Starfish Handbook

Contents

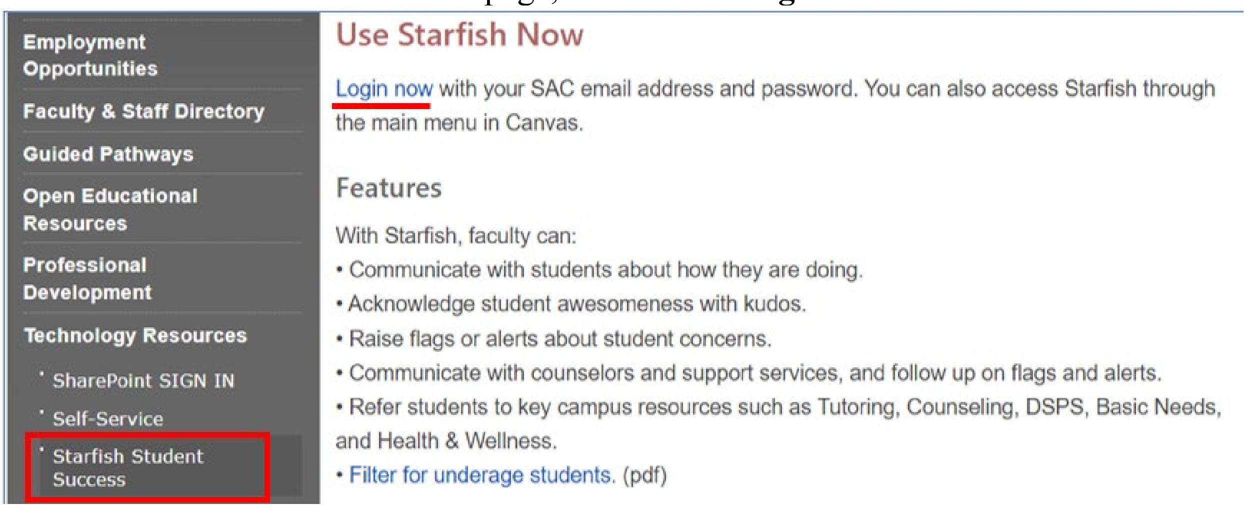
Accessing Starfish

There are several ways to access Starfish:

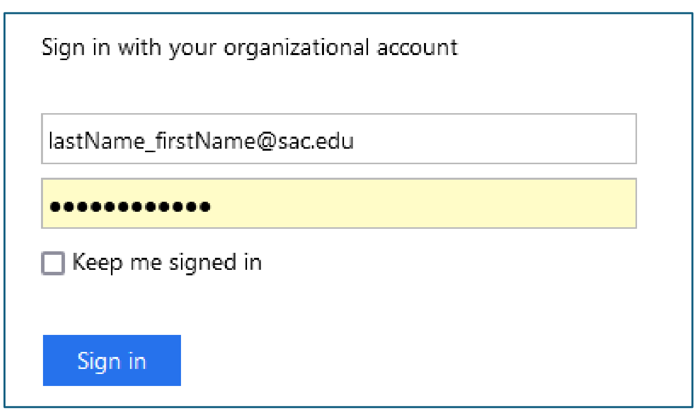
a. **Direct Link:** https://sac.starfishsolutions.com/starfish-ops/.

b. **Canvas Navigation:** Select the Starfish logo in the left navigation menu of Canvas.

