

# Starfish FAQs

## How do I access Starfish?

There are 2 ways to access Starfish. The first way is through [sic.edu/starfish](http://sic.edu/starfish). You will need to input your network credentials.

The second way is through a progress survey email. These are automatic emails that will prompt you to assess student performance in Starfish. When you receive this email, there will be a hot link to Starfish. Click on the hot link and input your network credentials.

## When can I use Starfish?

Starfish is available to use any time you desire. You may enter the system through [sic.edu/starfish](http://sic.edu/starfish) at your convenience.

In addition, you will receive progress survey emails throughout the course of the semester that will prompt you to use Starfish.

When you need to WA drop a student for Non-Attendance, you will use the WA flag in Starfish.

## What flags can I raise?

- Attendance Concern
- Behavioral Concern
- Low Average in Course
- Low Quiz/Test Score
- Missing or Late Assignment
- WA Drop

## When do I raise each flag?

Discretion is left to the instructor on when to raise flags. As stated above, an instructor can access Starfish on demand or they can wait for a progress survey.

However, there are some guidelines for some of the specific flags above, although discretion rests with the instructor.

- Attendance Concern—should only be given once per student per semester in a given course. This should be the only “warning” before the instructor drops the student for non-attendance. Please note that this flag is NOT mandatory before a WA Drop—you may WA Drop a student without raising an Attendance Concern flag prior

- *Behavioral Concern*—should be raised when you have addressed classroom management behavior with a student previously, but the student’s behavior persists after discussion. Typical concerns could include excessive talking, using cellphones during class, etc. This flag requires a comment to describe the type of behavioral concern, and it is routed to the Dean for Student Services.

This flag is NOT intended for life or health safety concerns. In the event of a threat of danger, DO NOT USE Starfish. Contact Campus Security or the Office of the Dean for Student Services immediately.

- *Low Average in Course*—should be raised when the student has fallen below satisfactory progress in the course at the discretion of the instructor. This may provide an opportunity to discuss with the student option of dropping the course before receiving a failing grade.
- *Low Quiz/Test Score*—should be raised when a student performs poorly on a quiz/test at the instructor’s discretion.
- *Missing or Late Assignment*—should be raised when a student has missing or late assignments at the instructor’s discretion.
- *WA Drop*—should be raised when a student reaches the threshold for non-attendance as defined in the WA Policy, course syllabus, and/or at the instructor’s discretion. This flag is routed to Enrollment Services and Financial Aid so the drop can be processed according to federal and state standards. This flag requires a comment with the last date of attendance before submission.

This flag should be used whenever the student reaches the non-attendance threshold. In addition, progress surveys specifically for WA Drops will be emailed to instructors during the first 2 weeks of the semester, before midterm of the semester, and before the last day to withdraw for the semester.

### **How do I raise a flag?**

In Starfish, you will see your students divided by academic course. Select the appropriate course, then appropriate student, and then select flag type, and click submit.

### **What happens when I raise a flag?**

In general, an email is generated to the student’s Falcon Mail account about the particular issue. This email encourages the student to communicate with the instructor about the issue.

In addition, a report is generated to an appropriate staff member for additional follow-up.

**What should I do after I raise a flag?**

Because an email is generated to the student encouraging them to talk to their instructor, be prepared for discussion with the student on the particular issue.

**How do I know if an Advisor/Retention Staff have worked with a student with a raised flag?**

When an Advisor/Retention Staff follow-up with a student on a raised flag, they will Close the Loop, which will generate a Starfish report back to the instructor.

**When does the student receive notification that a flag has been raised?**

Typically, the student will receive an email notification of a raised flag one day after the instructor submits the flag. All data submitted to Starfish is processed overnight and routed to the appropriate parties the following morning.

**What happens if my student does not check their Falcon Mail?**

Regardless if a student checks their Falcon Mail, an Advisor/Retention Staff will follow up with the student regarding the raised flag.

However, strongly encourage students at the beginning of the semester and throughout the semester to regularly check their Falcon Mail. It is encouraged that all email communication between faculty/staff and students be conducted through SIC Employee Email and Falcon Mail.