

Starfish Handbook

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Accessing Starfish

There are several ways to access Starfish:

- Direct Link:** <https://sac.starfishsolutions.com/starfish-ops/>.
- Canvas Navigation:** Select the Starfish logo in the left navigation menu of Canvas.



- Santa Ana College Website:** Visit <https://sac.edu/Starfish>, which will take you to the Starfish Student Success resources page, then select "**Login now**".

Employment Opportunities
 Faculty & Staff Directory
 Guided Pathways
 Open Educational Resources
 Professional Development
 Technology Resources
 • SharePoint SIGN IN
 • Self-Service
 • **Starfish Student Success**

Use Starfish Now

[Login now](#) with your SAC email address and password. You can also access Starfish through the main menu in Canvas.

Features

With Starfish, faculty can:

- Communicate with students about how they are doing.
- Acknowledge student awesomeness with kudos.
- Raise flags or alerts about student concerns.
- Communicate with counselors and support services, and follow up on flags and alerts.
- Refer students to key campus resources such as Tutoring, Counseling, DSPS, Basic Needs, and Health & Wellness.
- [Filter for underage students.](#) (pdf)

Regardless of how you access it, you will be redirected to the Sign In page for RSCCD Single Sign-On. Input your username and password and select “Sign In”:

Sign in with your organizational account

lastName_firstName@sac.edu

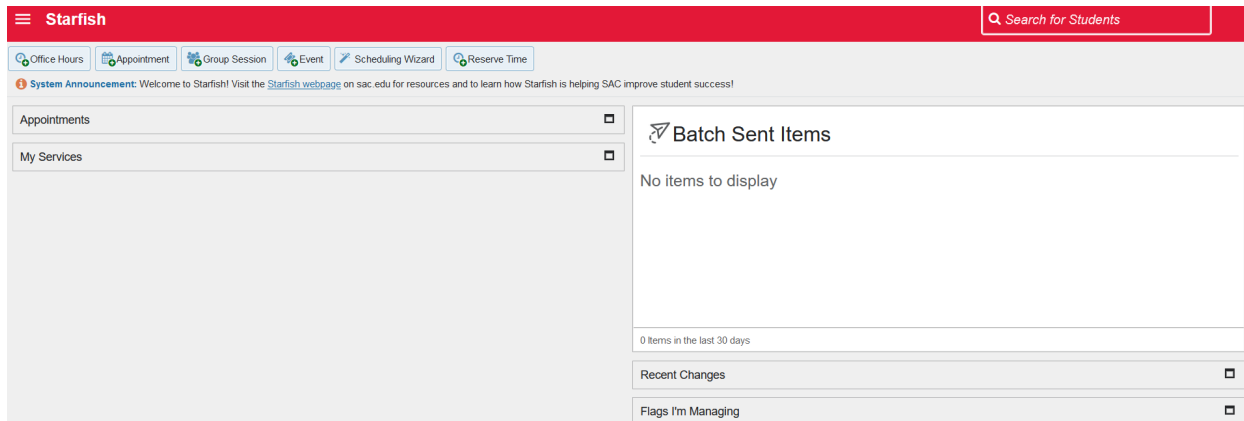
••••••••••

☐ Keep me signed in

Sign in

Home

On login, Starfish presents a home page that will display various items, such as upcoming appointments, services directory information, messages, recent changes to items you are tracking and information on any flags you are managing.

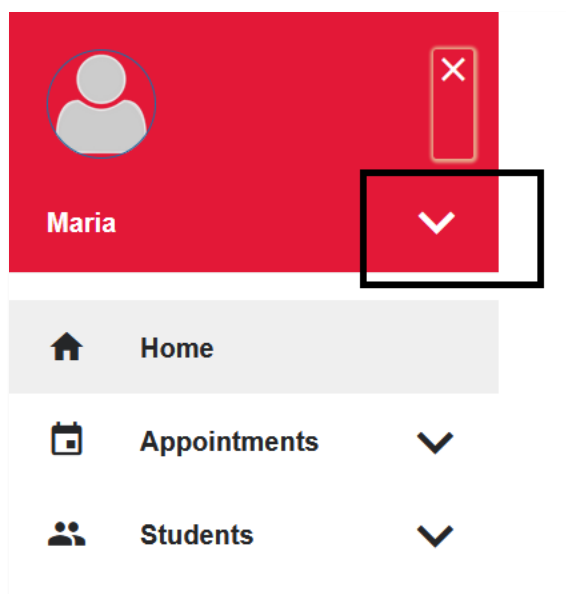


You can change your landing page to a different page of the system by editing your user profile. Your profile and other pages can be accessed through the main menu in the top left corner:

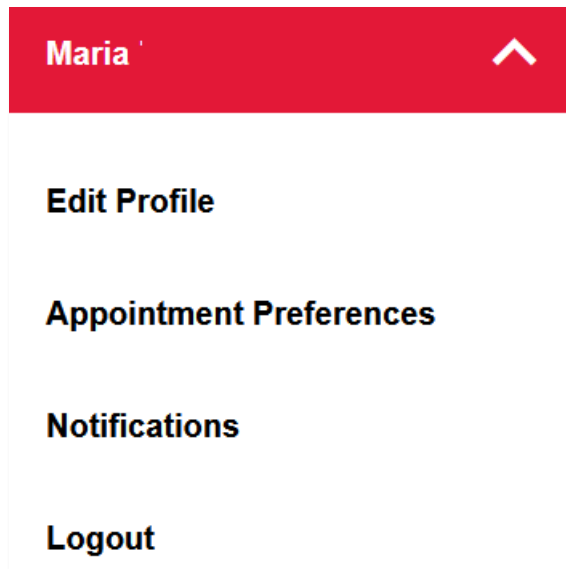


User Profile

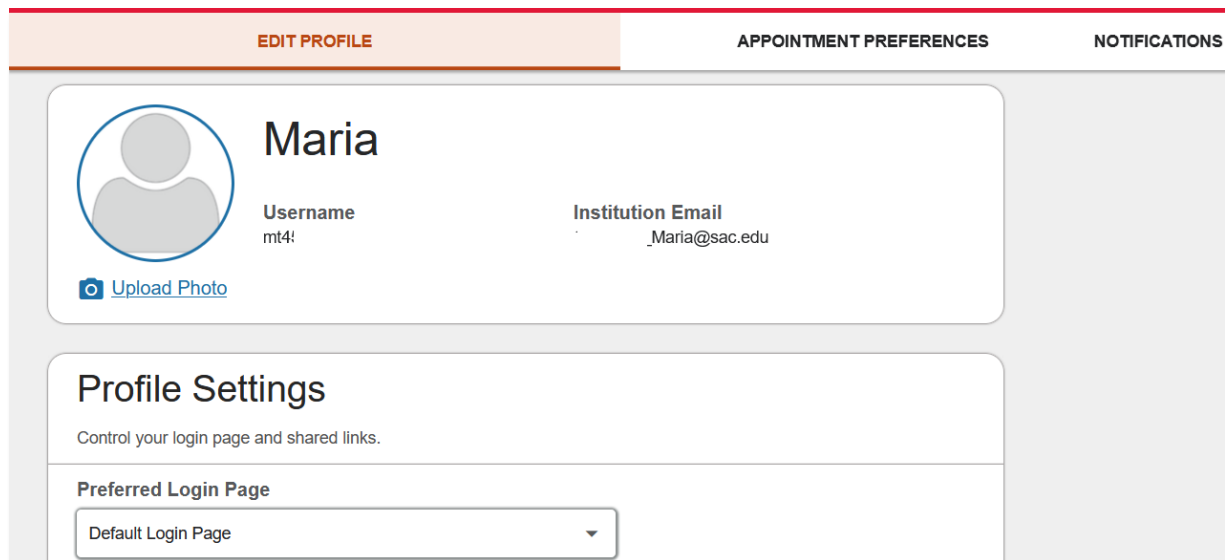
To access your profile, select the arrow next to your name in the main menu:



That will open options to edit your profile, including appointment preferences and notifications:



Once you begin editing your profile, you can switch between those options using the tabs at the top of the screen. The tab with the shaded background is the one that is currently selected:



Contact Information

Scroll down to the Contact Information section to add an email address other than your institutional one:

Contact Information

View and update contact information.

Username

Institution Email


☒ Send notifications to my institution email address
[Edit Notification Preferences](#)

Alternate Email

☐ Send notifications to my alternate email address
[Edit Notification Preferences](#)

Appointment Preferences

Configuring these preferences is required to allow students to book appointments during office hours.


Starfish

EDIT PROFILE

APPOINTMENT PREFERENCES

NOTIFICATIONS

Appointment Preferences

Customize your appointment default settings, add locations, and designate calendar managers.

Office Hour Defaults

^

Adjust your appointment settings as follows:

- Optional: Choose a minimum appointment length for student bookings.
- Optional: Set a deadline for when students must schedule appointments prior to your office hours.
- Optional: Select the option to sync your Starfish calendar with your Outlook calendar.

Calendar Sync

Sync calendar items between your external calendar to your Starfish calendar

Starfish Calendar Sync

Select options to sync **from** your Starfish Calendar **to** your External Calendar

Email me calendar attachments for every:

- ☒ Appointment change
- ☒ Change to my Office Hours and Group Sessions

- d. **Required: Specify your meeting locations** (options include office, phone, elsewhere, or online). Note that if the location URL is added, the link will be automatically included as a clickable link in the meeting confirmation template sent to students.

✱

✕

Edit Location

*Location Type

Online ▾

*Location Name

Zoom ←

Location URL

https://rscdd-edu.zoom.us/j/8226681631?omn=86158864513

Instructions

Provide instructions to students for this location, if any.

100 characters max

Notification to student:

External

Hi Jane,

We're confirming that you have scheduled the following appointment:

Scheduled By: Jane Wood
Meeting With: Joe Dean and Jane Wood
Date: 2/13/2025 9:00 AM PST
Location: Zoom ←
Reason for Meeting: Other

To make changes to your appointment, please go to Starfish.

- e. Optional: If you want someone else to manage your calendar, add a calendar manager.
- f. Select the “Submit” button to save your changes.

Notifications

You can customize how you receive notifications from the system on the Notifications tab:

- a. Optional: Choose whether to receive summary emails of all your appointments and activity tracking.
- b. Optional: Select how you'd like to receive appointment reminders.

Appointments

Customize appointment notification preferences.

Planning Reminders

Choose how you want to receive reminders about your appointments.

☐ Don't send me planning reminders

☒ Send me a notification individually for each appointment


Send at

☐ Send me a digest of all appointments

Alert Reminders

Specify whether you want an alert just before the appointment starts.

☐ Notify me **before the start:**



- c. **Required:** Specify your preferences for Tracking Items notifications.

Tracking Items

Customize tracking item notification preferences.

Tracking Item Updates

These may be emails and/or texts based on your institution's settings and permissions to the items displayed below.

Send me an immediate notification for every:

☒ New item raised

☒ Item cleared

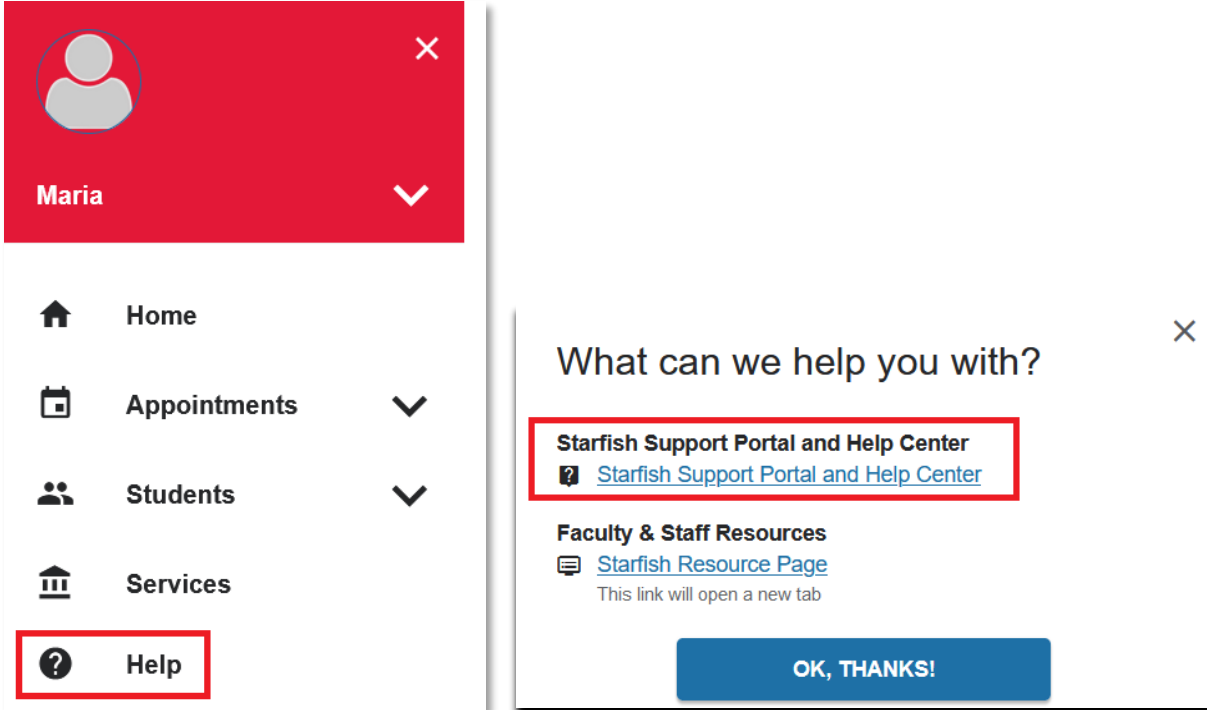
☒ Item assigned to me

[Show list of Tracking Items I may receive](#)

Select the **“Submit”** button to save your changes.