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

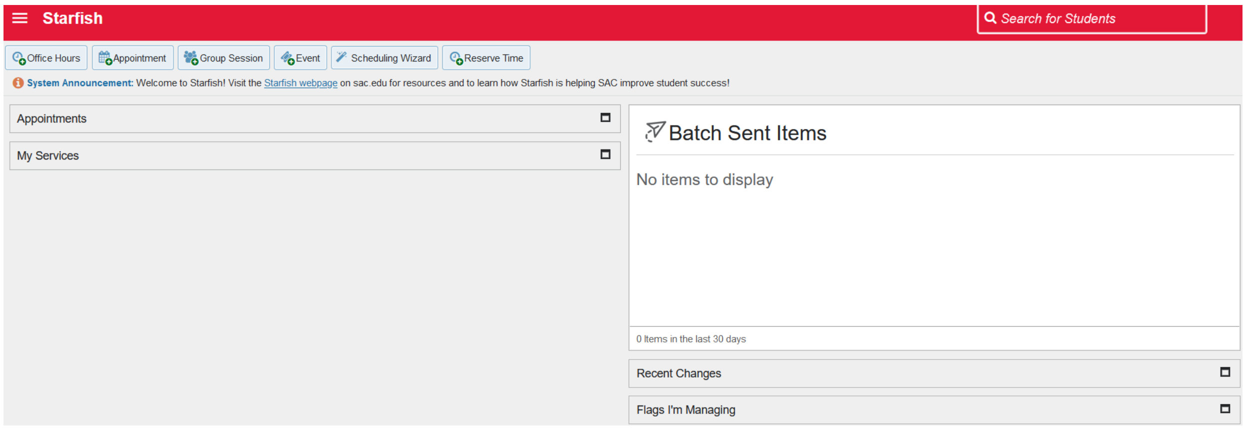


Regardless of how you access it, you will be redirected to the Sign In page for RSCCD Single Sign-On. Input your username and password and select "Sign In":



Home

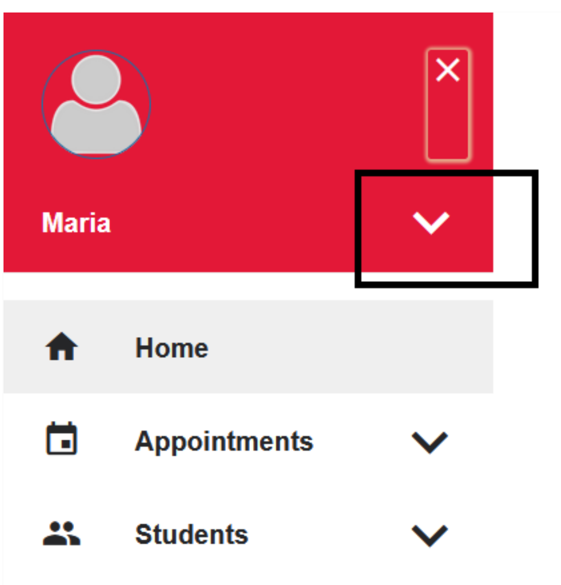
On login, Starfish presents a home page that will display various items, such as upcoming appointments, services directory information, messages, recent changes to items you are tracking and information on any flags you are managing.



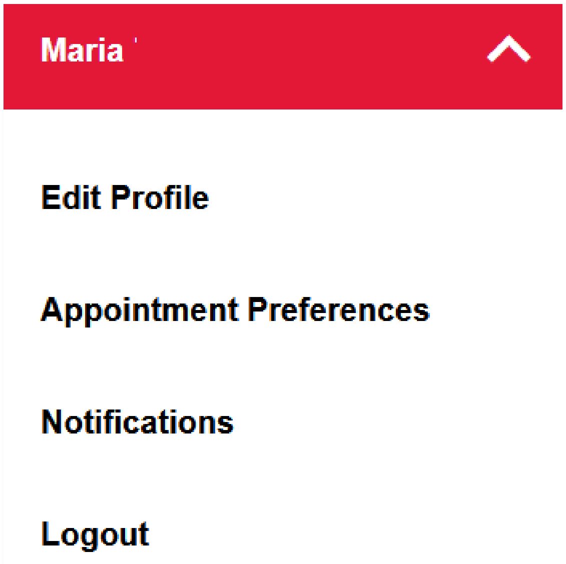
You can change your landing page to a different page of the system by editing your user profile. Your profile and other pages can be access through the main menu in the top left corner:

User Profile

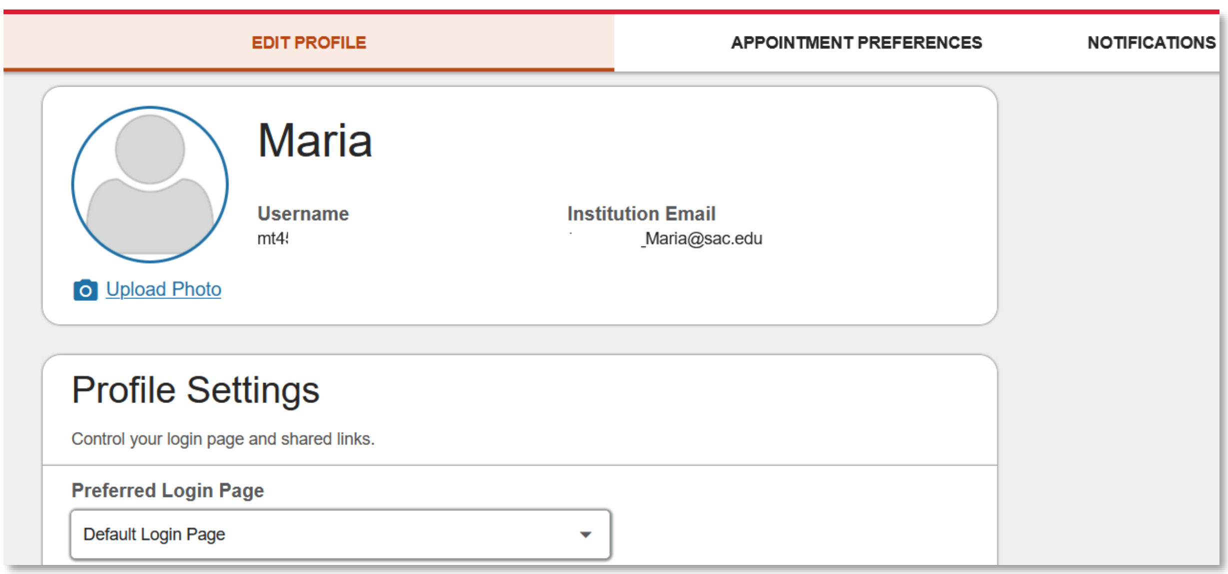
To access your profile, select the arrow next to your name in the main menu:



