MySuccess

Starfish gives you a convenient way to keep track of your students – raising flags when you observe a pattern of behavior that concerns you, ensuring that the people on campus who can intervene are aware. It also allows your students to easily book an appointment with you or someone else who can help.

Getting started is easy. Accessible through your existing systems (often your Learning Management or Student Information system) Starfish will automatically display all students that you have been assigned or are enrolled in your courses.

MySuccess Access:

- MyUH Portal
- Direct Link: mysuccess.hawaii.edu
- Laulima: MySuccess Course Tab

From there, you can raise flags about students, review flags that have been raised about your students, and provide additional information.

This guide highlights the steps for completing four common tasks in Starfish:

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Setup your Profile

Some of your profile, such as your contact information, is imported from your LMS or SIS.

1. Click on your name in the Top Navigation bar and select the Institutional Profile tab.

2. Help students put a face to your name by using the Upload Photo link beneath your existing photo or placeholder to upload a photo.

Browse to a photo file (.jpg, .png, or .gif), and then click the Upload Now button to update your photo.

3. Edit your Phone and add an Alternate Email address to have Starfish send email to an address other than your institution email. Select the Both radio button to receive email at both accounts.

4. Double check that the Time zone selected matches your time zone. This time zone will be used when including appointment times in emails from Starfish.

5. Add information to the General Overview and My Biography sections to let students know a bit more about you.

This information will appear to students who can make appointments with you in Starfish.

6. Click the Submit button to save your changes.

Notes:

You may also find the following Starfish Two Minute Tips helpful:

- Update your Starfish Profile: http://youtu.be/_a6WoFim2I4
- Update how you are emailed about Flags To-Dos and Referrals: http://youtu.be/fsTg2fg01G4
- Update how you are emailed about Appointments: http://youtu.be/rnqxbn4upaQ
Setup your first Office Hours block

The first time you log in to Starfish, Starfish will provide a ‘wizard’ to walk you through setting up your office hours, which enables students to schedule time with you. 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 the Close button.

If your office hours are different week to week, follow the “If your office hours don't repeat weekly, click here” link.

If your office hours recur:

1. Complete the fields presented to specify:

   - What day(s) do you have office hours? - check the boxes for each day.
   - What time are your office hours? - enter a start and end time.
   - Where are they? - select the Type of setting and enter the Details in the field provided (e.g. the building and room number of your office).
   - If relevant, provide Instructions for students who make appointments with you.

2. Click the Set up Office Hours button to save your office hours.

Notes:

To setup additional office hours or make any changes, use the buttons on your Home or Appointments page to Add Office Hours, Add Appointment, Add Group Session, Reserve Time or use the Scheduling Wizard.

Each of these options is discussed in greater detail in the End Users' Guide to Connect. You may also find this Two Minute Tip on How to Create Office Hours helpful.
Respond to a Progress Survey for students in your courses

You will receive an email reminder when there is a new survey for you to complete. Each individual survey presents a student roster for one course section on whom you can raise flags.

1. Select the progress survey link on your Starfish Home page to go the Progress Surveys tab. (only visible when you have active surveys).

The selected survey opens, listing your students on the left, and items you may raise across the top.

2. Check the box for each desired item/student combination.

Click the comments icon (✍️) to open a text box for your notes.

Click the information icon (🗂️) associated with an item to verify whether or not the student can view the flag and related comments.

3. Click the Submit button only when you are finished providing feedback. The items you selected will be raised on your students when you submit the survey.

**Important**

Once you have submitted the survey you will not have an opportunity to add to or undo the items you raised. Use the Save Draft option if you aren’t ready to submit your survey.

**Notes:**

You may be asked to submit more than one course survey if more than one of your courses has been included in the survey plan for your institution. They will be listed in the drop-down menu on the Progress Surveys tab. Watch the Two Minute Tip on completing a progress survey for a demonstration of this feature:

https://www.youtube.com/watch?v=3XxAFw-jd0
Raise a Flag on one of your students

When you have a concern with a particular student, raise a flag, to-do, or referral to communicate your observations. The appropriate individuals will be automatically notified when you save the item.

1. Click on the **Students** navigation item to see your list of students.

2. Find the desired student by typing the name into the **Search** box.

3. Click on the student's name to bring up the **Student Folder**.

4. Click the **Flag** button.
   
   A list of flags that you have permission to raise on this student is displayed.

5. Select the desired **Flag** from the list.

6. If relevant, select a course from the **Course Context**, drop down list, and enter notes in the **Comment** box.

7. Click the **Save** button.

**Notes:**

The **Student View**: indicates whether the student can view the flag and the notes you include in the **Comment** box.