Help Center

Videos, articles, and detailed descriptions of all the fields features in Starfish are available through the [Starfish Support Portal and Help Center](#). To access, select the Help option from the main menu and select the Support Portal and Help Center link from the dialog box:



The image shows two side-by-side screenshots from the Starfish application. The left screenshot displays a red header bar with a user profile icon and the name 'Maria'. Below the header is a white navigation menu with icons and labels: Home, Appointments, Students, Services, and Help. The 'Help' option is highlighted with a red rectangular box. The right screenshot shows a dialog box titled 'What can we help you with?'. It contains two sections: 'Starfish Support Portal and Help Center' with a link icon and the text 'Starfish Support Portal and Help Center' (highlighted with a red box), and 'Faculty & Staff Resources' with a link icon and the text 'Starfish Resource Page'. Below these links is the text 'This link will open a new tab' and a blue button labeled 'OK, THANKS!'.

Maria

- Home
- Appointments
- Students
- Services
- Help**

What can we help you with?

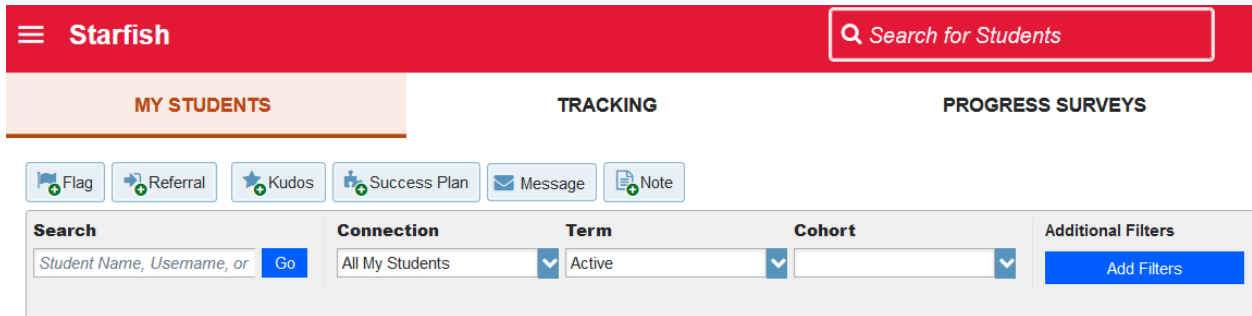
Starfish Support Portal and Help Center
🔗 [Starfish Support Portal and Help Center](#)

Faculty & Staff Resources
🔗 [Starfish Resource Page](#)
This link will open a new tab

OK, THANKS!

Students

Select the Students option from the menu to view the students that you have access to. On this page, there is a **My Students** tab that shows students regardless of any tracking items and there is a **Tracking** tab that shows students that have tracking items such as a Referral, Flag, or Kudo. Instructors that have active **Progress Surveys** will also see a tab for those surveys. The tab with the shaded background is that tab that is selected:



The Search box can be used to find an individual student quickly, while the Connection drop down can be used to narrow the list of students to a particular class that you teach or have a particular role in serving. The Term drop down is applicable only to instructors and their classes, not to student services and their cohorts.

The Cohort dropdown filters to show students in the selected cohorts. **Note that the selections are cumulative, so the more cohorts that are selected the more students will be shown.** To select multiple filters that narrow the list of students, use the Add Filters button to add Organizations or Attribute Filters.

Please note that with all filters, the system will only display students with whom you are associated. You will not be able to see students that you do not have permission to view.

Organizations and Attributes Filters

The key difference between the Organizations filter and the Attributes filter is in how they combine criteria. **The Organizations filter uses an “OR” condition:** applying more filters will increase the amount of data returned, similar to the Cohort filter. In contrast, **the Attributes filter uses an “AND” condition:** applying more attributes will narrow the results and return less data.

Using Attributes


In the Additional Filters window, select the **“Attributes”** option and select **“Add Attribute”**. Choose attributes from the drop-down menu, and select your attribute settings:

- **Term:** These attributes are ongoing, so no specific term should be applied.
- **Value:**
 - **Assigned to Student:** Student must have this attribute.
 - **Not Assigned to Student:** Students must ***not*** have this attribute.

- **Specific Value:** Student must have a specific value: keywords indicating the value type follow a dash in the attribute name (Term, Date, Program Code, etc.)

Additional Filters Clear All Filters Never Mind Submit

Tracking Items ☒ Cohorts & Relationships ☒ Meetings ☐ Success Plans ☐ **Attributes ☒**

Add Attribute 

Logic: 1 AND 2

	Attribute	Value
1	Enrolled Currently- Credit Term <input type="text" value="Filter by Term"/>	<input checked="" type="radio"/> Assigned to Student <input type="radio"/> Not Assigned to Student <input type="radio"/> Specific Value <input type="text" value=""/>
2	Educational Plan - Last Te... Term <input type="text" value="Filter by Term"/>	<input type="radio"/> Assigned to Student <input type="radio"/> Not Assigned to Student <input checked="" type="radio"/> Specific Value <input type="text" value="Is"/> <input type="text" value="%2024FA%"/>

This filter only returns students for whom you have permissions to view attribute data.

Here are other examples of attributes that can be applied using the Specific Value option:

Enrollment, Credit – First Term	Graduated – Career & Academic Pathway Code
Enrollment, Credit – Last Term	Graduated – Program Code
Enrollment, Last Add/Drop – Date	Graduating, Approved – Program Code
	High School Attended – Name

Use the % sign on either side of the value you are searching for. This is a wildcard that ensures that a match is found in attributes that may include more than one value.

Additional Filters Clear All Filters Never Mind Submit

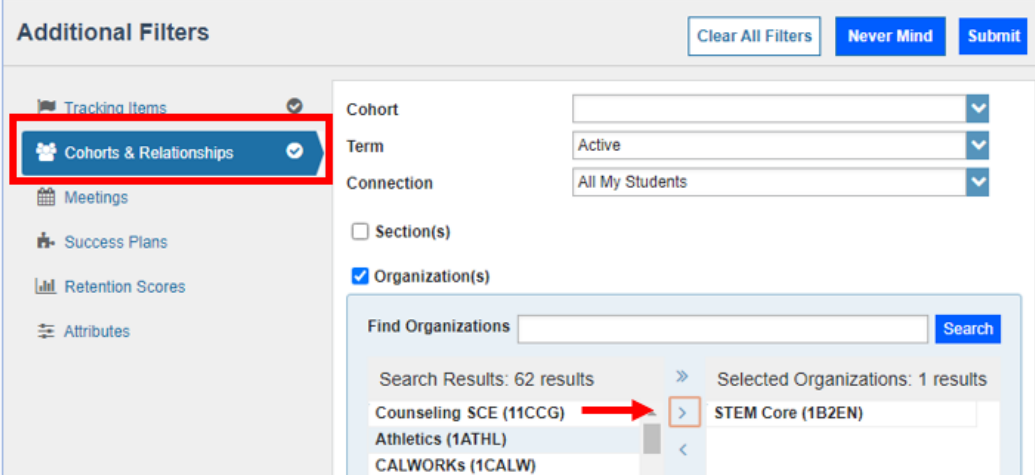
Tracking Items ☐ Cohorts & Relationships ☐ Meetings ☐ Success Plans ☐ Retention Scores ☐ **Attributes ☒**

Add Attribute

	Attribute	Value
	Ed. Plan, Credit, Current Term Term <input type="text" value="Filter by Term"/>	<input checked="" type="radio"/> Assigned to Student <input type="radio"/> Not Assigned to Student <input type="radio"/> Specific Value <input type="text" value=""/>
	Major – Program Code Term <input type="text" value="Filter by Term"/>	<input type="radio"/> Assigned to Student <input type="radio"/> Not Assigned to Student <input checked="" type="radio"/> Specific Value <input type="text" value="Is"/> <input type="text" value="%SAC.BIOL.AS%"/>

Using Organizations

In the Additional Filters window, select the "**Cohorts & Relationships**" tab and check the "**Organization(s)**" option. Choose organization(s) from the list and move it or them to the **Selected Organizations** box by selecting on the '>', and then select "**Submit**" to apply the filter.



Additional Filters [Clear All Filters] [Never Mind] [Submit]

Tracking Items [x] Cohorts & Relationships [x] Meetings Success Plans Retention Scores Attributes

Cohort [] Term [Active] Connection [All My Students]

☐ Section(s) ☒ Organization(s)

Find Organizations [] [Search]

Search Results: 62 results

Search Results	Action	Selected Organizations
Counseling SCE (11CCG)	>	STEM Core (1B2EN)
Athletics (1ATHL)	<	
CALWORKs (1CALW)	<	

Tracking Items

Tracking items are items such as Flags, Referrals, or Kudos that are attached to the student record and trigger automatic communication to the student and staff members responsible for providing any needed service or intervention. The items can be added using the buttons at the top of the page, or by completing a Progress Survey.

Tracking items are managed through the Tracking tab on the Students page:



Starfish

Search for Students

MY STUDENTS

TRACKING

PROGRESS SURVEYS

Resolve Comment Assign Flag Referral Kudos Success Plan Send Message

Student

Student Name, Username, or

Go

View

Inbox

Connection

All My Students

Cohort

Additional Filters

Add Filters

<input type="checkbox"/>	Student	Retention Score	Item Name	Status	Created Date	Resolved Date	Assigned To	Due
<input type="checkbox"/>	Student4, Ellucian 2244863		★ Good Participation Context: Introductory Chemistry (CHEM-209-)	Active	09-23-2024 by			
<input type="checkbox"/>	Student4, Ellucian 2244863		★ Good Participation Context: Introduction to Psychology (PSYC-100)	Active	09-13-2024 by			
<input type="checkbox"/>	Student4, Ellucian 2244863		🚩 Attendance and Participation Concern Context: Introduction to Interpersonal Communication (CMST-101-)	Active	09-12-2024 by		Lorena on 09-12-2024	

First Previous 1 Next Last

Selected: 0

Displaying 1 - 3 of 3 Items

To manage or get more information about a tracking item, hover over the item symbol in the Tracking tab to see options for managing the item such as: **"Details"**, **"Comment"**, or **"Resolve"**.