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

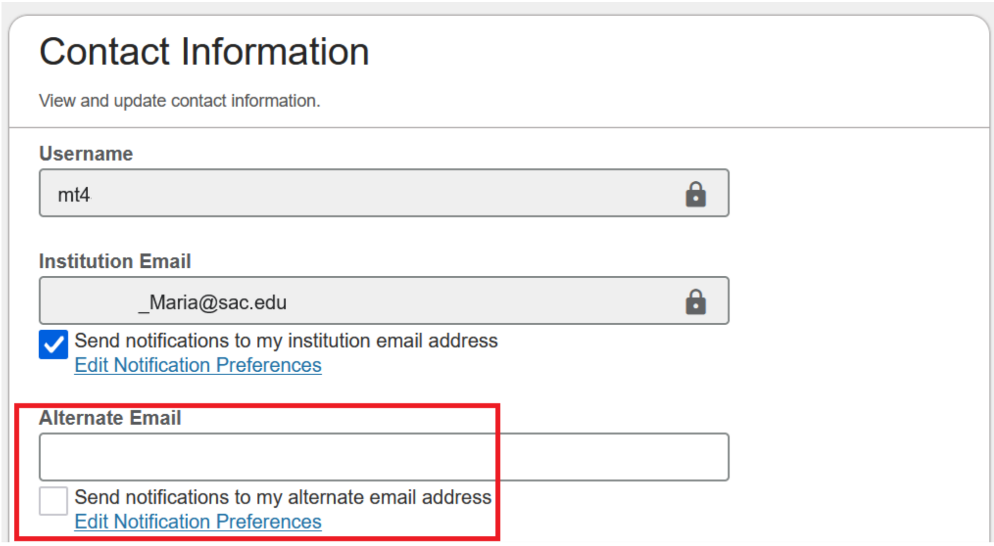


Once you begin editing your profile, you can switch between those options using the tabs at the top of the screen. The tab with the shaded background is the one that is currently selected:



