

Counselor/Service Provider Access Guide



Welcome to Starfish ®

Starfish provides you a convenient way to stay connected with students and support their academic success. Within Starfish you can communicate with students, faculty, and other service providers to mobilize support for students requiring additional assistance about their performance. Depending on your role and permissions in Starfish, you may be able to initiate tracking items to acknowledge student success and/or raise flags when you observe a pattern of behavior that concerns you.

Log in to your Starfish Home page at <https://elcamino.starfishsolutions.com/starfish-ops/>



Username

Password

[Forgot your password?](#)

[Need Help?](#)

NOTE: Enter your El Camino User ID and password.

Your Starfish Home page includes access to a customizable profile and personalized channels that make it easy to communicate with students, faculty, and other service providers.

Here are three great ways to get started:

1. Set up your profile

Create a Starfish profile which includes contact information and a brief biography to make it easier for other Starfish users to get to know you and stay in contact.

2. Create tracking items regarding student performance/progress*

Send **kudos** ("You have been making outstanding progress," "Congratulations on your improvement in the class") and/or **flags** ("Your attendance in class is a concern," "Your performance in class needs improvement") directly to students within the Starfish system.

3. Send messages, maintain notes, and manage flags*

Within the Starfish system, send a message to a student or other Starfish user, create a note to document a meeting or telephone contact, and/or clear a flag raised by a Starfish user.

** Some users may not have permissions to initiate or manage tracking items, as system privileges vary by role*

Additional training resources

5-minutes to learn about Starfish training video

https://www.youtube.com/watch?v=KfpC3-_5GPK

2-minute tips playlist for Starfish

https://www.youtube.com/playlist?list=PLrISg2rzQL5bIWqr07FVdPbOZ_Gir_HCx

Starfish Help! End User Roll Out webpage

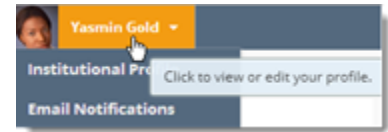
<http://dostarfish.com/wiki/End%20User%20Rollout>

Set up your Profile

Begin by setting up your Starfish profile. Your profile lets other Starfish users know who you are and how to contact you. It also gives you control over how you wish to receive emails.

1. Click your name in the top right corner of your Home page to open your profile.

From here, you can customize your profile by uploading a photo and adding a secondary email address for receiving Starfish emails.



Please fill out as much of your profile as possible; students will see this information.

Yasmin Gold [Last Login: 1:10 PM April 29, 2014]

Login Page: Default Login Page

Login: yasminG Institution Email: yasmin@starfishcollege.edu

Phone: 703-555-1212 Alternate Email: schmidt_patty@hotmail.com mobile Users

mobile: Video: Send my correspondence to: ☐ Institution Email ☐ Alternate Email ☒ Both

Time zone: (GMT-05:00) Eastern Time

☐ Display all time zones

Never Mind Submit

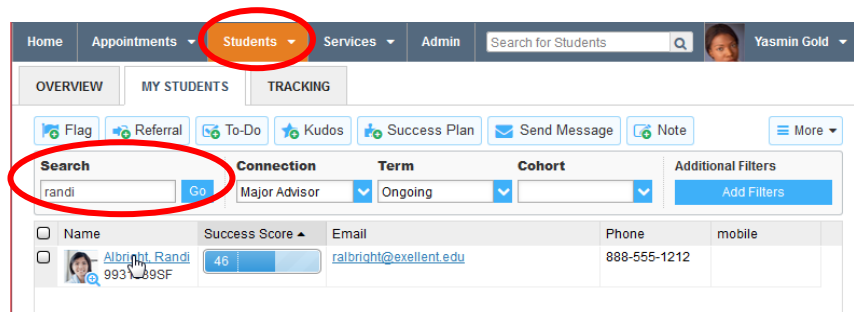
2. When you have made your desired changes to your profile, click the **Submit** button to save your updates.

Video resource: [Update your Starfish Profile](#)

Create tracking items regarding student performance/progress

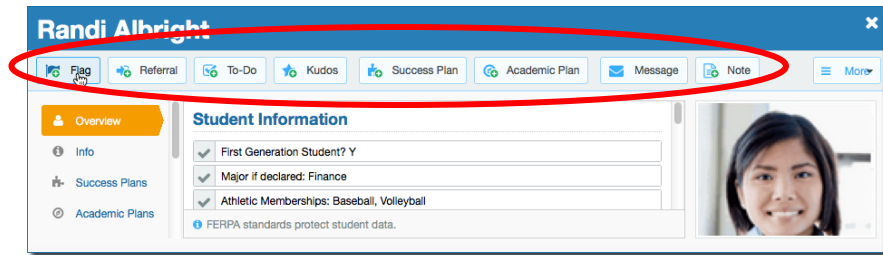
Starfish users with applicable permissions can initiate tracking items such as raising a **flag**, making a **referral**, assigning a “to-do” task, and issuing a **kudos**. When tracking items are initiated, the appropriate individuals will be automatically notified.

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.



Counselor/Service Provider Guide to Getting Started in Starfish

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



- Select the button that represents the tracking item you would like to initiate.

NOTE: For illustrative purposes, items #5-7 demonstrate how to raise a flag.

- A list of flags that you have permission to raise on this student is displayed. Select the desired **Flag** from the list.
- If relevant, select a course from the **Course Context**, drop down list, and enter information in the **Comment** box.
- Click the **Save** button.

