You Make a Difference Every Day!

A man saw a boy collecting starfish and gently throwing them into the ocean. “The tide is going out. If I don’t throw them back, they’ll die,” explained the boy. “But look,” the man said, “there are miles and miles of beach and hundreds of starfish.” The boy picked up another starfish, threw it into the surf, smiled at the man, and said, “I made a difference for that one.”

Adapted from a story by Loren Eisley

Key Benefits

- Set up office hours
- Provide positive reinforcement
- Allow online scheduling
- Help connect with services
- Share concerns with others
- Raise flags of concerns
- Keep notes of contacts
- Provide positive reinforcement
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SECTION 1: GETTING STARTED

Access to Starfish

INSTRUCTORS & ADVISORS
1. You must first have a role in Campus Connection.
2. If you are unable to access Starfish, complete these steps.

STAFF
1. You must first have a role in Campus Connection. If you do not have a role in Campus Connection, complete these steps for access. Select the role of NDUS STARFISH from the drop-down menu on the ConnectND Access Request Form listed in Step 3 on the form.
2. Once you have a role in Campus Connection, request a role in Starfish. If you are unsure of the role needed in Starfish, contact Shari Nelson @ 701.777.0562.

Log into Starfish

Log into Starfish using your UND username and password in one of the following ways:

1. Log into Blackboard. Starfish is available on the left navigation pane.
2. Click LOGINS on the UND home page. Select Starfish.

FAQ - Why do I get an error message when I try to login?

Starfish Roles

Important Notes:

- Ability to view student data and perform other functions is based on the connections you have with students through your Starfish role(s). Therefore, you may not have access to all student information or features.
- Campus Connection is the source for student information shown in Starfish. Information is sent from Campus Connection to Starfish nightly, so a change made one day in Campus Connection will not appear in Starfish until the following day.

ALL MY STUDENTS
- Shows all students combined from any roles you have.

INSTRUCTOR
- Displays the students you teach, including individual sections of your courses.

ADVISOR
- Displays the students you advise.

STAFF
- Options will vary according to your role(s) with students on campus.

OTHER ROLES
- Options will vary according to your role(s) with students on campus.

FAQ - Who else can view the notes/comments I enter in Starfish?
FAQ - Can students see other students' information in Starfish?
**Institutional Profile, Appointment Preferences, & Email Notifications**

Click  in the upper left-hand corner and then click on your name.

| **INSITUTIONAL PROFILE** | 1 Select **INSTITUTIONAL PROFILE**.  
2 Change **LOGIN PAGE** (optional).  
3 Add or update your **TITLE**.  
   - If you have multiple roles in Starfish and do not want all of them to show up in your profile, you can change it here.  
4 Edit your **PHONE** & add an **ALTERNATE EMAIL** address (optional).  
5 Use the **UPLOAD PHOTO** link to add a profile photo (optional).  
6 Double check that the **TIME ZONE** selected matches your time zone.  
7 Add information to the **GENERAL OVERVIEW** and **MY BIOGRAPHY** sections.  
   - This is the information that students see when making an appointment with you.  
8 Click **SUBMIT**. |
|---|---|

| **APPOINTMENT PREFERENCES**  
(In-depth information & instructions can be found by clicking here.) | 1 Select **APPOINTMENT PREFERENCES**.  
2 Select your **MINIMUM APPOINTMENT LENGTH**.  
   - Selecting 15 minutes allows the student to schedule with you on the 15, 30, 45, and hour mark. (30 minutes on the 30 and hour mark, etc.)  
   - These might be overwritten by institutional settings.  
3 Select your **SCHEDULING DEADLINE**.  
4 Add all possible **LOCATIONS**, including all types of office hours (physical, phone, online).  
   - When you create Office Hours, you will select which of these locations apply. The location will be included in the confirmation email sent to the student.  
   - Edit your **LOCATIONS** by using the pencil icon; delete by selecting the **DELETE** icon (‘X’).  
5 If others will be managing your calendar, select **ADD CALENDAR MANAGER** and begin typing a user’s name. Select the individual from the search results and click **SUBMIT**.  
   - Remove calendar managers by selecting the **DELETE** icon (‘X’).  
6 Click **SUBMIT**. |
|---|---|

<table>
<thead>
<tr>
<th><strong>STUDENT CALENDAR MANAGERS</strong></th>
<th>Student employees must be added and removed separately. Complete the role <strong>addition/removal request form</strong> to request that a student employee be added or removed.</th>
</tr>
</thead>
</table>

**FAQ** - Why do my appointment slots have different minimums than what I selected in my profile?  
FAQ - Can I limit some of my appointments to students I’m teaching and others to my advisees?  

| **EMAIL NOTIFICATIONS** | 1 Select **EMAIL NOTIFICATIONS**.  
2 Select the settings for your **APPOINTMENT NOTIFICATIONS**, **SUMMARY EMAILS**, and **TRACKING ITEM NOTIFICATIONS**.  
3 Click **SUBMIT**. |
Syncing your Starfish and Outlook Calendars

**REQUEST OUTLOOK ACCESS**

To allow syncing between your Starfish and Outlook calendars, your Starfish account must have access to your Outlook calendar and mailbox. [Submit a ticket](#) to Tech Support and request that Starfish be given access to your Outlook calendar and mailbox. You can still use the Starfish calendar without this access; however, without it, your Starfish and Outlook calendars won’t “talk” with each other.

**FAQ**

- Why don’t I see my external appointments in my Starfish calendar?
- Why doesn’t my external calendar display all of my Starfish appointments?

**COMPLETE YOUR STARFISH SETTINGS**

1. Click on the Starfish icon in the upper left-hand corner.
2. Click on your name.
3. If you do not want your office hour blocks to show up on your Outlook calendar, uncheck **CHANGE TO MY OFFICE HOURS/GROUP SESSIONS**.
4. Check **READ BUSY TIMES FROM MY EXTERNAL EXCHANGE CALENDAR**.
5. Click **SUBMIT**.
SECTION 2: OFFICE HOURS

Office Hours (Includes Walk-In Hours)
Office hours need to be set up if you want students to schedule appointments with you using Starfish. In-depth instructions can be found by clicking here.