MY STUDENTS

TRACKING

Resolve Comment Assign

Student

Student Name, Username, or ID

Go

Student

Student4, Ellucian
2244863

Student3, Ellucian
2244862

Academic Concern
Context: Accounting Procedures (ACCT-010-48997-2024FA)

Active

Yesterday by Le, Hang via Survey

Ellucian Student3

SUMMARY STUDENT INFO

Academic Concern

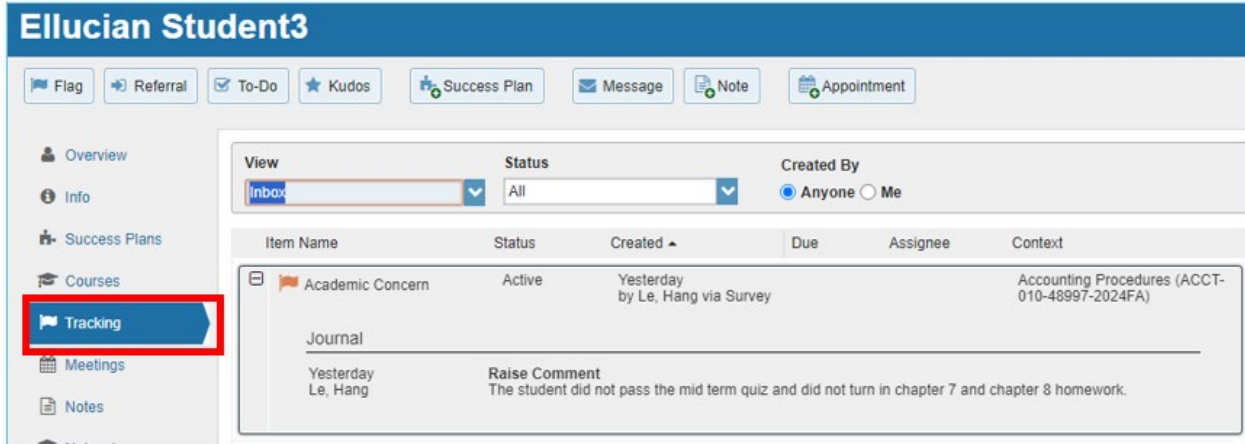
Raised by Le, Hang (Yesterday)

Accounting Procedures (ACCT-010-48997-2024FA)

Details Edit Comment Assign Resolve

Details

To view the full history of a tracking item, including previous comments, select "**Details**". This opens the student's full tracking information. You can close this window or manage the item directly from here:



Ellucian Student3

Flag Referral To-Do Kudos Success Plan Message Note Appointment

Overview
 Info
 Success Plans
 Courses
Tracking
 Meetings
 Notes

View: Status: Created By: ☒ Anyone ☐ Me

Item Name	Status	Created	Due	Assignee	Context
Academic Concern	Active	Yesterday by Le, Hang via Survey			Accounting Procedures (ACCT-010-48997-2024FA)

Journal

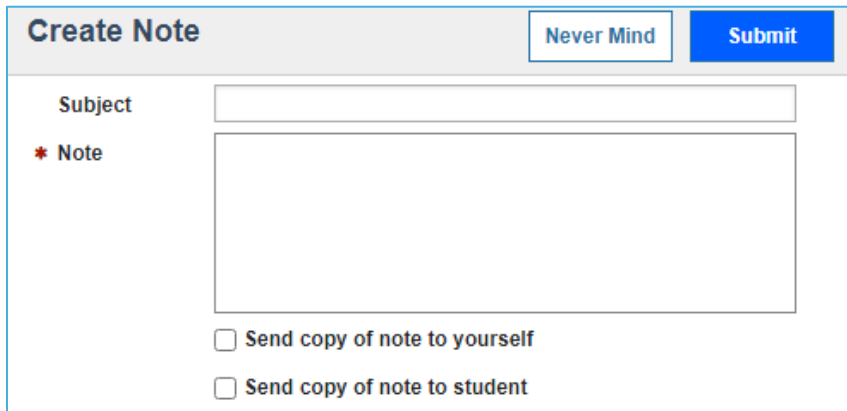
Yesterday
Le, Hang

Raise Comment
The student did not pass the mid term quiz and did not turn in chapter 7 and chapter 8 homework.

Comments

To record progress without closing the item, select "**Comment**". This opens the Create Note pop-up, where you can describe your progress. You can also email the note to the student, yourself, or the person who raised the item. Select "**Submit**" to save your comment.

Note: Comments are visible to anyone with permission to view the tracking item.



Create Note

Subject

* Note

☐ Send copy of note to yourself
☐ Send copy of note to student

Assigning

To assign or reassign tracking items, select the tracking items in the "**Tracking**" tab, then select "**Assign**". In the Assign Item Pop-up, choose who will handle the item. You can assign it to yourself, a colleague, or unassign it. Add a comment about the assignment and select "Assign" to finalize.

Assign Item

* Assignee

☐ Unassigned
☐ Me
☒ Other Provider

Comment

i If this item has been recently created, permissions may still be in the process of being updated throughout the system. Typically this process will complete within 10 minutes of creating the item. The ability to assign this item to others may be limited until this process is complete.

* Required fields

Never Mind

Assign

Resolving

To resolve a tracking item, select "**Resolve**" from the hover options. The Resolve Flag Reasons window will appear. Select the appropriate reason. Adding a resolution comment is optional, but you may include one if desired. Select "**Submit**" to finalize.

Resolve flag for Ellucian Student3

[Show flag details](#)

Select a reason for resolving this flag: *

☒ The concern was successfully addressed
☐ The concern was not successfully addressed
☐ The concern is no longer relevant
☐ The flag was raised by mistake
☐ I don't have enough information

Add a comment:

* Required fields

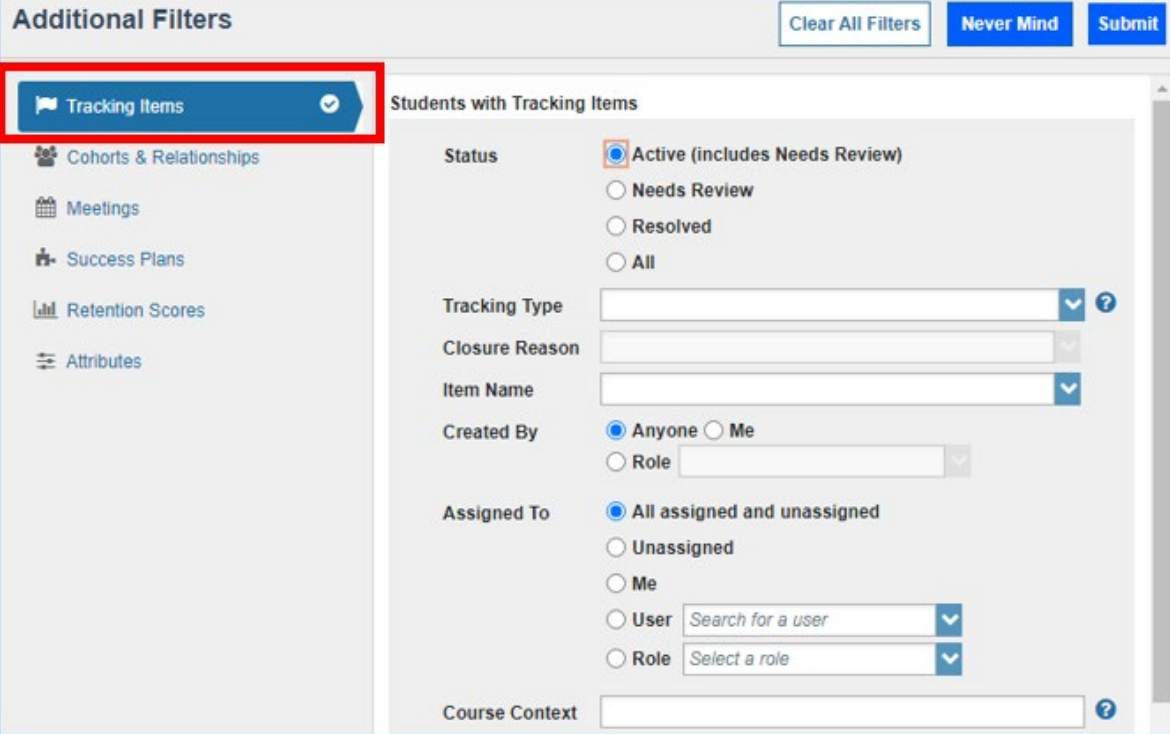
Never Mind

Submit

NOTE: Once a tracking item is resolved, a 'close loop' message will be sent to the person who raised the flag or referral to inform them that the issue has been addressed.

Filtering

There are multiple options to filter tracking items. Use the blue “Add Filter” button to access the Additional Filters window and select Tracking Items from the top left:



Additional Filters Clear All Filters Never Mind Submit

Tracking Items ✓

Students with Tracking Items

Status

- ☒ Active (includes Needs Review)
- ☐ Needs Review
- ☐ Resolved
- ☐ All

Tracking Type ?

Closure Reason

Item Name

Created By

- ☒ Anyone ☐ Me
- ☐ Role

Assigned To

- ☒ All assigned and unassigned
- ☐ Unassigned
- ☐ Me
- ☐ User
- ☐ Role

Course Context ?

Success Plans

Success Plan is a personalized to-do list that outlines specific actions a student can take to improve their academic standing or achieve their educational goals. To add a Success Plan for student(s):

Select the desired student(s) and click the Success Plan button. You may select up to 750 students at a time.

My Students

Flag
 Referral
 To-Do
 Kudos
 Success Plan
 Message
 Note
 Download

Search
Connection
Term
Cohort

<input type="checkbox"/>	Name ▲	Email	Phone
<input checked="" type="checkbox"/>	Student1, Ellucian 2244860	Herrera_Veni@rscdd.edu	-
<input checked="" type="checkbox"/>	Student2, Ellucian 2244861	tkngdax@gmail.com	-
<input checked="" type="checkbox"/>	Student3, Ellucian 2244862	Chavez_Elisabeth@sac.edu	-

Select the desired Plan Type from the drop down. The Success Plans you have access to for the selected student(s) are included in the list.

Add Success Plan for 4 students

* Plan Type

* Plan Name

Overview ?

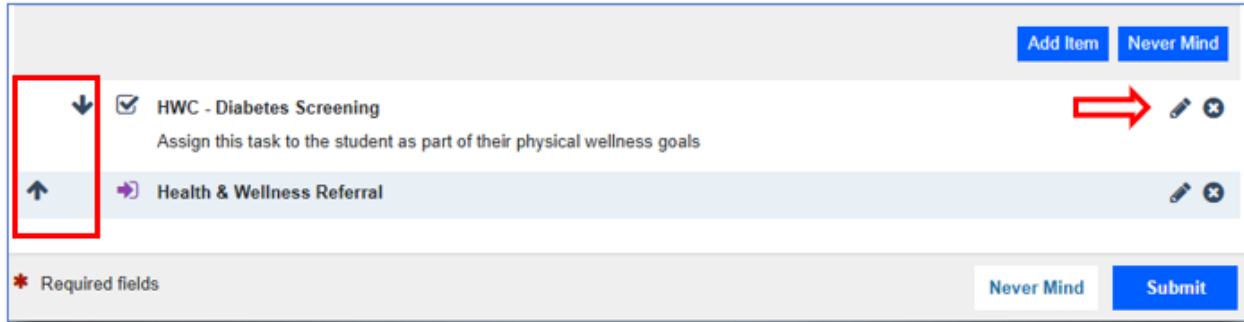
Update the Overview if necessary. The default Overview displays, but you can customize this with a more specific description. The Overview provides general information about the plan and is visible to anyone who has access to the plan and is displayed on the printable version of the plan.

* Plan Name


Overview ?



As you scroll down, you will find the list of tracking items that make up this Success Plan type as well as detailed descriptions.

You can Edit, Delete, or Rearrange to do items for the plans.



Buttons: Add Item, Never Mind

Item 1:  ☒ **HWC - Diabetes Screening**
Assign this task to the student as part of their physical wellness goals

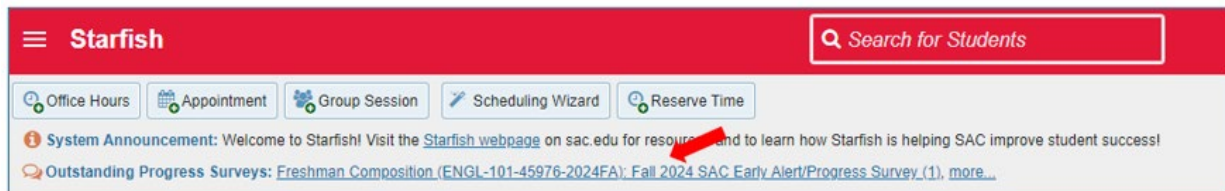
Item 2:   **Health & Wellness Referral**

Buttons: Never Mind, Submit

* Required fields

Progress Surveys

In addition to accessing the Progress Surveys tab from the Student page, instructors can also access it from the Starfish Home screen when there are surveys waiting for you. Select the link next to **"Outstanding Progress Surveys"** under the **"System Announcements"** section:



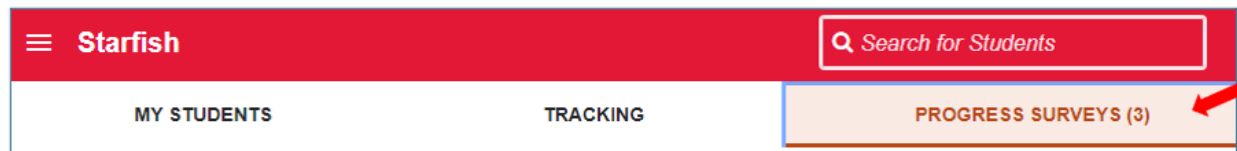
Starfish Search for Students

Office Hours Appointment Group Session Scheduling Wizard Reserve Time

System Announcement: Welcome to Starfish! Visit the [Starfish webpage](#) on sac.edu for resources and to learn how Starfish is helping SAC improve student success!

