• Overview of Starfish
• Phase 1 Implementation
  • Early Alert
  • Advising
  • One-Stop Student Services
• Phase 2 Implementation
  • Strategies for increasing student success
  • Expansion
  • Student login
What is Starfish?

“*I made a difference for that one.*”

★ **We are.**
  ★ A Student Success Company

★ **We believe.**
  ★ The campus community engaged with a student will lead to that student’s success.

★ **We help academic institutions.**
  ★ **Identify.** Which students are at risk now?
  ★ **Guide.** Where do I go to get/offer help?
  ★ **Connect.** When can I get help?
  ★ **Optimize.** How are services performing?
Starfish Will Help Us:

- Increase retention rates
- Increase graduation rates
- Collect better data on student interactions with faculty and staff
- Narrow the institution’s focus on at-risk students
Phase 1 Fall 2014

- People Using Starfish
  - Student Success Center Staff
  - One-Stop Student Services Staff
  - Registrar’s Office Staff
  - Student Account Services Staff
  - Student Financial Aid Staff
  - Parking Services Staff
  - Select Instructors
  - Select Academic Advisors
• Early Alert Progress Surveys
  • Flags
    – Attendance Concern
    – In Danger of Failing—Assignments
    – In Danger of Failing—Test/Quizzes
    – Low Participation
    – No Show
  • Kudos
    – Great Work
    – Showing Improvement
• Flagged students and their academic advisors get email notification
Phase 1 Fall 2014

- Professional Advising
  - Appointment scheduling
  - Appointment Outcomes
  - Note-taking

- One-Stop Student Services
  - Queuing/Waiting Room
  - Appointments
  - Note-taking

- Registrar’s Office, Student Account Services, Student Financial Aid, and Parking Services
  - Note-taking
Phase 2 Working Groups

- Academic/Faculty Group and Student Services Group
  - Progress survey expansion and revision
  - Flags, Kudos, Referrals, and To-Do’s
  - Faculty Advising
  - LMS Integration
  - Student Appointment Scheduling
  - Student Raised Flags
  - PAR/Student Success Score
  - Expansion
Wins!

• Over 20,000 appointments created!
• Over 5,000 flags raised!
• Over 2,000 kudos given!
• Feedback:
  • Faculty: “I just wanted to tell you that I love the Starfish program!”
  • Parent: “I just want to thank you for your kind words to our daughter recently. That you and the faculty member took this time to encourage her meant a great deal to her and us.”
  • Student: “Thanks for the words of encouragement!”