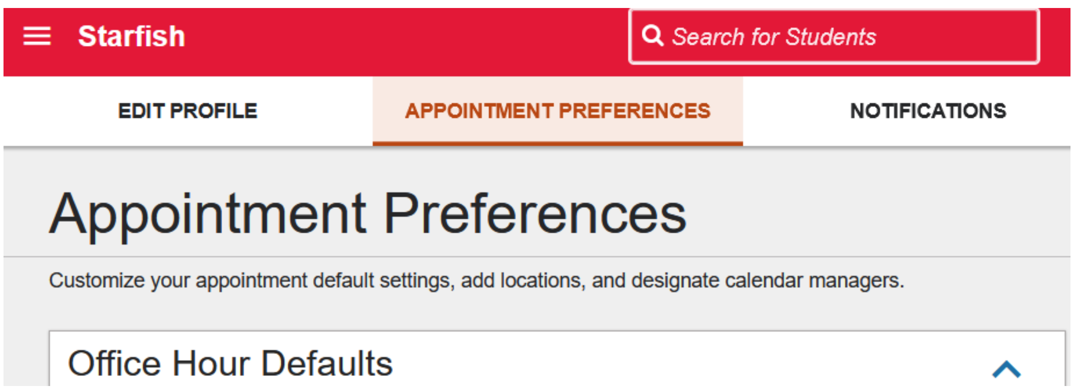
Contact Information

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



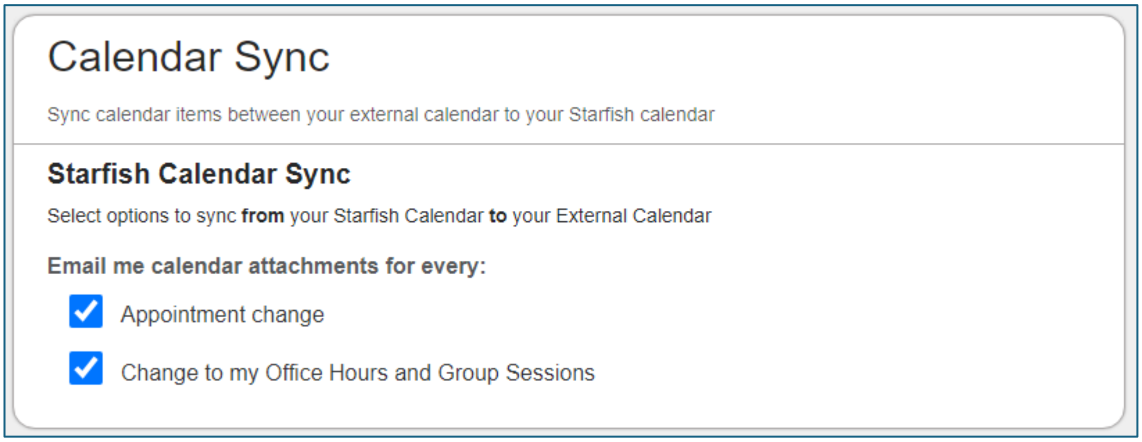
Appointment Preferences

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

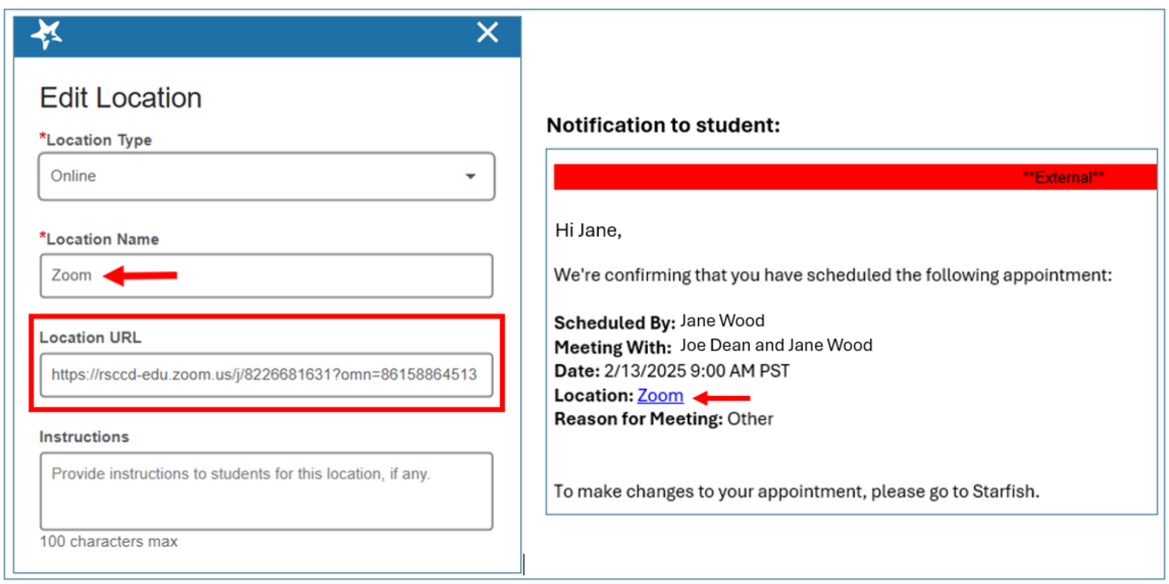


Adjust your appointment settings as follows:

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



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.