Outstanding Progress Surveys: [Freshman Composition \(ENGL-101-45976-2024FA\)](#); [Fall 2024 SAC Early Alert/Progress Survey \(1\)](#), [more...](#)

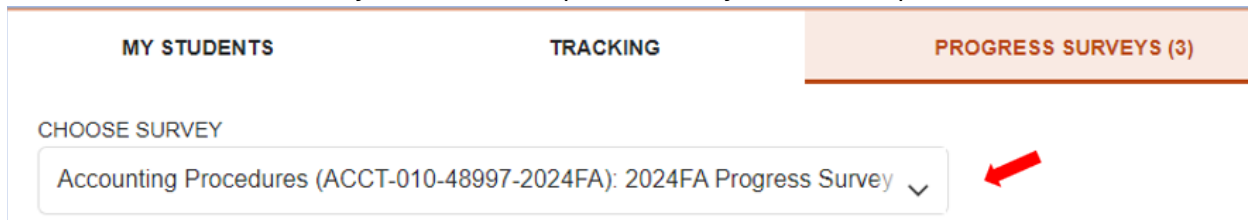
You may have one or more surveys to complete, one for each course you are instructing. The number displayed on the Progress Surveys tab indicates how many surveys you need to complete.



Starfish Search for Students

MY STUDENTS TRACKING **PROGRESS SURVEYS (3)**

Select the course for which you want to complete a survey from the drop-down menu:





MY STUDENTS TRACKING PROGRESS SURVEYS (3)



CHOOSE SURVEY

Accounting Procedures (ACCT-010-48997-2024FA): 2024FA Progress Survey




Your course roster will appear vertically on the left, while the survey options will be displayed horizontally across the top.

Name	Health & Wellness Referral	Digital Dons Referral	DSPS Referral	Academic Concern	Keep Up the Good Work Kudo	Showing Improvement Kudo
 Student2, Elly 2244861	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
 Student3, Elly 2244862	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Check the appropriate boxes for each student. If you have no concerns about a student, you do not need to select anything.

Name	Health & Wellness Referral	Digital Dons Referral	DSPS Referral	Academic Concern	Keep Up the Good Work Kudo	Showing Improvement Kudo
 Student2, Elly 2244861	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/> +
 Student3, Elly 2244862	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> +

Add comments by selecting the plus (+) icon. These comments will be included in messages sent to the student and their support network, which is especially useful if assistance is needed. Some items will require you to add a comment and will open the comment field automatically. An item with a comment will show an icon next to the checkbox:

Name	Health & Wellness Referral	Digital Dons Referral	DSPS Referral	Academic Concern	Keep Up the Good Work Kudo	Showing Improvement Kudo
 Student2, Elly 2244861	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/> +
 Student3, Elly 2244862	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/> 	<input type="checkbox"/>	<input type="checkbox"/> +

Saving and Submitting

Your entries are automatically saved as you work on the survey. You can stop and return to complete it any time before the survey closes. The last saved time will be noted under the survey name:

Accounting Procedures (ACCT-010-48997-2024FA): 2024FA Progress Survey

SAVED September 05, 2024 at 9:46 AM

DUE September 13, 2024 at 11:00 PM

Important: If you leave and return after some time, it's a good idea to open Starfish in a new window first to check if your session has timed out due to inactivity. If you are logged out, any new responses will not be saved, and you won't be able to submit the survey.

Tip: Do not close the previous window if you timed out. Opening Starfish in a new window helps ensure all your previous work is recorded, allowing you to copy any unsaved responses or comments before continuing.

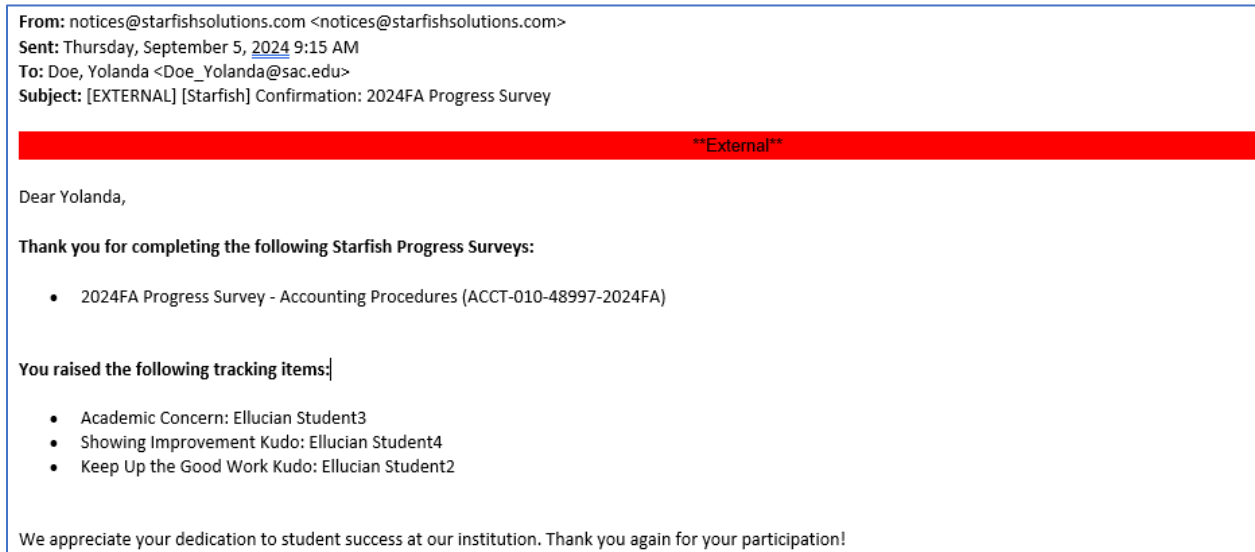
When you have completed the survey, select **"Submit"**. Starfish will prompt you to confirm your submission.



The image shows the Starfish submission interface. At the top, there is a header bar with a user profile icon labeled 'Student4, Elli 2244863' and a series of checkboxes. The last checkbox is checked and highlighted with a blue box. Below the header bar, there is a 'RESET' button with a circular arrow icon and a 'SUBMIT' button. A red arrow points to the 'SUBMIT' button.

Once submitted, you cannot view or edit the survey. However, you can still manually raise flags, referrals, or kudos using the add buttons at the top of the Student page.

After a survey is submitted, you will receive a confirmation email with a summary of the tracking items you've raised for the class.



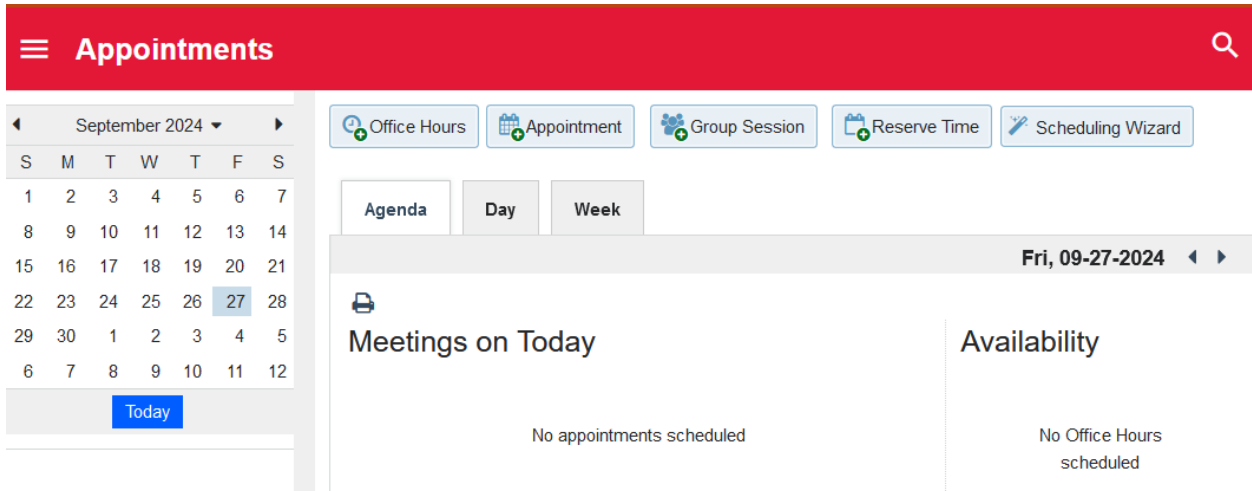
The image shows a confirmation email from Starfish Solutions. The email header includes the sender 'notices@starfishsolutions.com', the date 'Thursday, September 5, 2024 9:15 AM', the recipient 'Doe, Yolanda', and the subject '[EXTERNAL] [Starfish] Confirmation: 2024FA Progress Survey'. The body of the email starts with 'Dear Yolanda,' and 'Thank you for completing the following Starfish Progress Surveys:'. It lists one survey: '2024FA Progress Survey - Accounting Procedures (ACCT-010-48997-2024FA)'. It then states 'You raised the following tracking items:' and lists three items: 'Academic Concern: Ellucian Student3', 'Showing Improvement Kudo: Ellucian Student4', and 'Keep Up the Good Work Kudo: Ellucian Student2'. The email ends with 'We appreciate your dedication to student success at our institution. Thank you again for your participation!'.

Students will also receive an email for each item raised and can view all comments associated with an item. This templates for each item can be found on the Starfish resources page at <https://sac.edu/Starfish>

Counselors, Success Coaches, and other staff members will follow up on any concerns raised in the survey. Use the Tracking tab to follow the status of each of those items.

Appointments

Appointments for students can be created using appointment types that are available in the system. Service areas can allocate a Calendar Manager to manage the appointments of their service providers, while individuals can manage their one appointments and availability on the Appointments page.



Starfish appointments, group sessions & events provide several key features for documenting meetings:

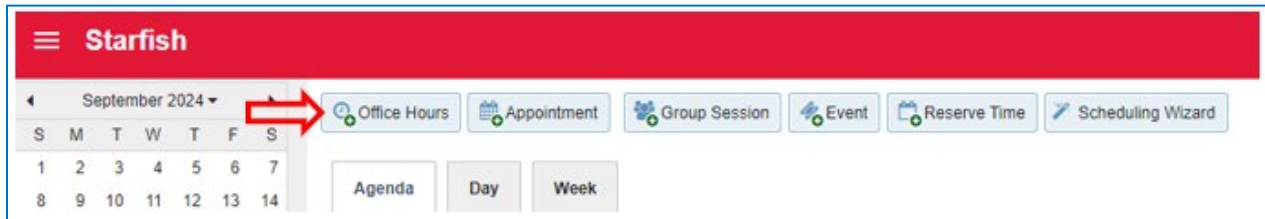
- **Speed Notes:** Quickly record notes about the meeting.
- **Meeting Reason:** Document the reason for the meeting.
- **Enrollment Course:** Link relevant student enrollment course to the meeting reason.
- **Meeting Outcomes:**
 - Log actual appointment durations for accurate reporting.
 - Add comments about the appointment, viewable only by you and those with whom the appointment is shared.
 - Edit these notes as needed, both before and after the appointment, for effective record-keeping.
 -

Adding Office Hours

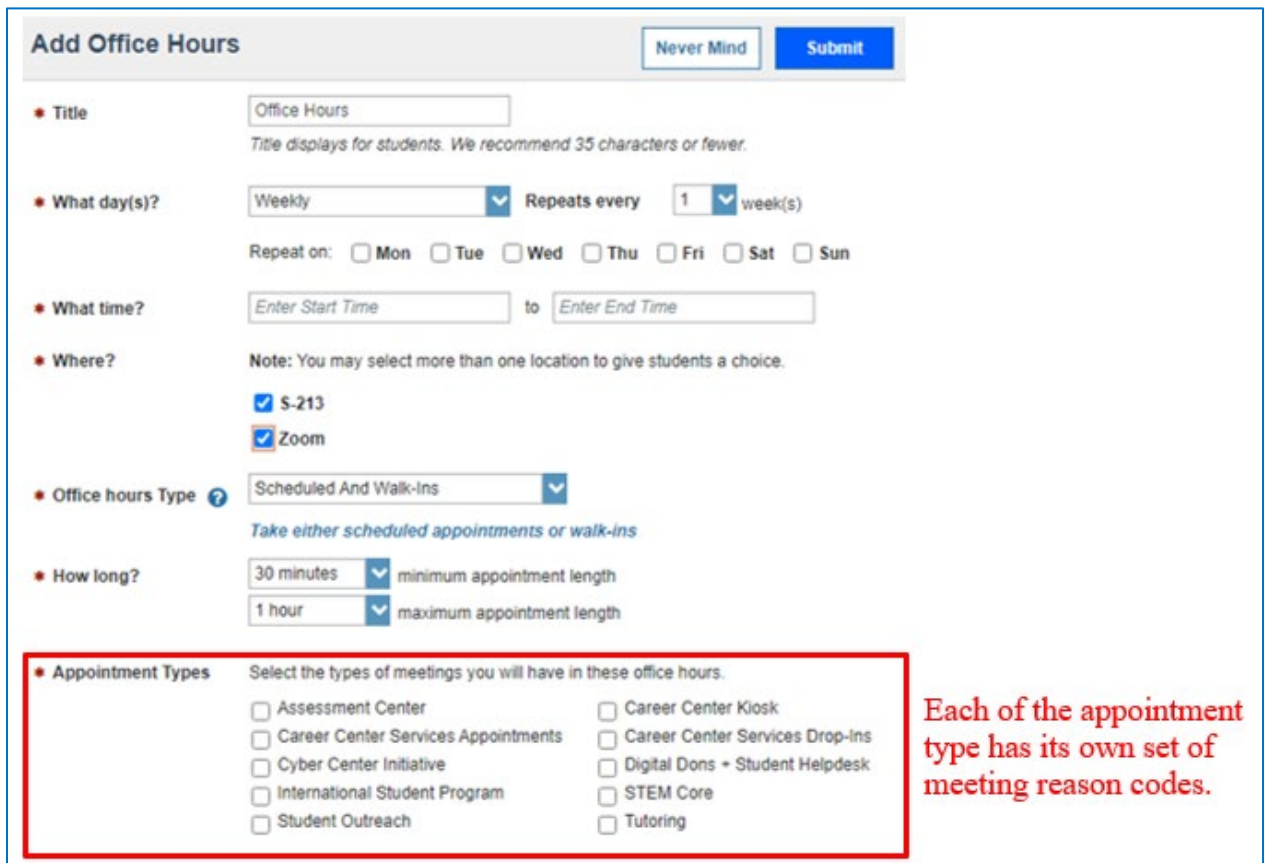
Before creating or adding office hours, make sure to set up your Appointment Preferences in your Starfish User Profile.