1. **SYNC YOUR STARFISH & OUTLOOK CALENDARS** (necessary if you want your two calendars to work together). Instructions are on pg. 6.
2. Set up your **APPOINTMENT PREFERENCES**. Instructions are on pg. 5.
3. Add **CALENDAR MANAGERS** (optional). Instructions are on pg. 5.
4. Create **OFFICE HOURS** – See instructions below.

**Important Notes:**
- If you have Outlook syncing with Starfish, meetings, lunch, etc. will be imported into Starfish and make times unavailable for students to schedule during your office hours.

FAQ - Why don't I see my external appointments in my Starfish calendar?
FAQ - Why doesn't my external calendar display all of my Starfish appointments?

**Setting up Office Hours**

There are two ways to add office hours as described below:

1. **Office Hours Set-up Wizard**
   - Works best if you have the same office hours each week. If your office hours are different week to week, follow the [IF YOUR OFFICE HOURS DON'T REPEAT WEEKLY, CLICK HERE](#) link.
2. **Individual Office Hour Set-up**
   - Works best if you don’t have the same office hours each day.

**OFFICE HOURS SET-UP WIZARD**
The first time you log in to Starfish, Starfish will provide a ‘wizard’ to walk you through setting up your office hours.
- If you do not wish to complete the wizard just yet, check the box labeled **SHOW ME THIS OFFICE HOURS SETUP PAGE AGAIN NEXT TIME I LOGIN IF I DON’T HAVE ANY OFFICE HOURS** and then click **CLOSE**.

1. Complete the fields presented to specify:
   - **TITLE**
   - **WHERE?**
   - **HOW LONG?**
   - **APPOINTMENT TYPES** (if you have more than one)
2. Click **NEXT** to set up the days and times.
3. Click **SUBMIT**.

FAQ - How do I clear the Office Hours Setup Wizard that shows up when I first login?
FAQ - Why does my student see the wrong time zone on the Starfish appointment invitation?
1. Click on the Starfish icon in the upper left-hand corner and select **APPOINTMENTS**.

![Starfish Icon](image)

2. Click the **ADD OFFICE HOURS** button.

3. Enter the **TITLE**.

4. Select **WHAT DAYS?** and any recurrence.
   - This works best if you set up an office hour block for each day, instead of a block for the entire week. This allows for easier changes to office hour blocks in the future.

5. Use the **WHAT TIME?** fields to enter the start and end time for the office hours.

6. Select **WHERE?** meetings will be held using the checkbox(es) next to your locations(s).
   - If you select more than one location, the student will be able to choose his/her preferred location when scheduling the meeting. (You can add or remove locations in your **APPOINTMENT PREFERENCES**. See pg. 5 of this manual.)

7. Select **OFFICE HOURS TYPE**.
   - Select **SCHEDULED & WALK-INS** if you plan to take walk-ins between appointments.
   - Select **SCHEDULED APPOINTMENTS ONLY** if you will not take any walk-ins.
   - Select **WALK-INS ONLY** to show the time as available to students. Students will not be able to make advance appointments during this type of office hours.

8. Select **HOW LONG?** Institution settings may override your settings.

9. Select **APPOINTMENT TYPES**. If your role has permissions to add more than one appointment type, you will see checkboxes that allow you to select which types apply to this block of time. Appointment types dictate:
   - which students can schedule during the office hour block.
   - the appointment reasons shown to students.
   - which speednotes will display.
   - which roles can view the appointment and its notes.

10. Use the **INSTRUCTIONS** box to enter instructions to students scheduling during this block of time. Instructions are required for blocks that allow Walk-Ins.

11. Enter **START/END DATE** if needed.
   - Entering an end date works well if you are teaching classes and your office hours will change the next term. (You will need to go in and enter new office hours the next term.)

12. Click **SUBMIT**.

**FAQ** - Why does Starfish tell me that there is a conflict when I try to create office hours?

**FAQ** - Why can’t all of my students see my Office Hours?
Editing/Canceling Office Hours

**EDIT YOUR OFFICE HOURS**

1. Hover over the office hours icon next to an office hour title to open the pop-up card.
2. Click **EDIT** and make your changes.
3. Click **SUBMIT**.

**Important Notes:**

- You cannot:
  - edit the days of the week or the nature of the recurrences (e.g. weekly).
  - modify the time range for a single occurrence of an office hour.
  - edit the appointment type.
- Selecting **EDIT OFFICE HOURS** will modify all occurrences of this set of office hours.
- Best practice is to include an explanation and provide guidance on how to reschedule.

**DELETE/CANCEL YOUR OFFICE HOURS**

1. Hover over the office hours icon next to an office hour title to open the pop-up card.
2. Click on the arrow behind **CANCEL** and then select:
   - **JUST THIS ONE**
   - **THE ENTIRE SERIES**. You will be prompted to confirm the date from which to cancel the series and to add a message that will be sent to anyone who had a meeting scheduled.
3. Click **SUBMIT**.

**FAQ** - Why does my student see the wrong time zone on the Starfish appointment invitation?

Group Sessions

**SET UP A GROUP SESSION**

1. Click on the Starfish icon in the upper left-hand corner and select **APPOINTMENTS**.
2. Click the **ADD GROUP SESSION** button.
3. The next screen will allow you to set up the group session.
4. Click **SUBMIT**.
Important Notes:

- To edit or cancel a group session, follow the same instructions as for an individual appointment.

MANAGE GROUP PARTICIPANTS

You can add or remove participants in an individual group session using the MANAGE PARTICIPANTS link on the DAY view of the group session.

Reserved Time

If you’ve synced your Starfish Calendar with your Outlook calendar, any meeting you have set up on your Outlook calendar will sync to Starfish and show you as unavailable. If you have not synced your calendars, you have the option to reserve time in Starfish so that students cannot schedule.

RESERVED TIME

1. Click on the Starfish icon in the upper left-hand corner and select APPOINTMENTS.

2. Click the ADD RESERVE TIME button.

3. A screen will appear, allowing you to customize your reserved time.

4. If the block recurs each week, use the REPEAT WEEKLY checkbox to indicate a weekly reoccurrence and select the end date for the block using the date picker provided.