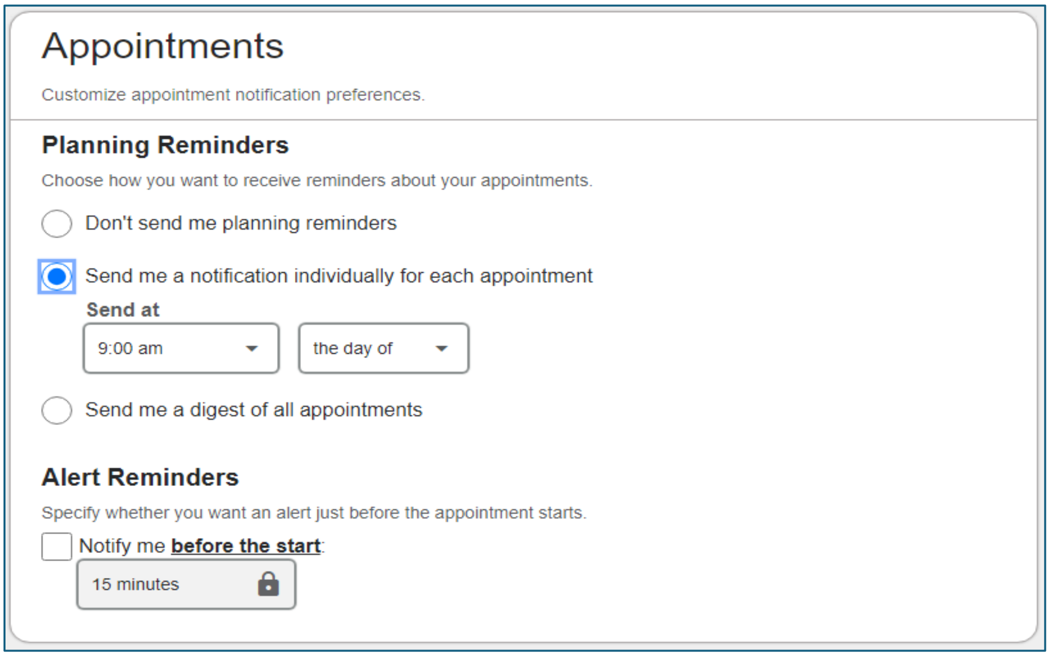
e. Optional: If you want someone else to manage your calendar, add a calendar manager.
f. Select the “Submit” button to save your changes.

Notifications

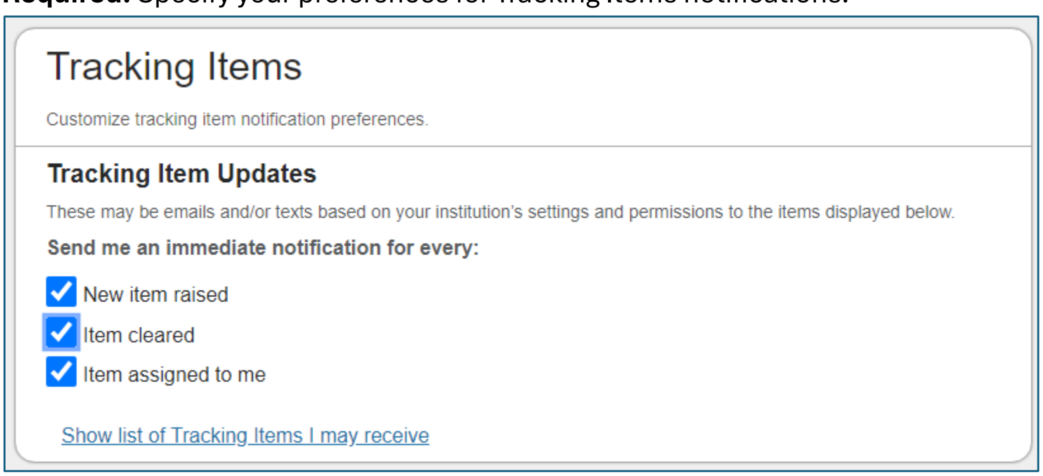
You can customize how you receive notifications from the system on the Notifications tab:

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.



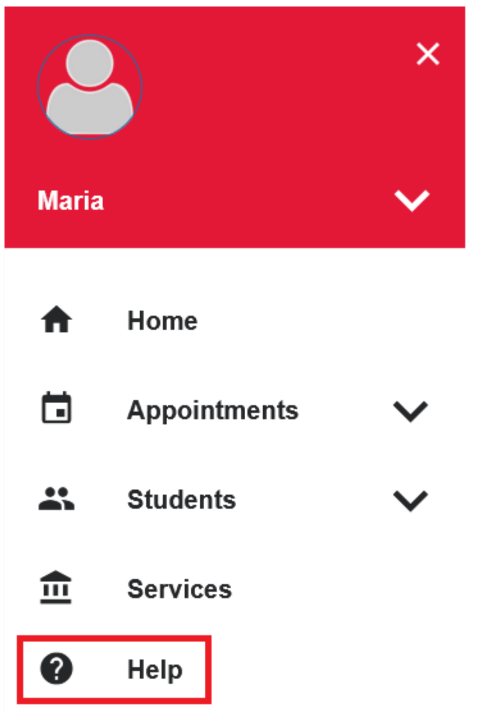
c. **Required:** Specify your preferences for Tracking Items notifications.