KEY TIPS:

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

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

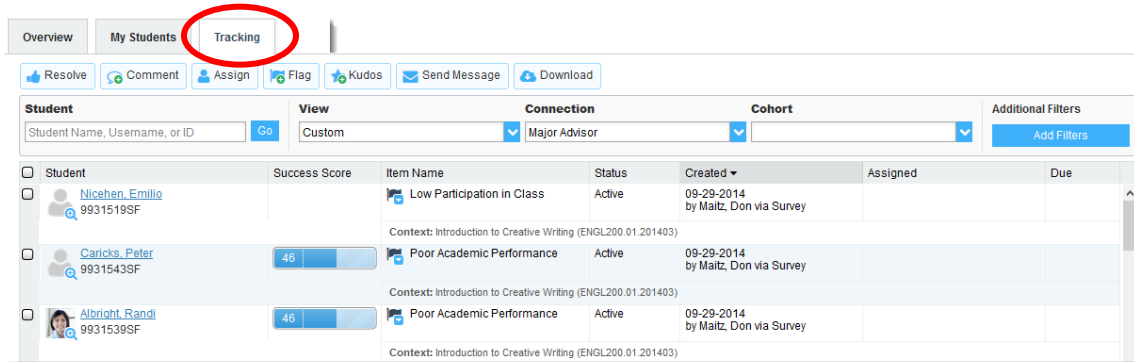
The **Comment** box is intended for direct communication with a student. As a general practice, do **not** use the **Comment** box to enter information intended only for yourself or another staff member.

If you would like to document a note to yourself (or another staff member) regarding a student, use the **Notes** item from the navigation bar. **Notes** are not visible to students by default and can be marked as Private.

Additional information about **Notes** is provided in the next section.

Counselor/Service Provider Guide to Getting Started in Starfish

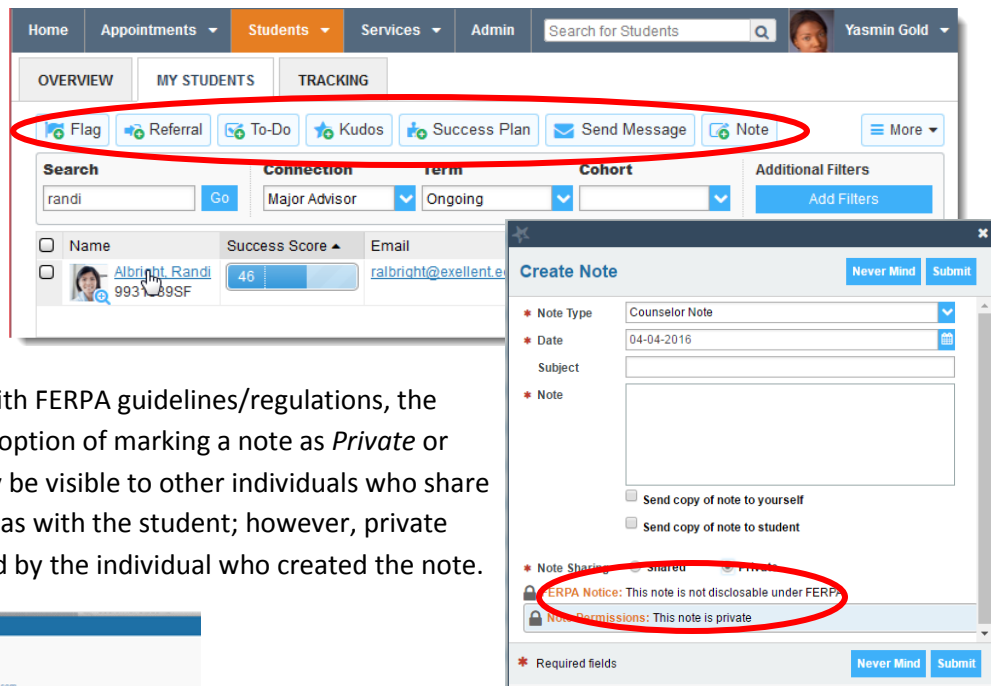
Information about tracking items associated with any given student is also viewable from the **Tracking** tab. The details that are accessible to you are based on your relationship to the student(s) and the privileges granted to your role.



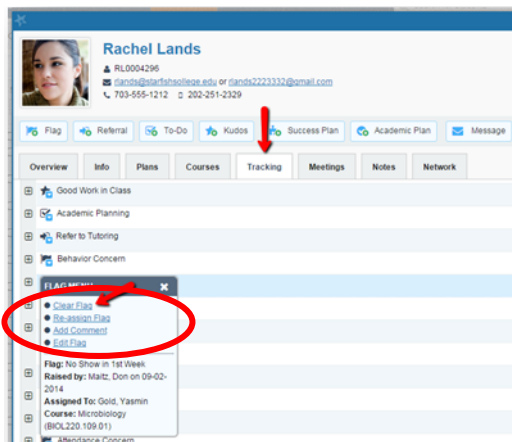
Send messages, maintain notes, and manage flags

Starfish users with applicable permissions can send **messages** to a student or other Starfish user, create a **note** to document a meeting or telephone contact, and/or **manage a flag** raised by a Starfish user.

1. From the **Students** tab, click on a student's name to bring up the **Student Folder**.
2. Select the button that represents the tracking item (e.g., message, note) you would like to initiate.



3. To facilitate compliance with FERPA guidelines/regulations, the **Note** feature includes the option of marking a note as *Private* or *Shared*. Shared notes may be visible to other individuals who share the relationship the user has with the student; however, private notes can only be accessed by the individual who created the note.



4. From the **Tracking** tab, Starfish users has various options to manage flags.

- *Clear* the flag to “close the loop.”
- *Assign* the flag to another user.
- Add a *comment* to the flagged item.
- Otherwise *edit* the flagged item.

Video resource: [Clearing flags](#)