5. Click SUBMIT.
SECTION 3: STUDENT FOLDERS

1. Click on the Starfish icon in the upper left-hand corner.

2. Select STUDENTS and then MY STUDENTS.

3. Type the name of the student in the SEARCH box & select the CONNECTION and TERM.

4. Click on the student's name to view the student’s folders.

STUDENT FOLDER TABS

<table>
<thead>
<tr>
<th>Tab</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>OVERVIEW</td>
<td>Includes information, if available, such as attributes, success plans, and student files.</td>
</tr>
<tr>
<td>INFO</td>
<td>Presents information, if available, such as test scores, demographics, programs, term status, and the Student Intake form.</td>
</tr>
<tr>
<td>SUCCESS PLANS</td>
<td>Shows any plans that have been created for the student.</td>
</tr>
<tr>
<td>COURSES</td>
<td>Any student that is enrolled in the current term will have courses populated on this screen. You can also use the term drop-down box at the top to select a specific term.</td>
</tr>
<tr>
<td>TRACKING</td>
<td>Displays flags, kudos, todos, and referrals for each student.</td>
</tr>
<tr>
<td>MEETINGS</td>
<td>Displays documented appointments or walk-ins for each student. Click the plus sign to view the comments and outcomes of the meeting.</td>
</tr>
<tr>
<td>NOTES</td>
<td>Any time a flag is raised or cleared, a note is added, or an appointment has comments, it will show up under this tab. Click the plus sign to left of any note to read the comments.</td>
</tr>
<tr>
<td>NETWORK</td>
<td>Shows everyone (instructors &amp; advisors) in the student’s success network.</td>
</tr>
</tbody>
</table>

FAQ - Why aren't my students showing?
SECTION 4: APPOINTMENTS

Students may only schedule appointments with you during your Office Hours. Calendar owners and their calendar managers can add appointments wherever they choose unless there are conflicting appointments from Outlook.

1. Click on the Starfish icon in the upper left-hand corner and select **APPOINTMENTS**.

2. Initiate a new appointment using either of the options in # 3.

3. Click the **ADD APPOINTMENT** button. Select a time within your office hours.

4. The following screen will appear. Begin typing the name of the student into the **STUDENT** drop-down list box. Select the desired student from the list.

5. Specify **WHEN** the meeting will take place (date, start time, end time) if you selected the first option of adding an individual **APPOINTMENT**.

6. Select **WHERE** the meeting will take place if you have multiple possible locations.

7. Select a **REASON** for the meeting.
   - Each reason is tied to an appointment type. Each type defines who may view or modify an appointment of this type and the available speednotes.

8. If relevant to the meeting, select a **COURSE** from the list if presented.

9. Select a radio button for sharing to either make the appointment **SHARED** or **PRIVATE**.
   - Select **PRIVATE** if only you, your calendar manager, and the student should see this meeting.
   - A **SHARED** meeting will be visible to those with a role that has access to the appointment type and a relationship to the student. These roles are noted in the **PERMISSIONS** section of the form.

10. Type a **DETAILED DESCRIPTION** for the meeting (recommended).

11. Click **SUBMIT**.

**Important Notes:**

- Both the student & calendar owner will receive an email with an attachment for any future appointments. If you do not receive an email, check your **EMAIL NOTIFICATIONS** settings.
**MODIFY OR CANCEL AN APPOINTMENT**

1. Click on the Starfish icon in the upper left-hand corner.
2. Hover over the APPOINTMENT icon of an appointment on your calendar.
3. Select EDIT from the APPOINTMENT pop-up card to bring up the scheduling tab of the EDIT APPOINTMENT form. *You can also CANCEL an appointment from this menu.*
4. Edit appointment scheduling details including:
   - WHEN and WHERE the meeting will occur
   - REASON associated with the meeting
   - COURSE associated with the appointment (optional)
   - SHARING setting for the meeting
     - Select PRIVATE if only you, your calendar manager, and the student should see this meeting.
     - A SHARED meeting will be visible to those with a role that has access to the appointment type and a relationship to the student.
   - DETAILED DESCRIPTION
5. Click SUBMIT.

**Canceling/Declining Outlook Invites from Starfish**

**Important Notes:**

- An updated email will be sent to the student and calendar owner if the calendar owner’s email notifications preferences are set to notify when changes are made to an existing appointment (recommended).
- When you cancel or decline a Starfish invitation within Outlook, the cancel/decline is sent to Starfish and is reflected on your Starfish calendar. However, *you should still cancel the appointment in Starfish* so the student is sent the appropriate email notification.

**Documenting Appointments**

**ADD OR EDIT APPOINTMENT OUTCOMES & SPEEDNOTES**

1. Click on the Starfish icon in the upper left-hand corner and select APPOINTMENTS.
2. Hover over the APPOINTMENT icon of an appointment on your calendar.
3. Select OUTCOMES from the APPOINTMENT pop-up card.
4. If the student is a no-show, check the box labeled STUDENT MISSED APPOINTMENT.
5. Add your notes into the COMMENTS box. (Comments can be changed if you have already added text previously.) Check the EMAIL checkbox labeled SEND A COPY OF NOTE TO STUDENT if your comments should be shared with the student via email.
6. Click SPEEDNOTES to check topics you discussed. This is only an option if speednotes have been configured for the appointment type you are using
   - Speednotes will not be included in the email sent to students if you elect to share the appointment notes with them via email.
7. Click SUBMIT.

FAQ - [How do I share meeting notes with a student?](#)
1. Click on the Starfish icon in the upper left-hand corner.

2. Select STUDENTS and then MY STUDENTS.

3. Type the name of the student in the SEARCH box & select the CONNECTION and TERM.

4. Click on the student’s name to open the student’s folders.

5. Click on the MEETINGS tab.

6. Click the plus sign to the left of any appointment to view additional details including:
   - the description that was included when the appointment was created.
   - any comments entered on the OUTCOMES tab.
   - any activities that were checked off on the SPEEDNOTES tab.

