Welcome to Starfish® @ ECU

Starfish is an early alert tool that is accessed through the course management system Blackboard to support academic success at East Carolina University. Through Starfish, faculty can inform students of their academic performance within a course and connect students to appropriate support resources through difficulty notifications or kudos. Advisors have the ability to track notifications raised on their advisees.

How can advisors use Starfish?
Advisors can view their advisees’ flags and kudos through weekly/daily emails and tracking reports. It is recommended to follow-up with advisees through one or more of the following:

- Email
- Phone Calls
- Individual Meetings

Why should advisors follow-up with students who received notifications?

- To hold honest conversations about academic progress, especially with students who may be in academic difficulty
- To connect students with resources such as the Pirate Tutoring Center, Austin Math Lab, Writing Center, Counseling Center, etc.
- To intervene with academic suggestions such as course drops / withdrawal
- To facilitate the advisee-advisor relationship through concern about their success
- To provide positive reinforcement to students with kudos

Would you like daily or weekly emails?
Advisors have the ability to receive daily or weekly emails notifying them of raised flags/kudos. To set up your Tracking Item Summary:

1. Once in Starfish (accessed through Blackboard)—go to PROFILE ➔ EMAIL NOTIFICATIONS (top right corner—photo)
2. Scroll down to the area titled Tracking Item Notifications
3. Set-up your notification preferences. You can choose to be notified daily, weekly, or immediately about flags/kudos on your advisees.

Tracking
Tracking allows you to view flags/kudos raised on your advisees. This feature will allow you to see a history of notifications or you can search by the student’s name and view their profile page.

**List Format**
1. Once in Starfish—go to STUDENTS ➔ TRACKING
2. Select appropriate connection (select Add Filters* for more options—change dates/semester, items, etc.)
3. Once you have your list—you can sort by clicking on the various categories (student name, item name, creation date, etc.)

**Profile Format**
1. Click on a student’s name at any time to open up the student’s profile page in a separate window.
2. Select TRACKING to see the history of the student’s flags/kudos.

*Add Filters (Tracking) can be used to narrow down your flagged advisees by Academic Standing or Classification.

ADD FILTERS ➔
Tracking Items: Choose Tracking Type and Item Name from drop down boxes
Attributes: Select Add Attribute, and choose attribute (Academic Standing, Overall GPA). Define Specific Value.

Having Difficulty Managing Follow-up?

- Set aside time each day or week for follow-up.
- Prioritize follow-up during busier times (i.e. registration week and weeks prior).
- If you cannot follow-up with all flags, focus on difficulty flags, 3 or more flags, and also the students who may be on probation or warning.
- You can use a blind copy with your emails, but try to limit “canned” messages.

Sometimes short, personal emails are more effective than detailed, generic messages. Remember, many students are reading emails on their phone.

Having trouble? Want to learn more?
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