If you accept appointments and you are a staff member working in a service area, you must select an appointment type for those appointments. The appointment type option is not shown for faculty.

Select the “+Office Hours” button to set your office hours:



The screenshot shows the Starfish interface. At the top is a red header with the Starfish logo. Below it is a navigation bar with several buttons: Office Hours, Appointment, Group Session, Event, Reserve Time, and Scheduling Wizard. A red arrow points to the 'Office Hours' button. To the left of the buttons is a calendar for September 2024, and below that are tabs for Agenda, Day, and Week views.



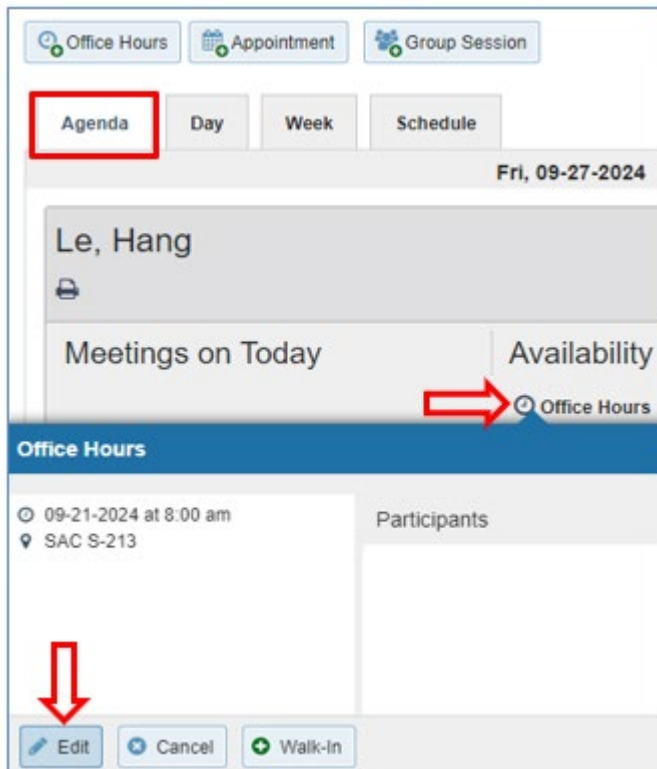
The screenshot shows the 'Add Office Hours' form. It includes fields for Title, What day(s)?, What time?, Where?, Office hours Type, and How long?. The 'Appointment Types' section is highlighted with a red box. This section contains a list of appointment types with checkboxes, including Assessment Center, Career Center Services Appointments, Cyber Center Initiative, International Student Program, Student Outreach, Career Center Kiosk, Career Center Services Drop-ins, Digital Dons + Student Helpdesk, STEM Core, and Tutoring. A red text box to the right of the Appointment Types section states: 'Each of the appointment type has its own set of meeting reason codes.'

Important Note: Each meeting with a student is linked to a single reason, which is part of an appointment type. Appointment types are groups of reasons. When you create your availability, you can select one or more appointment types for each time block. Depending on your roles, you may see multiple appointment types, just one, or none.

Updating or Canceling (Deleting) Office Hours

To update your office hours:

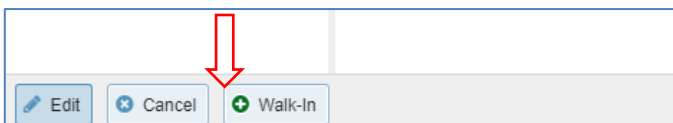
- Go to the “**Appointments**” link in the left navigation bar.
- Select the “**Agenda**” tab to view your current availability.
- Hover over the clock icon and select the “**Edit**” button.



Removing or Cancelling an Office Hours Block

To remove or cancel the current office hours:

- Select the “**Cancel**” button.
- A confirmation window will appear. Here, you can send a message to individuals with appointments, explaining the cancellation.
- Select the “**Submit**” button to finalize the cancelation.



Delete Office Hours

Never Mind

Submit

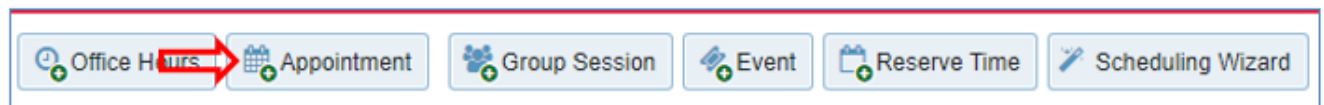
Do you want to delete this office hours occurrence?

You can send a message to people with appointments, explaining why you canceled this Office Hours Block:

Adding an Appointment

To add a meeting appointment for a student:

- Select the “**+Appointments**” button at the top of your Appointments page or on the Home page.



- Student:** Enter the student’s name or ID in the Student drop-down list and choose the appropriate student from the matches provided by Starfish.
- When:** Specify When the meeting will take place (date, start time, end time).
- Where:** Select the location from the options available in the “Where” drop down list.
- Reason:** Choose a reason for the meeting.

Note: Available reasons depend on the student’s relationship to you and the appointment types assigned to your Starfish roles.

- Course:** Choose a relevant course from the presented list (if applicable).
- Sharing:** Decide whether to share the meeting details or keep it private.
- Detailed Description (optional):** Type a description of the meeting that will be visible to the student and others who can view the appointment.
- Submit:** Select the Submit button to schedule the meeting.

Add Appointment

Never Mind

Submit

Scheduling

Outcomes

SpeedNotes

Calendar

My Calendar

With

People in

☒ Active terms
 ☐ All terms

Student

Start typing to search...

When

09-27-2024

Start Time

to

End Time

Where

Select a location...

Reason

Select a reason...

Course

Select course...

Sharing

☒ Shared
 ☐ Private

Permissions: Please select a reason to see who else can view this shared appointment.

Detailed Description

Enter a detailed description about the appointment. This is viewable by you and the student with whom the appointment is made.

Note: Both the student and the calendar owner will receive an email notification for future appointments. Appointments created to document past meetings will not trigger an email. If you don't receive an email, check your notification preferences.

The student will automatically receive a reminder on the morning of the scheduled meeting. If you have set preferences to receive reminders, you will also get an email reminder.

Once scheduled, the appointment will appear on the calendar owner's Starfish calendar at the selected date and time, and will be visible on the Home page in the Appointments and Recent Changes panels. It will also show up on the Meetings tab of the student's folder for anyone with permission to view it. If a detailed description was included, it will be listed on the Meetings tab as well.

Documenting Outcomes

Documenting the outcomes of your meeting is an important step in helping ensure student success. To add outcomes:

- Find the appointment in your Starfish calendar under the "Agenda" tab.
- Hover over the **Appointment icon** associated with the appointment. A window will appear, displaying appointment details along with options for Outcomes, Edit, Cancel, and View.
- Select the **"Outcomes"** button to open the "Outcomes" tab in the **"Edit Appointment"** form.

- d. If the student missed the meeting, check the box labeled “**Student missed appointment.**” This will trigger an email notification to the student.
- e. Provide narrative notes summarizing key points from the meeting (optional).
- f. Select the “**SpeedNotes**” tab and select any applicable SpeedNotes. These preconfigured activities help quickly capture common meeting outcomes.
- g. Select the “**Submit**” button to save the updates.

Note: Your updates will be reflected in the student’s folder on the Meetings tab for this appointment.

Edit Appointment
Never Mind
Submit

Scheduling
Outcomes
SpeedNotes

Time ? to Actual End Time

Attendance
☐ Student missed appointment

Email
☐ Send a copy of note to student

Comments

Comments are notes about the appointment, viewable only by you and other people with whom the appointment is shared. These notes can be edited only by you before or after the appointment for record-keeping purposes.

Permissions: People with the following roles may be able to see this appointment if they have a relationship with the student(s):

- Leadership

Edit Appointment
Never Mind
Submit

Scheduling
Outcomes
SpeedNotes

Check off the topics discussed and activities completed in this meeting.

Career Center

☐ CareerLink
☐ Mock Interview
☐ Follow-Up
☐ Online Resources
☐ Job Applications
☐ Resume/Cover Letter Building
☐ Job Searches
☐ Resume/Cover Letter Review
☐ LinkedIn

Adding Reserve Time

Adding reserve time helps mark specific periods on your calendar as unavailable for appointments. To add reserve time:

- a. Select the Reserve Time button.




- b. Select a reserve time category: Break, Meeting, Out of the Office, or Holiday.
- c. Enter a title for the reserve time.
- d. Set the date, the start time and end time.
- e. Choose whether this reserve time repeats. If it does, specify the end date and time for the recurrence.
- f. Select the **“Add to Calendar”** button when done.

Reserve Time


Complete the items below to mark time on your calendar as unavailable for appointments.

* All Fields Required

* Calendar

My Calendar 


* Category

Select a Category 

* Title

* When

Date

MM-DD-YYYY 


Start Time

Ex: 11:00 am


End Time

Ex: 11:30 am

Repeats

Does not repeat 

Until

MM-DD-YYYY 

[CANCEL](#)

ADD TO CALENDAR

Adding a Group Session

Group Sessions allow you or your calendar manager to schedule meetings with multiple students simultaneously. Once scheduled, students can sign up through Starfish. **Note:** Group session times cannot overlap with your office hours. To schedule a Group Session:

- a. Select the “**Add Group Session**” button at the top of your “**Appointments**” page or on the Home page. This will open the Add Group Session dialog.
- b. Fill in the necessary details in the **Add Group Session** dialog:
 - **Title:** Enter a title for the session to indicate its purpose.
 - **When:** Choose how often this session should recur on your calendar and select a start date.
 - **What Time:** Specify the start and end times for the session.
Note: Group session times cannot overlap with office hours.
 - **Where:** Select the meeting location from the options based on your Starfish Profile.
 - **Reason:** Choose a reason from the available list. This is determined by appointment types set up by the system administrator.
 - **How many students:** Indicate the maximum number of students allowed in the session. Requires at least two students.
 - **Allow students to find other students who have signed up:** If you want students to see who else is signed up, select the option to allow them to find other participants.
 - **Support Supplemental Instruction:** If all participants should be enrolled in the same course/section, select this option. The level of restriction is set by the system administrator.
 - **Instructions:** Provide any specific instructions that should be sent to students who register for this session.
 - **Start/End Date:** If the session recurs, specify the start and end dates for the occurrences.

Add Group Session

Never Mind
Submit

★ Calendar
Hang Le

★ Title

Title displays for students. We recommend 35 characters or fewer.

★ When?

▼

Date:

📅

★ What time?

to

★ Where?

☒ SAC S-213

☐ Zoom: <https://cccconfer.zoom.us/j/8226681631>

★ Reason

▼

★ How many students?

Enter the maximum number of students that can sign up for the session.

☐ Allow students to see other students who have signed up

☐ Support supplemental instruction

Restrict the session to students in the same section or course. Note that the selected reason controls whether restriction is limited to the same course or section.

Instructions

Start/End Date

These will be sent to anyone who makes an appointment.

