Starfish by Hobsons is a communications tool used by faculty and to support student academic success. Starfish enables instructors to provide praise or raise concerns regarding their students’ academic performance. Referred to as “Kudos” and “Flags”, these notifications are sent to the students’ ECU email account. In addition, a university support network has access to the notifications and provides outreach to students as needed. For Starfish access, see https://starfish.ecu.edu/

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 — go to PROFILE ➔ EMAIL NOTIFICATIONS
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.

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 Academic Success Center, University Writing Center, Counseling Center, etc.
- To intervene with academic suggestions such as tutoring, study tips, course drops, etc.
- To facilitate the advisee-advisor relationship through concern about their success
- To provide positive reinforcement to students with kudos

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.