The **Permissions** area lists roles that have permission to view the selected flag and the notes you include in the **Comment** box.
Flags

Flags are raised by faculty to raise concerns about students. However, students can also raise Flags on themselves to ask for help. Flags are categorized into two types: sending a notification to your student, or sending a request for support to the student's support team.

Instructor to Student Notifications

- **Email the student about general concerns** Email the student from your email address about a general coursework performance concern.

- **Email the student about missing/late assignments** Email the student from your email address about missing or late assignment concerns.

- **Email the student from your email address about the student's attendance** Email the student from your email address about the student's attendance in the course usually for unexcused absences.

Instructor to Support Services Notifications

- **Maui College: Support Request - Behavioral Concerns** Raise this flag if you request that personal support counselor services to intervene on your behalf for the student's behavior. Please provide detailed comments on how you would like the personal support counselor to help your student.

- **Maui College: Support Request - Counseling or Academic Concerns** Raise this flag if you request that academic advising support intervene on your behalf. This concern must be related to academic advising or course registration concerns. Please provide detailed comments on how you would like us to help your student.

- **Maui College: Support Request – Tutoring** Raise this flag if you request that academic support services such as tutoring and trio departments to intervene on your behalf. Please provide detailed comments on how you would like academic support services to help your student.

Kudos

Kudos are used to acknowledge positive progress and achievements of students.

Instructor to Student Kudos

- **Showing Improvement** Emails the student from your email address. You would raise this kudo when the student has improved their coursework performance after a period of struggling.

- **Good Job** Emails the student from your email address. You would raise this kudo when the student has done a good job in their coursework performance.

- **Outstanding!** Emails the student from your email address. You would raise this kudo when the student has been outstanding in their coursework.
Progress Surveys
A progress survey provides an easy way for instructors to provide input on student progress for an entire class at one time. Each survey is a collection of tracking items (flags, kudos, to-dos, and referrals) that instructors can select and comment on for students in each of their classes (or course sections). Instructors are notified via email when surveys require their input, and links to available surveys are presented to them when they log in to MySuccess.

No Show Survey
Use this survey to identify which students have failed to attend your class on the first session, and have neither made prior arrangements nor been granted prior approval for their absence. Students who are flagged as "Did Not Attend/Did Not Participate" on this survey will be designated as a 'No Show' and will be marked for an Administrative Withdraw from your course. If you teach multiple sections, you will receive a survey for each section's enrollment. You will fill out the survey for each section, even if you are indicating that the same student is a 'No Show' in more than once section. After a student is flagged as a 'No Show', the student will receive an email addressed from you stating the student will be dropped from the course.

Items on Survey
- **Attended/Participated** The student has attended the course's first session of the semester.
- **Did Not Attend/Did Not Participate** The student has not attended the course's first session of the semester, and has neither made prior arrangements nor been granted prior approval for non-attendance.
- **Did Not Attend/Did Not Participate But Has Prior Approval** The student has not attended the course's first session of the semester, but has either made prior arrangements or has been granted prior approval for not attending.

Early Alert Survey
Using the following 5-point scale, please rate your student's wholistic coursework performance from the beginning of the semester until now. Students who receive a rating of 'Poor' or 'Very Poor' on this survey will receive a follow-up contact from the student's support team.

Items on Survey
- **Very Good Coursework Performance** The student demonstrates exceptional understanding of the course material. All coursework requirements and expectations are met or exceeded.
- **Good Coursework Performance** The student demonstrates consistent understanding of the course material. All coursework requirements and expectations are met.
- **Fair Course Work Performance** The student demonstrates partial understanding of the course material. Most coursework requirements and expectations are met.
• **Poor Coursework Performance** The student demonstrates minimal understanding of the course material. Few coursework requirements and expectations are met.

• **Very Poor Coursework Performance** The student demonstrates little understanding of the course material. Majority of coursework requirements and expectations are not met.

**Consider Withdrawing Survey**

Use this survey to indicate any students who are unable to pass this course and should consider withdrawing to avoid earning a failing grade; or indicate any students who may possibly fail your course if the student does not follow through with a recommended coursework improvement plan from you. Students will immediately receive an email alerting them with information about withdrawing and any feedback you provide on the survey.

**Items on Survey**

• **No Concerns** Cumulatively, the student's coursework performance indicates that they are doing well and should not have any problems in receiving a passing grade for the course.

• **Improve Coursework Performance** Cumulatively, the student's coursework performance is low, but the student can increase their chances to earn a passing grade by completing instructor recommendations or other types of coursework improvement plans. You will be required to enter feedback on how the student can improve their coursework.

• **Consider Withdrawing** Cumulatively, the student's coursework performance is low, but any additional coursework will not earn the student anything higher than a failing grade. You will be required to enter feedback on why you have determined that the student will not pass.