**Important Notes:**
- If the student was marked as a no show on the OUTCOMES tab, the missed appointment icon 🗓 will be displayed instead of the standard appointment icon.
ADD A WALK-IN MEETING TO YOUR CALENDAR (or to a calendar you are managing)

1. Hover over the office hours icon next to an office hour title to open the pop-up card.

2. Click the ADD WALK-IN button.

3. The following screen will appear. Begin typing the name of the student into the STUDENT drop-down list box. Select the desired student from the list.

4. Specify WHEN the meeting took place (date, start time, end time).

5. Select WHERE the meeting took place.

6. Select a REASON for the meeting.
   - Each reason is tied to an appointment type. Each type defines who may view or modify an appointment of this type and the available speednotes.

7. If relevant to the meeting, select a COURSE from the list if presented.

8. Select a radio button for sharing to either make the appointment SHARED or PRIVATE.
   - Select PRIVATE if only you, your calendar manager, and the student should see this meeting.
   - A SHARED meeting will be visible to those with a role that has access to the appointment type and a relationship to the student. These roles are noted in the PERMISSIONS section of the form.

9. Document COMMENTS and SPEEDNOTES upon completion of the meeting. (You may do this later.)

10. Click SUBMIT.

Important Notes:
- See pg. 13 for documenting walk-in meetings (same as appointments).
- See pg. 14 for reviewing comments and speednotes from walk-in meetings (same as appointments).
SECTION 6: KIOSK & WAITING ROOM MANAGEMENT

As students log into the Kiosk, the waiting room queue will populate. Advisors and staff in the service can view the waiting room queue.

WAITING ROOM MANAGEMENT

1. Click on the Starfish icon in the upper left-hand corner.
2. Click HOME and then MY SERVICES.

3. Click the WAITING ROOM for a given service.
   - On the right side of the waiting room, you will see a list of today’s appointments. When a student who has an appointment with you signs into the kiosk, you will see an indicator that the student is now waiting to be seen.
   - If you decide you can’t take the meeting, click NEVER MIND.

4. Click START MEETING to remove the student from the queue and begin a meeting.
   - Starting a meeting with a student will remove that student from the queue so that other service members do not also try to meet with that same student.
   - If you do not have a meeting block established, Starfish will create a walk-in for the meeting.

5. When you start a meeting, an ADD APPOINTMENT pop-up will overlay the waiting room on your screen.
   - The ACTUAL START TIME will populate based on the time you clicked the meeting.
     - If you have a “scheduled appointments only” block set, you will not be able to save the meeting without changing the time of the meeting or the appointment types allowed.
     - Make sure to enter the ACTUAL END TIME before you submit this pop-up.
   - Go to the OUTCOMES tab to document your meeting.
     - You have the option to add free-text COMMENTS on the OUTCOMES tab and/or to send a copy of your comments to the student.
   - If available, click the SPEEDNOTES tab to quickly document the outcomes of your meeting if applicable.

6. Click SUBMIT. You will see the waiting room queue and are ready to start your next meeting.

Important Notes:
- You may indicate when a student has left before meeting with anyone by clicking STUDENT LEFT next to a student’s name.
SECTION 7: NOTES

ADD NOTES

1. Click on the Starfish icon in the upper left-hand corner.

2. Select STUDENTS and then MY STUDENTS.

3. Type the name of the student in the SEARCH box & select the CONNECTION and TERM.

4. Click on the student’s name.

5. Select the ADD NOTE icon.

6. Select the note type.

7. Type subject in the subject line.

8. Write note. You can select to send a copy of the note to yourself and/or the student.

9. Click SUBMIT.

REVIEW NOTES

1. Follow steps #1-3 above.

2. Click on the student’s name to open the student’s folders.

3. Click on the NOTES tab.

4. Click the plus sign to the left of any note to read the comments.

PRINT NOTES

1. Highlight text in the note.

2. Right click your mouse.

FAQ - Do notes I take about students show in their 'messages' on the student dashboard?
The recording of accurate notes after meeting with a student is considered “best practice”.

- Notes provide a history of information and should be written during or as soon as possible after a meeting.
- Notes are part of a student’s educational record and students can obtain copies if they request.

**Remember, the student can see your comment.**

- Students as well as the other faculty and staff to whom the student is connected can see your comments and notes.
- Any comments you make should be ones you would feel comfortable telling a student face-to-face.
- Comments should be professional and objective – document observed behaviors that indicate possible concerns as opposed to voicing opinions or projections about students’ thinking or motivation.

**Direct your comment to the student.**

- Direct your comment TO the student; don’t write in the third person (“This student is...”). Consider addressing the student by name (“Taylor, your score on the first test was...”).
- Provide comments and supporting facts that explain the problems the student is having. Specify behavior, performance, or patterns of behavior (e.g. homework grades, repeatedly missing assignments).
- Word your comments so that your student (and the advisor and student support staff) can easily understand the problem and your expectations of what the student should do to resolve it.

**Communicate professionally.**

- Focus on behavior; avoid labeling the student (“unmotivated,” “disrespectful”).
- Avoid sarcasm, which can easily be misunderstood.
- Start with a positive point, if possible, then state the issue, and end with steps for a positive outcome.
- Expressing a concern for the student and their grade is more likely to motivate a student to take action.

**EXAMPLE COMMENTS**

**Ineffective Comments**

- “You need to do better in class.”
- “The student clearly doesn’t care about this class and isn’t college material.”
- “Student appears to have ADHD.”

**Effective Comments**

- “I am concerned about your poor quality of work and irregular attendance. Please come talk to me or email me so that we can talk about what you can do to make sure you have a successful semester.”
- “You actively participate in class discussions and show good understanding of course material. However, you scored very low on your first exam. Please visit the Tutoring Center, where you can receive tips for test preparation and test taking.”
- “We agree to 15 credits for spring including the following courses: 1, 2, 3.”
- “Please bring a list of possible courses for next semester to our advising session.”

