculty advisor. I'll be happy to continue to answer general questions, of course, but your faculty advisor can give you the best major-specific advice to help you stay on your path to the finish line.

Click the following link to find your faculty advisor's contact information and make an appointment, <https://starkstate.starfishsolutions.com/starfish-ops/dl/instructor/serviceCatalog.html>

Feel free to contact me with any questions or concerns about this transition.

Sincerely,