- c. Select the “**Submit**” button to save the appointment and trigger email notifications to both you and the students.

Caution: Prospective students cannot be added to group sessions.

To Add Participants from an Existing Group Session on Your Calendar:

- Go to the “**Appointments**” page in Starfish and find the appropriate Group Session.
- In the “**Agenda**” view, hover over the “**Group Session**” icon to the left of the session title to display the “**Group Session**” window.
- Select the “Participants” button to add participants.

Meetings on 09-29-2024

09-29-2024 at 8:00 am

Group Session

09-29-2024 at 8:00 am
 SAC S-213
 10 out of 10 spots available

Participants

Participants Edit Outcomes Cancel View


Availability

Office Hours
 Mon, Tue, Wed, Thu, Fri, Sat 8AM-4PM

Group Session
 Sun Sep 29 8-11AM

- **Add participant:** Search for a student by typing their name into the “Add Participant” field.
- **Course:** Choose a relevant course from the presented list (if applicable).
- **Add:** Select “Add” to include the student in the list. Repeat these steps as needed for additional participants.

To remove participants:

- Select the “**Cancel Occurrence**” icon  under the “**Tools**” column on the right side of the participant list.

Manage Session Participants for Group
 Session 8:00 am 09-29-2024


Never Mind Submit

Participants Outcomes SpeedNotes

There are 9 of 10 spots available.

Add participant: Add

Course:

Session Participants	Email	Course	Tools
Acosta, Andrew	Acosta.A@sanacola.edu	Principles of Advertising...	

When at least one participant is added, the “**Outcomes**” tab will become available for documenting the session's outcomes. The “**SpeedNotes**” tab will also be accessible.

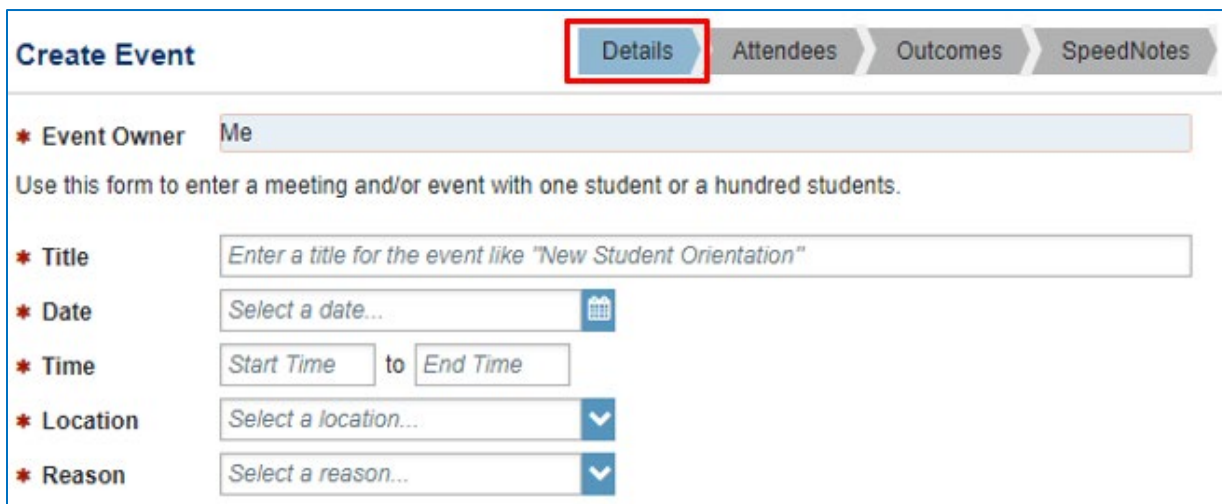
Adding an Event

The Event button in Starfish is a tool used to document individual meetings or group sessions that occurred in the past. Any comments entered in the Outcomes section or SpeedNotes will be associated with all attendees, and these records will be visible on the Meetings tab of the Student Folder.

Events can only be added for dates in the past; the calendar will not allow you to select a future date.

To create an event:

- a. Select the “+Event” button at the top of your “Appointments” page or on the Home page. This will open the Event dialog.
- b. Fill in the necessary details in the Details tab:
 - **Event Owner:** If you manage multiple calendars, select the Event Owner from the drop-down menu.
 - **Title:** Enter a title for the event
 - **Date:** Specify the date of the event.
 - **Time:** Enter the start and end times for the event.
 - **Location:** Choose the meeting location from the options available based on your Starfish Profile. If you need to add a new location, go to the Appointment Preferences in your profile to do so.
 - **Reason:** Choose a reason from the available list.



- c. Go to the “**Attendees**” tab.

- Enter the list of attending students using their student ID numbers. Make sure to separate each ID with commas or place them on new lines.

Create Event

Details

Attendees

Outcomes

SpeedNotes

* Student Identifier

☐ Username
 ☒ Student ID
 ☐ Integration ID
 ☐ Card ID

* Attendees

203. 111, 224. 111

- Enter the list of attending students using their student ID numbers.
 - Make sure to separate each ID with commas or place them on new lines.

Enter one or more Student Identifiers. Student Identifier should be separated by commas or new lines.

* Required fields

Never Mind

< Back

Next >

- Enter any comments related to the **Outcomes** for all participants (optional).

Create Event

Details

Attendees

Outcomes

SpeedNotes

Outcome Comments

* Required fields

Never Mind

< Back

Next >

- Choose any applicable **SpeedNotes** that apply to the event.

f. Select the “**Finished**” button to save the event.

Create Event

DetailsAttendeesOutcomesSpeedNotes

Check off the topics discussed and activities completed in this meeting.

Academic Advising

<input type="checkbox"/> Academic status concerns	<input type="checkbox"/> Completed degree audit
<input checked="" type="checkbox"/> Discussion of academic goals	<input type="checkbox"/> Registration for classes
<input checked="" type="checkbox"/> Transfer credit review	

Counseling

<input type="checkbox"/> Addressed time management	<input type="checkbox"/> Adjustment to college
<input type="checkbox"/> Balancing academic goals and life goals	<input type="checkbox"/> Discussed study skills
<input type="checkbox"/> Learning disability	

Other

<input type="checkbox"/> Discussion of career goals	<input type="checkbox"/> Family concerns
<input type="checkbox"/> Financial aid process	<input type="checkbox"/> Review of campus resources
<input type="checkbox"/> Transportation issues	

* Required fields

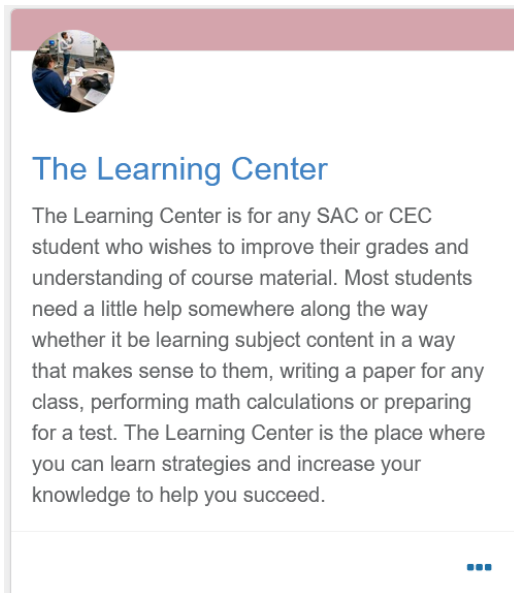
Never Mind< BackFinish



Services

The Services page shows a list of service areas that have provided contact information for students in Starfish. The page is labeled “Services” in the faculty and staff views of Starfish, but in the student view the page is labeled “My Success Network”.


On the page, each service area has a service tile with profile information that is selectable:




The Learning Center

The Learning Center is for any SAC or CEC student who wishes to improve their grades and understanding of course material. Most students need a little help somewhere along the way whether it be learning subject content in a way that makes sense to them, writing a paper for any class, performing math calculations or preparing for a test. The Learning Center is the place where you can learn strategies and increase your knowledge to help you succeed.

Select a service tile to view the details of the service and to obtain a link to the profile detail. If the service area allows students to schedule appointments through Starfish, an appointment link will be available to faculty and staff to distribute.


Service Profile



The Learning Center


Service Hours
 Mon -Thur: 10am - 7pm, Fri: 10am - 2pm,
 Sat: 10am - 2pm

Contact
[Send an email](#)
[Visit website](#)


Location
 Canvas

Share Links
[Copy Profile Link](#)
[Copy Appointment Link](#)


Team Members




Stephanie Ai
 Tutor: Writing, DOTAs/DLAs




Bridgette Fox
 Tutor: Medical Assisting, CNA, Child Development



Daniel Herrera
 Tutor: Writing, DOTAs/DLAs



Kenny Hua
 Tutor



Richard Luong
 Tutor: BIOL 149, 229, 239, 249; Medical Assisting

In the Starfish student view, students will see the appointment link on the bottom left when they view the service tile:



The Learning Center

The Learning Center is for any SAC or CEC student who wishes to improve their grades and understanding of course material. Most students need a little help somewhere along the way whether it be learning subject content in a way that makes sense to them, writing a paper for any class, performing math calculations or preparing for a test. The Learning Center is the place where you can learn strategies and increase your knowledge to help you succeed.

[SCHEDULE](#)

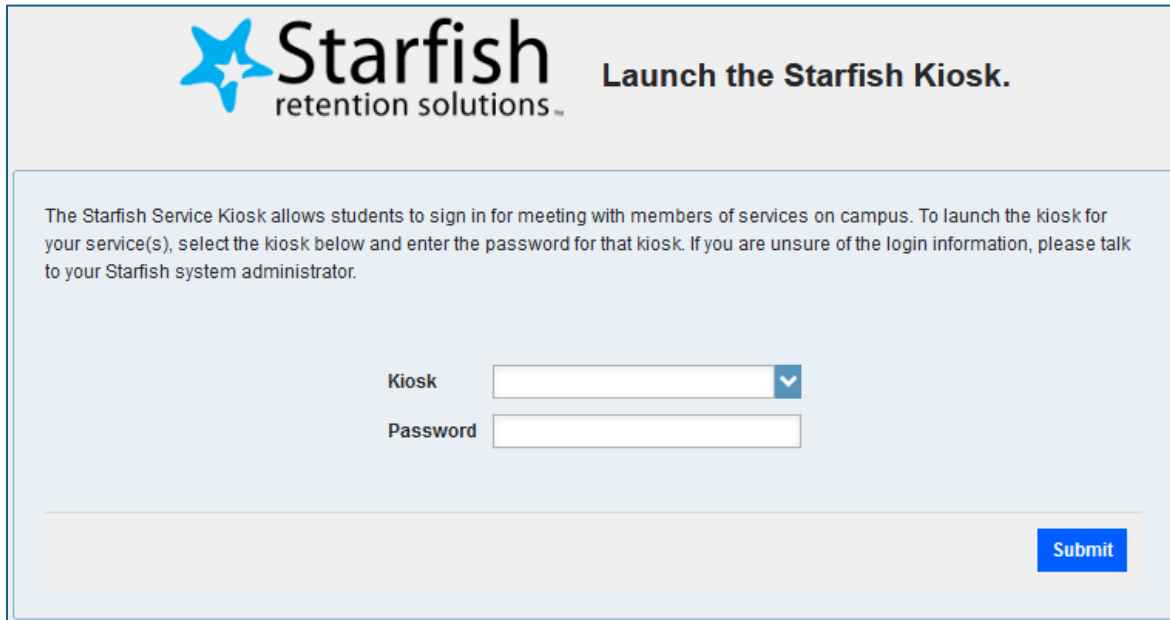


Service Kiosks for Walk-Ins

Launching a Service Kiosk

Kiosk front desk staff should launch the kiosk on the designated computer or iPad for student check-ins. It's important that the browser used to open the kiosk is different from the one staff are using to log into their Starfish accounts.

- Direct Link: <https://sac.starfishsolutions.com/starfish-ops/kiosk/index.html>
- Copy the link above, paste to your web browser and press Enter.
- Select your service kiosk from the drop-down list and enter the kiosk password.
- Click "Submit" to launch your service kiosk.



The Starfish logo (a blue starfish) is followed by the text "Starfish retention solutions™". To the right, it says "Launch the Starfish Kiosk." Below this, a light blue box contains instructions: "The Starfish Service Kiosk allows students to sign in for meeting with members of services on campus. To launch the kiosk for your service(s), select the kiosk below and enter the password for that kiosk. If you are unsure of the login information, please talk to your Starfish system administrator." Below the instructions are two input fields: "Kiosk" with a dropdown arrow and "Password" with a text box. At the bottom right of the light blue box is a blue "Submit" button.