**Include:**

- Lists of courses approved along with alternatives
- Possible consequences of not following advice
- Comments that will facilitate your relationship with the student
- Information about referrals of a non-sensitive nature

**Don’t Include:**

- Subjective judgments about the student, especially when they are negative.
- Information about referrals of a sensitive or personal nature.
- Information of a sensitive or private nature
- Negative comments about instructors, other advisors, or staff

Adapted from the Community College of Philadelphia – www.myccp.online/starfish-connect/making-effective-comments
## SECTION 9: TRACKING ITEMS

Flags, Kudos, ToDos, and Referrals are also known as **TRACKING ITEMS**. See below for description, best practices, and outreach flow. Ability to raise and view specific tracking items vary by role.

**FAQ** - Can students view tracking items, comments, and emails?

### Course Flags

Course-based flags are indicators that a student is not performing well based on course content and expectations. These flags are raised by instructors and are the first step in a systematic intervention process.

<table>
<thead>
<tr>
<th>UNDERGRADUATE COURSES</th>
<th>If ANY of these situations are present:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>EARLY ALERT</strong> In Danger of Failing</td>
<td>An Early Alert Progress Survey is open and...</td>
</tr>
<tr>
<td></td>
<td>• student shows patterns of attendance that could affect performance</td>
</tr>
<tr>
<td></td>
<td>• student is missing critical or large assignment(s)</td>
</tr>
<tr>
<td></td>
<td>• student has performed poorly on an exam</td>
</tr>
<tr>
<td></td>
<td>• student attends class but does not participate</td>
</tr>
<tr>
<td></td>
<td>• online student is not participating in course</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>EARLY ALERT No Show</th>
<th>An Early Alert Progress Survey is open and...</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• student has never attended class</td>
</tr>
<tr>
<td></td>
<td>• online student has not logged into Blackboard</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>MIDTERM DEFICIENCY</th>
<th>A Midterm Progress Survey is open and...</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• student has a grade <strong>below a C</strong> or is unsatisfactory in a pass/fail course</td>
</tr>
<tr>
<td></td>
<td>• student has not turned in multiple assignments</td>
</tr>
<tr>
<td></td>
<td>• student is not attending class regularly, thus impacting performance</td>
</tr>
<tr>
<td></td>
<td>• student is not meeting course expectations</td>
</tr>
<tr>
<td></td>
<td>• student has low exam scores</td>
</tr>
<tr>
<td></td>
<td>• student’s performance has been decreasing</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>GENERAL ACADEMIC CONCERN</th>
<th>An Early Alert or Midterm Progress Survey is not open and...</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• student demonstrates any of the above behaviors</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>GRADUATE COURSES</th>
<th>An Early Alert Progress Survey is not open and...</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>EARLY ALERT</strong> In Danger of Failing</td>
<td>• student shows patterns of attendance that could affect performance</td>
</tr>
<tr>
<td></td>
<td>• student is missing critical or large assignment(s)</td>
</tr>
<tr>
<td></td>
<td>• student attends class but does not participate</td>
</tr>
<tr>
<td></td>
<td>• online student is not participating in course</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>EARLY ALERT No Show</th>
<th>An Early Alert Progress Survey is not open and...</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• student has never attended class</td>
</tr>
<tr>
<td></td>
<td>• online student has not logged into Blackboard</td>
</tr>
</tbody>
</table>
## Midterm Deficiency

A Midterm Progress Survey is not open and:

- student’s grade is **below a B**
- student has not turned in multiple assignments
- student is not attending class regularly, thus impacting performance
- student is not meeting course expectations
- student’s performance has been decreasing

## General Academic Concern

An Early Alert or Midterm Progress Survey is not open and:

- student demonstrates any of the above behaviors

## Course Flags Outreach Flow

1. Instructor raises flag.
2. Advisor & student receive notification by email.
3. Advisor contacts student &/or student contacts advisor.
4. Advisors are asked to document contacts for those with permission to view.
5. Instructors are encouraged to clear flag when the situation is resolved.

## Non-Course Flags

### Non-Course Flags

**STUDENT BEHAVIOR CONCERN**

Can be raised by instructor, advisor, or staff when there is a behavioral concern in or out of the classroom. A reference guide for this flag (and a general concern note) can be found [here](#).

**STUDENT ACADEMIC INTEGRITY CONCERN**

Can be raised by instructor, advisor, or staff when there is a concern about academic integrity such as cheating, plagiarism, misuse of academic resources, etc. A reference guide for this flag can be found [here](#).

### Non-Course Flags Outreach Flow

1. Flag is raised.
2. Office of Student Rights & Responsibilities (OSRR) is notified.
3. Flag raiser is contacted if more information is needed.

**Important Notes:**

- Only the Office of Student Rights & Responsibilities can view the flag and the note.
# Kudos

Students will receive a congratulatory email when these kudos are raised.

<table>
<thead>
<tr>
<th>COURSE KUDOS</th>
<th>GREAT WORK</th>
<th>Can be raised by instructor during an Early Alert and Midterm Progress Surveys as well as outside of the surveys when student exceeds expectations.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>SHOWING IMPROVEMENT</td>
<td>Can be raised by instructor during a Midterm Progress Survey as well as outside of the survey when student has shown improvement as evidenced by increase in attendance, test/homework scores, class participation, improved coursework, etc.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>NON-COURSE KUDOS</th>
<th>OFF PROBATION</th>
<th>Can be raised by advisor when student gets off academic probation.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>OUTSTANDING ACADEMIC PERFORMANCE</td>
<td>Can be raised by advisor when a student has shown outstanding academic performance.</td>
</tr>
<tr>
<td></td>
<td>KUDOS TO YOU!</td>
<td>Can be raised by instructor, advisor, or staff for any reason to acknowledge positive student behavior. Raiser will have the opportunity to identify the behavior or reason when creating the kudos.</td>
</tr>
</tbody>
</table>

FAQ - [How long do Kudos stay visible to students on their Dashboard?](#)
### ToDos

<table>
<thead>
<tr>
<th>TODOS</th>
</tr>
</thead>
<tbody>
<tr>
<td>ToDos are types of actions that students are encouraged to take (ex. register for class, pick up U-Card, contact an individual for questions/support, etc.). Students will receive an email with instructions for the suggested action when a ToDo is raised.</td>
</tr>
</tbody>
</table>