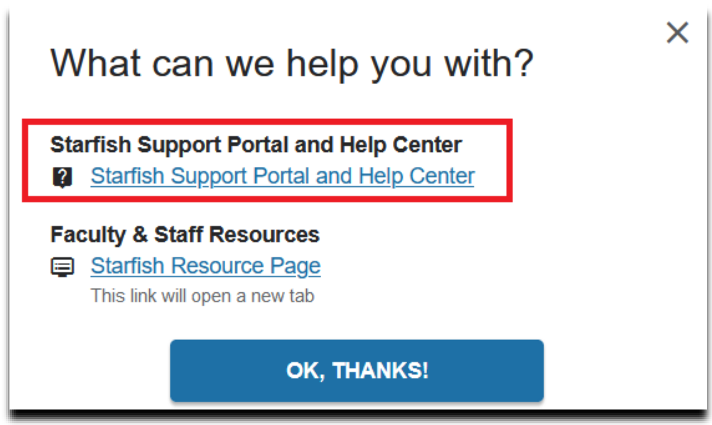


Select the "**Submit**" button to save your changes.

Help Center

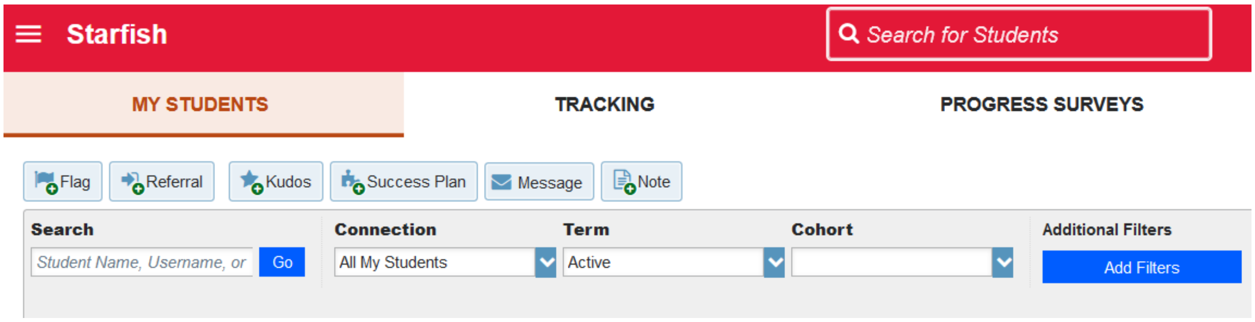
Videos, articles, and detailed descriptions of all the fields features in Starfish are available through the Starfish Support Portal and Help Center. To access, select the Help option from the main menu and select the Support Portal and Help Center link from the dialog box:





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

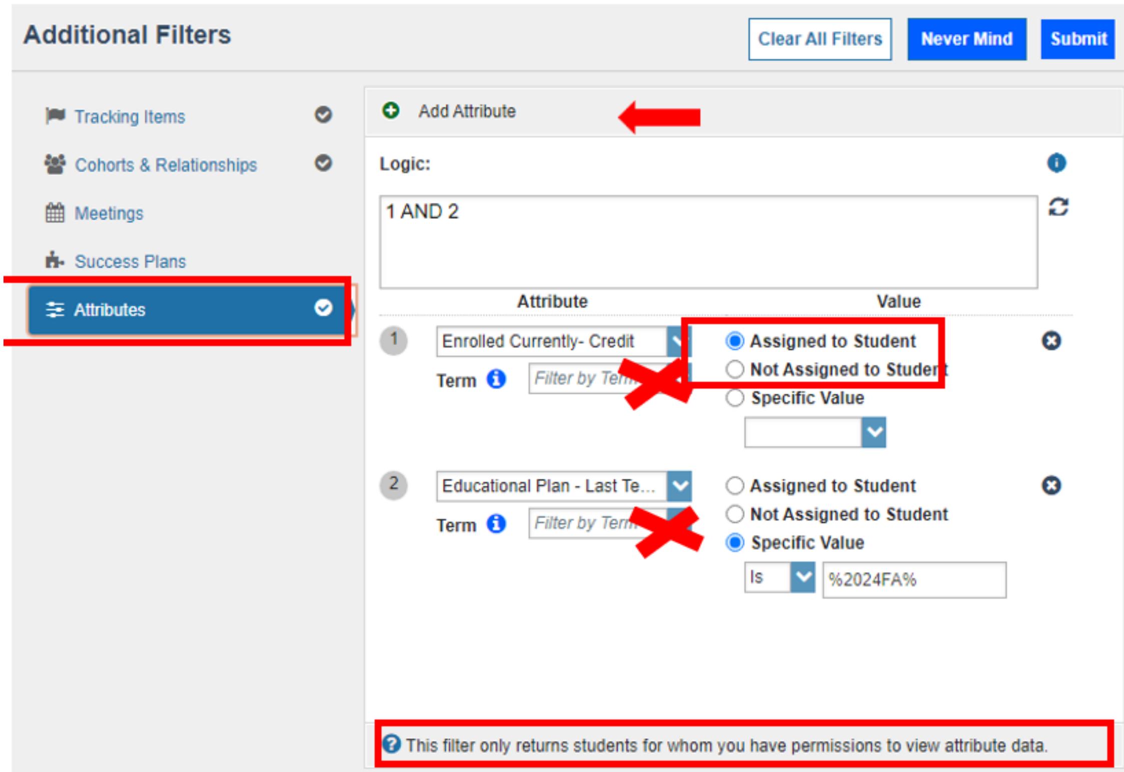
The key difference between the Organizations filter and the Attributes filter is in how they combine criteria. **The Organizations filter uses an "OR" condition**: applying more filters will increase the amount of data returned, similar to the Cohort filter. In contrast, **the Attributes filter uses 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* ***<u>not</u>*** *have this attribute.*