Checking Students In

Student Check-In:

Students can check in to the center using one of two methods:

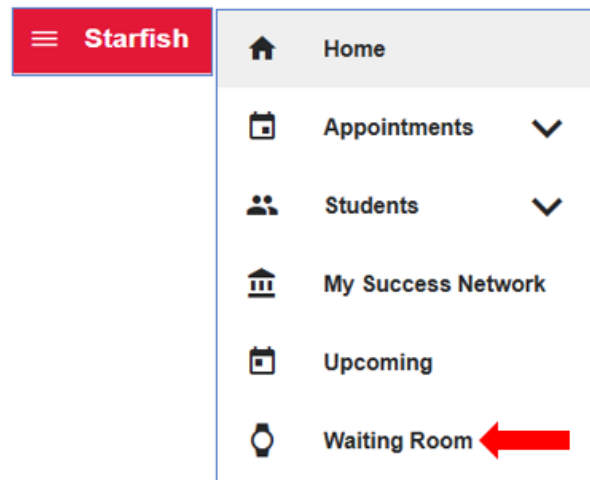
- Enter their Student ID in the Student ID field.
- Scan their ID using the ID scanner.

Then, click the "**SIGN IN**" button to complete the check-in process.

Accessing the Waiting Room

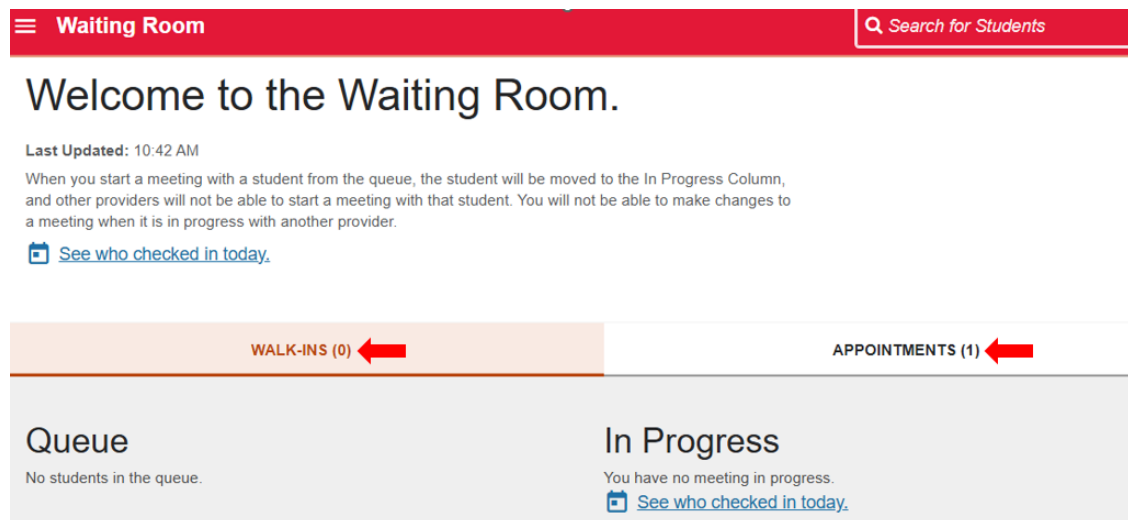
a. Navigate to the Waiting Room:

- In the left navigation menu, click on the "Waiting Room" link.



b. Viewing Student Check-In Status

- WALK-INS:** Students who check in via the kiosk will appear under the "WALK-INS" tab.
- APPOINTMENTS:** Students with scheduled appointments will be listed under the "APPOINTMENTS" tab.



c. Starting a Meeting

To record a meeting with a student, click the three dots next to the student's name in the queue and select "**Start Meeting**".


WALK-INS (1)
APPOINTMENTS (0)

Queue

1 student in the queue.

In Progress

No meetings in progress.



Jane Wood



Reason 2. Make-up Test

Service Assessment Center

Arrival 8:26 AM (40m wait)

Related Course CHEM-209-44781-2024FA

Description 


Viewing Daily Check-Ins

To view a list of checked in students for the day, staff click on the link **“See who checked in today”**.

Welcome to the Waiting Room.

Last Updated: 10:05 AM

When you start a meeting with a student from the queue, the student will be moved to the In Progress Column, and other providers will not be able to start a meeting with that student. You will not be able to make changes to a meeting when it is in progress with another provider.



 [See who checked in today.](#)

The student list can be sorted by clicking on any value in the table header row.

[Waiting Room](#) > **Today's Check Ins**

Student check-ins for Thursday, February 13

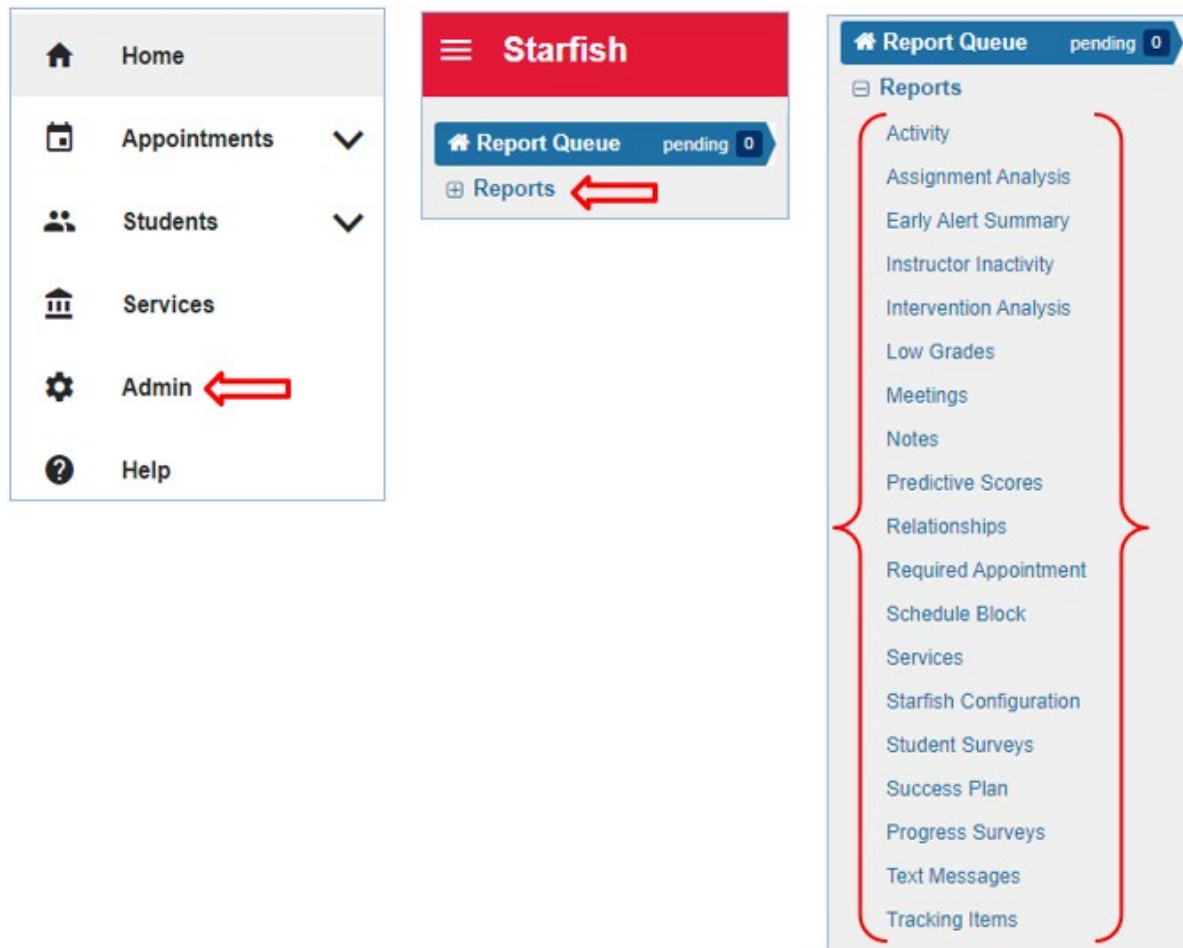
The following students have checked in via the Kiosk today. Click the edit button to add/update the description for their visit.

Student(s)	Type	Reasons	Service Center ▲	Checked In	Checked Out	Service Provider ▼
 John M...	Walk-In	1. Counseling	Career Center	7:55 am	7:58 am	▼
 K...	Walk-In	2. Career Exploration	Career Center	8:48 am	8:49 am	▼

Reports

Starfish limits access to reports as an admin feature. Not all users will have this access. The reports you can access and the data included will be limited only to the students for whom you are responsible. For example, if you are a “Helping Others” Success Coach, you will see only the students in the “Helping Others” pathway.

In the **Left Navigation** menu, select the “**Admin**” link then select “**Reports**” to view the available reports in Starfish.



Configuring Reports

Choose the type of report you want to run (e.g., Services, Meetings, Activity), then customize the report by setting filters, dates, or specific criteria to narrow down the data.

Required Filters

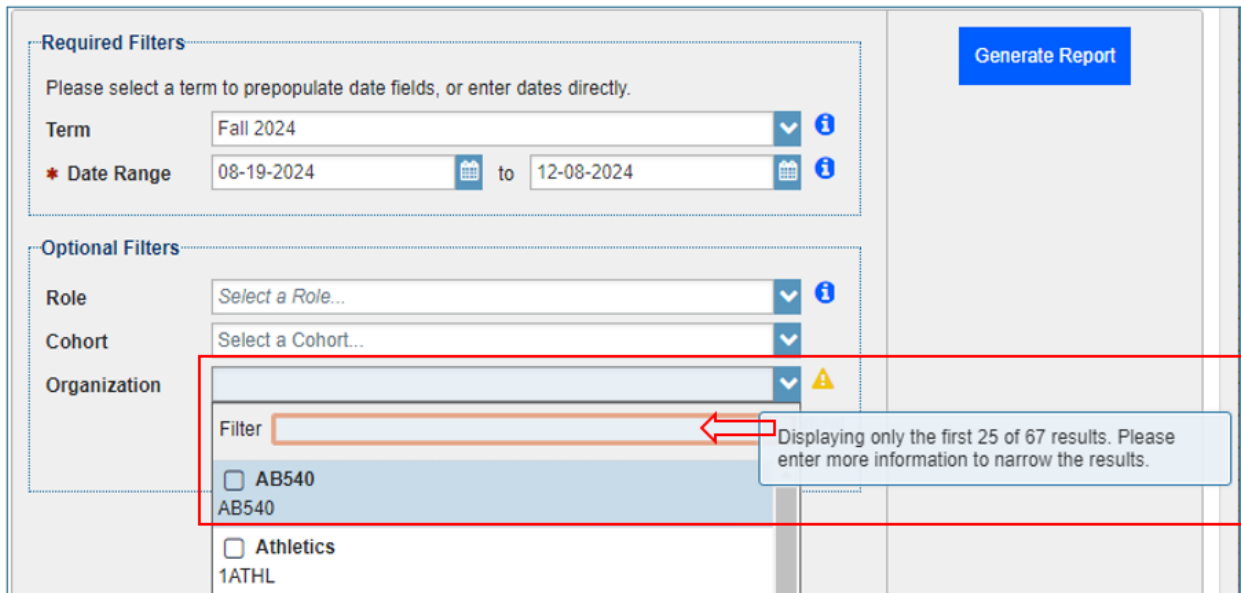
- **Term:** Only one term can be selected at a time.

- **Date Range:** This will auto-fill if a term is selected; otherwise, it must be within 365 days.

Optional Filters (the available filter options depend on the report type)

- **Role:** Only active roles for the selected date will be displayed.
- **Tracking Type:** Options include Flag, Kudo, Referral, and To-Do. Multiple items selection is allowed.
- **Cohort:** Only one cohort can be selected at a time.
- **Organization:** Only one organization can be selected at a time.

Note: Only the first 25 organizations are displayed in the drop-down menu. If you don't see the organization you need, you can enter the name or relevant keywords in the organization filter to search for it.



The screenshot shows a web interface for generating a report. It has two main sections: 'Required Filters' and 'Optional Filters'. In the 'Required Filters' section, there is a 'Term' dropdown set to 'Fall 2024' and a 'Date Range' field showing '08-19-2024' to '12-08-2024'. A 'Generate Report' button is on the right. The 'Optional Filters' section includes 'Role', 'Cohort', and 'Organization' dropdowns. The 'Organization' dropdown is open, showing a search bar and a list of results including 'AB540' and 'Athletics 1ATHL'. A red box highlights the search bar and the first few results. A tooltip message says: 'Displaying only the first 25 of 67 results. Please enter more information to narrow the results.'

File Format

- **Excel Format (.xlsx)**
- **CSV Format:** Comma-separated values text files (.csv) can be easily read into Excel.

Note that the Excel spreadsheets are limited to 65,500 rows per tab. Consider using CSV format for large amounts of data.