### Referrals

<table>
<thead>
<tr>
<th>REFERRALS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Instructors, advisors, and staff can refer students to various offices and services across campus. These offices and services are called the <strong>provider</strong>. Students will receive an email when the referral is raised.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>REFERRAL OUTREACH FLOW</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Referral is created.</td>
</tr>
<tr>
<td>2 Provider &amp; student receive notification by email.</td>
</tr>
<tr>
<td>3 Student is contacted by provider (in most cases) &amp;/or student contacts provider.</td>
</tr>
<tr>
<td>4 Provider is encouraged to close referral when there is contact with the student.</td>
</tr>
</tbody>
</table>
Raising a Tracking Item

When you have a concern with a particular student, you can raise a manual flag (outside of a progress survey), to-do, or referral to communicate your observations. You may also raise a kudos to provide a “thumbs up” to a student. The appropriate individuals will be automatically notified when you save the item.

RAISE A TRACKING ITEM

1. Click on the Starfish icon in the upper left-hand corner.

2. Select STUDENTS and then MY STUDENTS.

3. Type the name of the student in the SEARCH box & select the CONNECTION and TERM.

   - You can also pull up a group of students by selecting CONNECTION (ex. course or advisees). You can then narrow your list further by filtering by student information (see Section 11, pg. 28).

4. Check the box in front of the student’s name.
   - You can select more than one student at a time if you have elected to pull up a targeted group of students (see #3 above).

5. Select the add FLAG, KUDOS, TODO, or REFERRAL icon.

6. Select the desired tracking item from the list.

7. If you are the instructor, select a course from the COURSE CONTEXT drop-down menu.

8. Add comments in the COMMENT box (optional). These comments will show up in the email to the student(s). See note below.

9. Click SAVE.

Important Notes:

- If you are using different comments for each student, add a tracking item one at a time for each student.
- You can view the student’s folder and click on the TRACKING tab to see details about the tracking item you raised and progress on the item.
- The PERMISSIONS area lists roles that have permission to view the selected tracking item and the notes you included in the COMMENT box.
Clearing a Tracking Item

Instructors, advisors, and staff are encouraged to a clear tracking item after it is resolved or if it was raised by mistake.

**CLEAR A TRACKING ITEM**

1. Click on the Starfish icon in the upper left-hand corner.

2. Select STUDENTS and then MY STUDENTS.

3. Type the name of the student in the SEARCH box & select the CONNECTION and TERM.

4. Click on the student’s name to bring up the student’s folders.

5. Click on the TRACKING tab.

6. Click on the icon in front of the tracking item. (Below is an example of a flag.)

7. Select CLEAR.

8. Select a reason for clearing the item.

9. Select other items as appropriate.

10. Click SUBMIT.

FAQ - [What happens to a tracking item when I resolve it?](#)
Assigning a Tracking Item

When you receive a tracking item, you may have the possibility of assigning it to someone else.

1. Click on the Starfish icon in the upper left-hand corner.

2. Select STUDENTS and then MY STUDENTS.

3. Type the name of the student in the SEARCH box & select the CONNECTION and TERM.

4. Click on the student’s name to bring up the student’s folders.
5. Click on the TRACKING tab.

6. Click on the icon in front of the tracking item. (Below is an example of a flag.)

7. Click ASSIGN (will only be available if you have been identified as an assignor of the item).

8. Select OTHER PROVIDER.

9. Select an individual.

10. Click ASSIGN. An email will go to that individual advising that he/she has been assigned the tracking item.
Filtering by Tracking Item

FILTER BY TRACKING ITEM

1. Click on the Starfish icon in the upper left-hand corner.

2. Select STUDENTS and then TRACKING.

3. Pick the correct CONNECTION (and COHORT if applicable) and click ADD FILTERS.

4. Click on TRACKING ITEMS and then check STUDENTS WITH TRACKING ITEMS.

5. You can then make a variety of selections to further limit the results.

6. Click SUBMIT.

FAQ - Why does my term-based filter include items from other terms?
SECTION 10: MESSAGES

SEND A MESSAGE

1. Click on the Starfish icon in the upper left-hand corner.

2. Select STUDENTS and then MY STUDENTS.

3. Type the name of the student in the SEARCH box & select the CONNECTION and TERM.
   - You can also pull up a group of students by selecting CONNECTION (ex. course or advisees). You can then narrow your list further by filtering by student information (see Section 11, pg. 28).

4. Check the box in front of the student’s name.
   - You can select more than one student at a time if you have elected to pull up a targeted group of students (see #3 above).

5. Select the add MESSAGE icon.

6. Enter your subject in the SUBJECT box and then your message in the EMAIL box. (You can copy and paste it from elsewhere.)

7. Check SEND COPY TO YOURSELF if desired.

8. Click SUBMIT.

REVIEW MESSAGES

1. Follow steps #1-2 above.

2. Select STUDENTS and then MY STUDENTS.

3. Click on the student's name to open the student’s folders.

4. Click on the NOTES tab.

5. Click the plus sign to the left of any message to read the comments.

Important Notes:

- Your message will come from your UND email address.
- Students will be blind-copied if you message multiple students.
- Only you and the student will be able to see your message.
- You will be able to view whether the student opened your message when viewing the message (see above).
SECTION 11: FILTERING BY STUDENT INFORMATION

Starfish can help you target specific students based on various criteria.

**Important Notes:**
- Each criteria you add creates a narrower selection of students.
- From the main page, click on the X behind EDIT FILTERS to clear all filters.