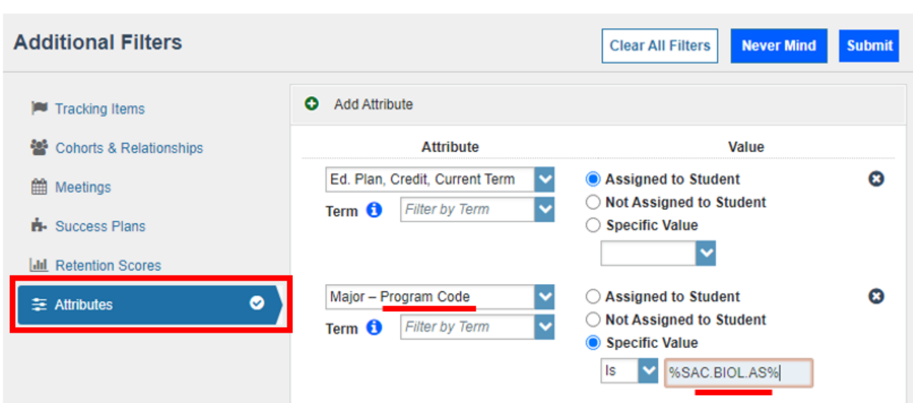
- ***Specific Value:*** *Student must have a specific value: keywords indicating the value type follow a dash in the attribute name (Term, Date, Program Code, etc.)*



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

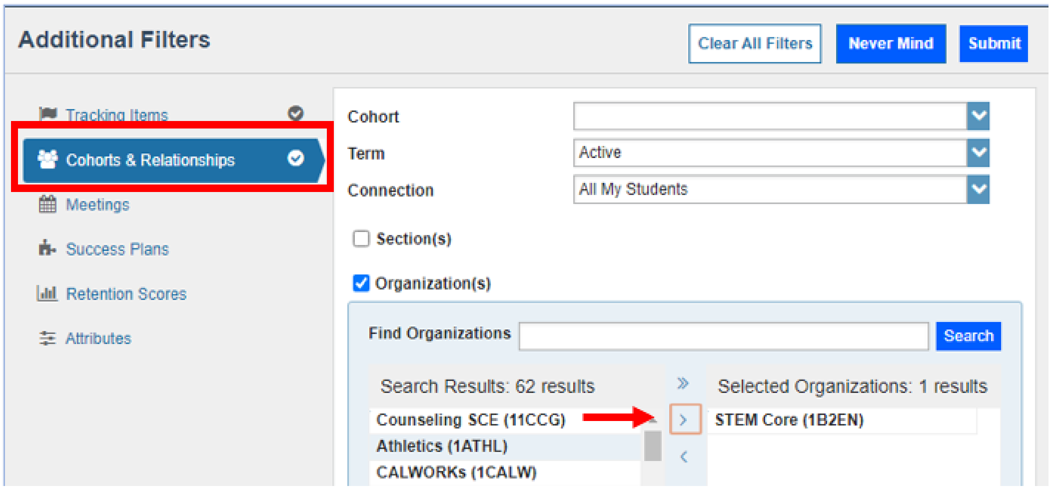
Enrollment, Credit – First Term	Graduated – Career & Academic Pathway Code
Enrollment, Credit – Last Term	Graduated – Program Code
Enrollment, Last Add/Drop – Date	Graduating, Approved – Program Code
	High School Attended – Name

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.