A Sample of the Term Filter

This is an example of using the term filter. Note that the date range is automatically populated.

Services Report

Track appointments, attendance, services hours and who students are meeting with, per service (e.g., Tutoring Center).

Required Filters

Term
Fall 2024

* Date Range
08-19-2024 to 12-08-2024

* Service
The Learning Center

Optional Filters

Cohort
Select a Cohort...

Organization
Select an Organization...

☐ Only include data for students served by members of the orga
☐ Only include data related to courses in the organization

File Format

☒ Excel Format
☐ CSV Format

Generate Report

A sample of the Date Range Filter

When selecting a date range, the range cannot exceed 365 days.

Services Report

Track appointments, attendance, services hours and who students are meeting with, per service (e.g., Tutoring Center).

Required Filters

Term

Use dates below

* Date Range

08-15-2022

to

08-13-2023

* Service

The Learning Center

Optional Filters

Cohort

Select a Cohort...

Organization

Select an Organization...

☐ Only include data for students served by members of the organizal
 ☐ Only include data related to courses in the organization

File Format

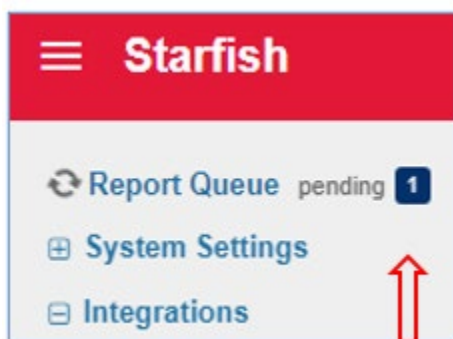
☒ Excel Format
 ☐ CSV Format

Generate Report

Generating and Downloading Reports

After selecting the filters and choosing the desired file format, select the **“Generate Report”** button.

The system will take a minute or two to create the report. You can check the **“Report Queue”** to monitor the status of your report. If the number of pending reports is 0, your report is ready for downloading.



To download the report, select **“Report Queue”**. Your newly generated report will appear at the top of the list. Select the downward arrow button to download it, and you may be prompted to choose a location to save the file.

Report Queue						
Report	Filters	Owner	Requested ▾	Prepared	File Size	
Service Report	 The Learning Center  08-15-2022 to 08-13-2023		9:07 am	9:10 am	343.5 KB	 

Sample Reports





Services Report

Date	Meeting Type	Appointment Start Time	Appointment End Time	Actual Start Time	Actual End Time	Scheduled Duration	Actual Duration	Wait Time	Provider
8/29/2022	Scheduled	4:30 PM	5:15 PM			45 minutes			Medina, Rosa
8/29/2022	Scheduled	5:45 PM	6:30 PM			45 minutes			Medina, Rosa
8/31/2022	Scheduled	5:45 PM	6:30 PM			45 minutes			Medina, Rosa
9/2/2022	Scheduled	1:00 PM	1:45 PM			45 minutes			Medina, Rosa








Services Members **Appointments** Canceled Appointments Referral Usage Speed Notes ... 

Type	Service	Student Name	Student ID	Student Email	Prospective Student	Schedule Block Type	Course	Cou
APPOINTMENT	The Learning Center	Calderon, Emily	110047	calderon.no		One-on-One		
APPOINTMENT	The Learning Center	Florencia, Cindy	110045	cindy470	no	One-on-One		
APPOINTMENT	The Learning Center	Ortiz, Anna	110046	anna@at	no	One-on-One		
APPOINTMENT	The Learning Center	Goldberg, Ben	110048	ben@postgold	no	One-on-One	General Chemistry and Quality	184




Services Members **Appointments** Canceled Appointments Referral Usage Speed Notes ... 

Reason	Scheduled By	Attended Session	Total Attendees in Session	Description	Activities
MATH, SCIENCE, CTE (VERI	Caldwell, Emily	yes	1	I need help with Algebra. I am curren	
MATH, SCIENCE, CTE (VERI	Florencia, Cindy	yes	1	I have no idea what's going on in clas	
MATH, SCIENCE, CTE (VERI	Ortiz, Anna	yes	1	just need help with some finding rati	
MATH, SCIENCE, CTE (VERI	Goldberg, Ben	yes	1		




Services Members **Appointments** Canceled Appointments Referral Usage Speed Notes ... 

Progress Survey Report

This report uses the Progress Survey Deployment Date to determine which Progress Surveys to include. For example, if the Deployment Date is Oct. 2 and the report is run for Oct. 1 – Oct. 3, then the report will contain all tracking items created in that survey, regardless of the date that an instructor completed the survey.

Required Filters
Please select a term to prepopulate date fields, or enter dates directly.

Term
Fall 2024

* Date Range
09-10-2024
to
09-24-2024

Optional Filters

Survey
Fall 2024 SAC Early Alert/Progress Survey (1)

Cohort
Select a Cohort...

Organization
Select an Organization...

☐ Only include data for students served by members of the org
☐ Only include data related to courses in the organization

File Format
☒ Excel Format
☐ CSV Format

Generate Report

Sample report data:

	Surveys			Surveys	Surveys	Surveys	Survey Closure	Surveys	Tracking Items	
1	Survey Name	Survey Date	Announced	Surveys Sent	Viewed	Reminders (1st)	Reminders (2nd)	Emails	Completed	Created
	Fall 2024 SAC Early Alert/Progress Survey									
2	(1)	9/10/2024	0	1551	140	1461	0	0	121	2198
3										
4										

◀ ▶

Contents

Survey Definitions

Survey Summary

Completed Surveys

Tracking Iter ...

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Survey	Instructor	Survey Date	Create Date	Student Name	Student ID	Student Username	Student Alternate Email	Student Institution Email	Section	Tracking Item Name	Status	Closure Reason	Closure Category
Fall 2024 SAC Early Alert/Pro	Hunter, Cai	9/10/2024	9/10/2024	Roc	12	7 vr6	vick	vick	ENGL-101-4	Attendance and Partic	Active	Attempted t	
Fall 2024 SAC Early Alert/Pro	Hunter, Cai	9/10/2024	9/10/2024	Pec	2	8 ap3	adr	adri	ENGL-101-4	Keep Up the Good Wo	Active	Auto-clear	Enrollment ended
Fall 2024 SAC Early Alert/Pro	Hunter, Cai	9/10/2024	9/10/2024	M	34	3 jm	410146	410146	ENGL-101-4	Keep Up the Good Wo	Active		
Fall 2024 SAC Early Alert/Pro	Hunter, Cai	9/10/2024	9/10/2024	Rc	1	2 er	415340	415340	ENGL-101-4	Keep Up the Good Wo	Active		
Fall 2024 SAC Early Alert/Pro	Hunter, Cai	9/10/2024	9/10/2024	Cr	31	2 kcl	423523	423523	ENGL-101-4	Good Participation	Active		

Survey Summary
Completed Surveys
Tracking Items by Survey
Surveys Without Concerns

Meetings Report

Here is sample output for the meetings report:

Date	Meeting Type	Cancel Date	Cancelled By	Appointment Start Time	Appointment End Time	Actual Start Time	Actual End Time	Scheduled Duration in Minutes	Actual Duration in Minutes	Wait Time in Minutes	Provider	Provider ID
1/20/2024	Scheduled	1/13/24	Medina	10:00 AM	10:45 AM			45			Medina, A	2171107
2/21/2024	Scheduled	2/21/24	Torres	2:00 PM	2:45 PM			45			Torres, A	2171107
2/27/2024	Scheduled			11:00 AM	11:45 AM			45			Pham, D	2171109
2/27/2024	Scheduled			12:00 PM	12:45 PM			45			Pham, D	2171109

Contents | Type Definitions | **Meeting Details** | Meeting Trend Anal ... (+) : ◀ ▶

Appointment Type	Appointment Location Name	Appointment Location Type	Student Name	Student ID	Email	Student	Prospective Schedule Block Type	Course	Course Section ID
Tutoring	Online Learning Center	ONLINE	Li, T	9800000	d'...	no	One-on-One		
Tutoring	Learning Center D-30	OFFICE	Re...	6000005	k...	no	One-on-One		
Tutoring	zoom on-line	ELSEWHERE	L...	3000000	s...	no	One-on-One	Single Variable Calcul	MATH-185-37273-2
Tutoring	Learning Center D-30	OFFICE	Z...	8000001	b...	no	One-on-One	Engineering Physics I	PHYS-217-37984-20

Contents | Type Definitions | **Meeting Details** | Meeting Trend Anal ... (+) : ◀ ▶

Reason	Scheduled By	Attended Session	Total Attendees in Session	Description	Activities
MATH, SCIENCE, CTE (VERI...		Cancelled	1		
MATH, SCIENCE, CTE (VERI...		Cancelled	1	I will be late and come around 2:15 p	
MATH, SCIENCE, CTE (VERI...		yes	1		
MATH, SCIENCE, CTE (VERI...		yes	1		

Contents | Type Definitions | **Meeting Details** | Meeting Trend Anal ... (+) : ◀ ▶

Tracking Items Report

The tracking items report includes an optional filter for the tracking item type:

Required Filters
 Please select a term to prepopulate date fields, or enter dates directly.
 Term
 * Date Range to

Optional Filters
 Tracking Type
 Role
 Cohort
 Organization
☐ Only include data for students served by members of the org
☐ Only include data related to courses in the organization

File Format
☒ Excel Format ☐ CSV Format

Generate Report

Here is sample report output:

Student Name	Student ID	Student Username	Student Email	Student Phone	Student Mobile	Section	Category	Item Name
Vil...	2440075	m...	m...	801-835-5		ART-195-91363-2021S	ACADEMIC	Keep Up the Good Work
Je...	4544444	lj...	lj...	714-730-6	714-875-6	ART-195-91363-2021S	ACADEMIC	Keep Up the Good Work
Ca...	4200003	ta...	ta...	562-702-3	562-702-3	ART-195-91363-2021S	ACADEMIC	Keep Up the Good Work

... Raised Item Details Cleared Item Details **Full Details** Top Five Dash Top Five Graphs Item Tr ... (+) :

Trigger	Raise Date	Due Date	Clear Date	Days to Clear	Days Active	Triggering Data	Survey	Raiser Name
Manual	1/12/2021 1:25 PM				9/10/1903	0 in Introduction to Digital M		Clark, Stephanie
Manual	1/12/2021 1:25 PM				9/10/1903	0 in Introduction to Digital M		Clark, Stephanie
Manual	1/12/2021 1:25 PM				9/10/1903	0 in Introduction to Digital M		Clark, Stephanie

... Raised Item Details Cleared Item Details **Full Details** Top Five Dash Top Five Graphs Item Tr ... (+) :

Raiser Comments	Clearer Comments	Status	Closure Reason	Closure Category	Student Can Manage	Closed By Student	Student Closure Reason	Student Requested Closure Comment
You're receiving t		Active			N/A			
You're receiving t		Active			N/A			
You're receiving t		Active			N/A			

[Full Details](#)
[Top Five Dash](#)
[Top Five Graphs](#)
[Item Tr ...](#)

Early Alert Summary Report

This report summarizes alerts by type and number of students. Here is sample output:

Total Items Raised		Breakdown of items based on method raised			Total Unique Students With a Flag or Kudos	
Item Name	Total Raised	Manually Raised	Survey Raised	System Raised	Average Number of Flags Per Student	Average Number of Kudos Per Student
FLAGS	1128	172	660	296		2074
Academic Concern - Credit	563	57	506	0		
Academic Concern - Failing (Credit)	43	43	0	0		
Attendance and Participation Concern	226	72	154	0		
Canvas Inactivity	146	0	0	146		
ECEAP - Low Grade Average	20	0	0	20		
Enrollment Added-Online Pathways	9	0	0	9		
Enrollment Added-Veterans	50	0	0	50		
Enrollment Dropped-Online Pathways	9	0	0	9		
Enrollment Dropped-Veterans	59	0	0	59		
STEM Core - Low Grade Average	3	0	0	3		
KUDOS	1669	112	1557	0		
Good Participation	395	54	341	0		
Keep Up the Good Work	1264	48	1216	0		
Outstanding Academic Performance	6	6	0	0		
Thank You!	4	4	0	0		
REFERRALS	26	26	0	0		
Basic Needs Referral	2	2	0	0		
Counseling Referral	4	4	0	0		
Digital Dons Referral	1	1	0	0		
DSPS Referral	2	2	0	0		
Health & Wellness Referral	1	1	0	0		
Math Center Referral	2	2	0	0		
Tutoring Referral	14	14	0	0		
GRAND TOTAL	2823	310	2217	296		

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[Total Items Raised](#)
[Total Manually-Raised Items](#)
[Total Survey-Raised Items](#)