FILTER BY TRACKING ITEMS (Flags, Kudos, ToDos, Referrals)

1. Click on the Starfish icon in the upper left-hand corner.

2. Select STUDENTS and then TRACKING.

3. Pick the correct CONNECTION (& COHORT if applicable) & click ADD FILTERS.

4. Click on TRACKING ITEMS and then check STUDENTS WITH TRACKING ITEMS.

5. You can then make a variety of selections to further limit the results.

6. Click SUBMIT.

FAQ - Why does my term-based filter include items from other terms?
FILTER BY COHORTS & RELATIONSHIPS

1. Click on the Starfish icon in the upper left-hand corner.

2. Select STUDENTS and then MY STUDENTS.

3. Click ADD FILTERS.

4. Click on COHORTS & RELATIONSHIPS and select your criteria.

5. Click SUBMIT.

FILTER BY MEETINGS

1. Click on the Starfish icon in the upper left-hand corner.

2. Select STUDENTS and then MY STUDENTS.

3. Pick the correct CONNECTION (& COHORT if applicable) & click ADD FILTERS.

4. Select MEETINGS.

5. Click the STUDENTS checkbox to bring up filtering options (appointment type & date range).

6. Click SUBMIT.

Important Notes:
- Canceled appointments will not be included in the filter results but No Shows will be included.
1. Click on the Starfish icon in the upper left-hand corner.

2. Select **STUDENTS** and then **MY STUDENTS**.

3. Pick the correct **CONNECTION** (& **COHORT** if applicable) & click **ADD FILTERS**.

4. Select **SUCCESS PLANS**.

5. Click the **STUDENTS** checkbox.

6. Select the **PLAN TYPE**. You can filter by students with completed or in progress plans.

7. Click **SUBMIT**.

**ATTRIBUTES & FILTERING BY ATTRIBUTES**

In the student’s **OVERVIEW** tab within the student’s folder, you will find student information or **ATTRIBUTES**.

The information provided are called “attributes” and can be used for filtering during student searches.

Below, you can see an **ATTRIBUTE** titled “Academic Standing”, followed by its **SPECIFIC VALUE** (Good Standing).

See next page for filtering by attributes.
1. Click on the Starfish icon in the upper left-hand corner.

2. Select STUDENTS and then MY STUDENTS.

3. Pick the correct CONNECTION (& COHORT if applicable) & click ADD FILTERS.

4. Click on ATTRIBUTES and select + ADD ATTRIBUTE.

5. Select the attribute(s) you want to filter using the drop-down menu. You can search by multiple attributes, e.g. major & GPA below a certain value, by adding another attribute.

6. Select the radio button in front of SPECIFIC VALUE & enter the value. (Found on the Starfish support website on the ATTRIBUTES tab.)

7. Click SUBMIT.
SECTION 12: STUDENT INTAKE FORM

VIEW A STUDENT’S INTAKE FORM

1. Click on the Starfish icon in the upper left-hand corner.

2. Select STUDENTS and then MY STUDENTS.

3. Type the name of the student in the SEARCH box & select the CONNECTION and TERM.

4. Click on the student’s name to view the student’s folders.

5. Click on the INFO tab.

6. Scroll to the bottom to view the STUDENT INTAKE if one has been completed.

PRINT STUDENT INTAKE FORM

1. Click on the STUDENT INTAKE icon at the top of the form.

2. Select the VIEW/PRINT option to open a printable view of the form in a new tab.

3. Click the PRINT INTAKE FORM button in the upper right-hand corner of the form.

FILTER BASED ON INTAKE ANSWERS

1. Click on the Starfish icon in the upper left-hand corner.

2. Select STUDENTS and then INTAKE.

3. Within the INTAKE tab, students can be filtered based on:
   - **ACTIVE CONNECTION**: Select a connection from the menu at the top of the list.
   - **COHORT**: Cohorts that you have permission to view will display on the drop-down list.
     1. Select one or more cohorts from the drop-down list.
     2. Click anywhere outside of the cohort list to apply the cohort(s) selection.
     3. To remove cohorts from your selection, click the X beside the cohort where it appears above the cohort list OR open the menu and select NONE. Then click outside of the menu again.
   - **LAST UPDATE DATE RANGE**: By default, this will apply a date range of one month.
     1. Use the drop-down menu to navigate the calendar or type a date range directly into the field(s) to change the date range (up to 2 years).
     2. Click outside the date range selector to apply your changes.
   - **FILTER STUDENTS**: To the right of the list of students, you will see a list of intake questions that can be used to further filter results based on students’ answers.
     1. Click on an intake question to display the answers available for that question.
     2. Select one or more answers to apply as filters.
     3. If you would like to apply answers to a different question, repeat the steps above.
     4. Click FILTER STUDENTS to apply the filter to the student list.
Important Notes:

- Short and long text questions, and partial date ranges cannot be used as filters.
- You may select up to five questions to apply as filters. If you try to filter using more than five questions, you will receive a message indicating that you have reached the limit. You will need to deselect a question in order to select another question.
- The **APPLIED FILTERS** above the student list will update to reflect how many filters have been applied. Click the menu to view the active filters and to remove one or more of the filters.
- If you adjust your filter selections, click **FILTER STUDENTS** to apply the new selection.
SECTION 13: STUDENT FILES & LISTS

Student Files

If your roles allow, you can download/upload files.

**VIEW A STUDENT FILE**

(Students do not have permission to view files.)

1. Click on the Starfish icon in the upper left-hand corner.

2. Select STUDENTS and then MY STUDENTS.

3. Type the name of the student in the SEARCH box & select the CONNECTION and TERM.

4. Click on the student’s name to view the student’s folders.

5. Click on the OVERVIEW tab. You will see downloadable STUDENT FILES.

**UPLOAD A STUDENT FILE**

1. Click the UPLOAD FILE button at the top of the student's folder.

2. Click BROWSE to locate the file on your computer.

3. Select the file you wish to upload.

4. Click ATTACH to upload the file to the student's folder.

**Important Notes:**

- Files can be deleted from the folder by clicking the X to the right of the file name.
- Please do not delete a file if you are not the one who has uploaded it.

Student Lists

If your roles allow, you can download an Excel file based on a list of students.

**DOWNLOAD A STUDENT LIST**

1. Click on the Starfish icon in the upper left-hand corner.

2. Select STUDENTS and then MY STUDENTS.

3. Once you have an identified list of students, click the DOWNLOAD button.
SECTION 14: PROGRESS SURVEYS

In addition to being able to raise tracking times individually at any time, progress surveys allow you to provide feedback to all of your students in each course at once with ease. You will receive an email reminder when there is a new survey for you to complete. Each survey includes tracking items such as flags, kudos, and referrals. If you have more than one survey, they will be listed in the drop-down menu behind the first survey.

COMPLETING A PROGRESS SURVEY

1. Select the progress survey link on your Starfish HOME page to view your outstanding progress surveys (only visible when you have active surveys).

2. If you have more than one progress survey, you will see them presented in a drop-down box.

3. The due date of the survey is listed under the course name.

4. For each student on the class roster, check the box for each area that may apply to the student. You may select multiple tracking items (flags, kudos, & referrals). If you have no concerns about a student, consider selecting a kudos.
   - Click the “i” icon to view information about each tracking item.
   - Select the SEARCH button (see screenshot above) to search for a particular student.
   - If you do not have feedback to provide to a student, do not check a box. The student will not receive an email.

5. When you select a flag, kudos, or referral, a box will appear, allowing you to write a note to the student (optional).

6. Your work is automatically saved in draft as you move along. Do not click SUBMIT until you are sure of your entries.

7. Once you have finalized the survey, click SUBMIT.
   - DO NOT SUBMIT UNTIL THE SURVEY IS FINAL. YOU CANNOT GO BACK TO EDIT A SURVEY ONCE IT IS SUBMITTED.
   - Click SUBMIT even if you have no feedback to provide. This will record that the survey has been completed. You can still manually raise a flag, kudos, or referral at any point in the semester.

Important Notes:

- If you ADD A NOTE, it should be addressed to the student and written constructively, as it will show in the email to the student.
- Once you have submitted the survey, you will not have an opportunity to edit the survey.
- If you have raised a flag (or other tracking item) in error, you should go to that students’ record, clear the item (see pg. 24) and indicate that it was raised in error.
- A student will get a separate email for each tracking item you raise.
- **Flag** - The email will specify the flag and encourage the student to talk to you (the instructor) and his/her advisor if the situation warrants it. It will also provide links to campus resources such as tutoring, the Writing Center, and study skills assistance.
- **Kudos** – The student will receive a congratulatory email.
- **Referral** – The email will provide information on contacting the office to which the student was referred.
SECTION 15: COURSE ATTENDANCE

INITIAL SET-UP

1. Click on the Starfish icon in the upper left-hand corner.

2. Select STUDENTS.

3. The ATTENDANCE tab under STUDENTS displays students enrolled in each course you teach (visible only to faculty).

4. Click the tab labeled CLASS SCHEDULE.

5. You may choose the SCHEDULE option to create a recurring class schedule or SINGLE MEETING TIME for a one-time session. You must repeat this process for each course you teach.

6. Click SUBMIT.

FAQ - Why do I see canceled courses in my list for taking student attendance?

EDIT CLASS MEETING TIMES

Click CLASS SCHEDULE and make your changes.
RECORD COURSE ATTENDANCE

1 Select RECORD ATTENDANCE. (You must first set up meeting times.)

2 Select the course for which you would like to record attendance.

3 PRESENT is the default setting. You are able to choose from PRESENT, ABSENT, EXCUSED, or TARDY.

4 Select SAVE.

REVIEW COURSE ATTENDANCE

1 On the right side of the ATTENDANCE screen, locate CHOOSE STUDENTS BY and select the term and course section from the list presented to review the attendance information for your selected section and term.

2 Once the course is selected, students in the course are listed in the main part of the page along with any available attendance data about them in the course.

3 You can filter the list of students presented based on specific attendance statuses (PRESENT, ABSENCE, EXCUSED ABSENCE, or TARDY) and for a range of course meeting dates. This will update the display to include all attendance data for each student that fits the criteria.

EDIT COURSE ATTENDANCE

1 To edit previously recorded attendance, click the RECORD ATTENDANCE button and choose the class for which you would like to edit. Click NEXT.

2 Click EDIT to make changes.

3 Select SAVE.
## SECTION 16: EVENT ATTENDANCE

**VIEWING EVENT ATTENDANCE**

1. Click on the Starfish icon in the upper left-hand corner.

2. Select **STUDENTS** and then **MY STUDENTS**.

3. Click **ADD FILTERS**.

4. From the **ADDITIONAL FILTERS** menu, select **MEETINGS** and then check the following:
   - **STUDENTS**
   - **WHO HAVE HAD/SCHEDULED MEETINGS**
   - For the **APPOINTMENT TYPE/REASON**, scroll down to find **EVENTS** and then select **EVENT TITLE**.
   - **DATE OF EVENT** (if unsure, leave this blank)

5. Click **SUBMIT**.
SECTION 17: SUCCESS PLANS

Success plans are a combination of unique tracking items (usually ToDos) that can be assigned to a special population of students (ex. students receiving tuition waivers, students on probation, etc.)

<table>
<thead>
<tr>
<th>VIEW &amp; PRINT A SUCCESS PLAN</th>
</tr>
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<tbody>
<tr>
<td>1</td>
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<td>7</td>
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</table>

<table>
<thead>
<tr>
<th>CHECK OFF COMPLETED ITEMS</th>
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<tbody>
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<td>5</td>
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<td>6</td>
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</tbody>
</table>

**Important Notes:**
- You may also clear ToDos on Success Plans by clearing individual tracking items (see pg. 24).
**ASSIGN A SUCCESS PLAN**

1. Click the Starfish icon in the upper left-hand corner.
2. Select **STUDENTS** and then **MY STUDENTS**.

3. Type the name of the student in the **SEARCH** box & select the appropriate **CONNECTION** and **TERM**.
   - You can also pull up a group of students by selecting **CONNECTION** (ex. course or advisees). You can then narrow your list further by filtering by student information (see Section 11, pg. 28).

4. Check the box in front of the student’s name.
   - You can select more than one student at a time if you have elected to pull up a group of students. See #3 above.

5. Click on **ADD SUCCESS PLAN**.

6. Select the desired **PLAN TYPE** from the drop-down list presented.

7. Once you have selected a plan, the default set of information and tracking items for the plan will be filled in on the page.

8. Scroll down and delete any items on the plan by clicking the **DELETE** icon (‘X’) to the right of the item.

9. Click **SUBMIT**.