Using Organizations

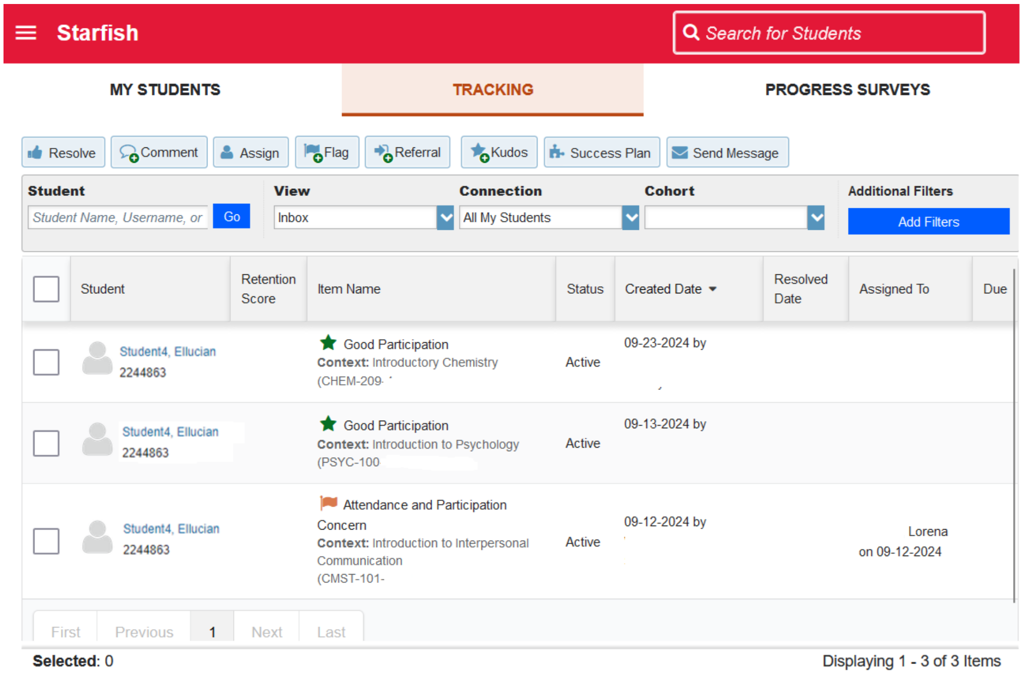
In the Additional Filters window, select the "**Cohorts & Relationships**" tab and check the "**Organization(s)"** option. Choose organization(s) from the list and move it or them to the **Selected Organizations** box by selecting on the '**>**', and then select "**Submit**" to apply the filter.



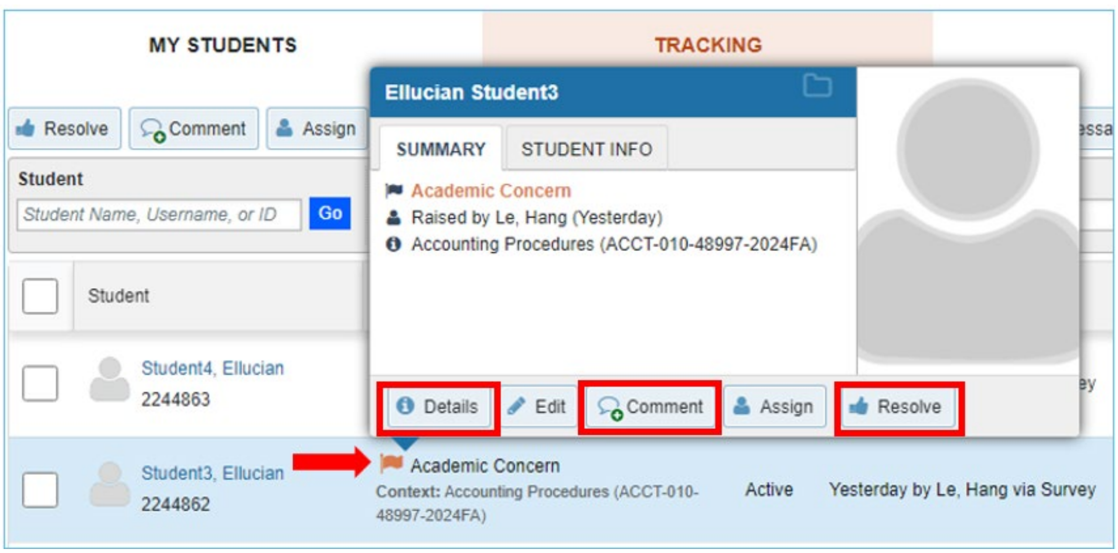
Tracking Items

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:

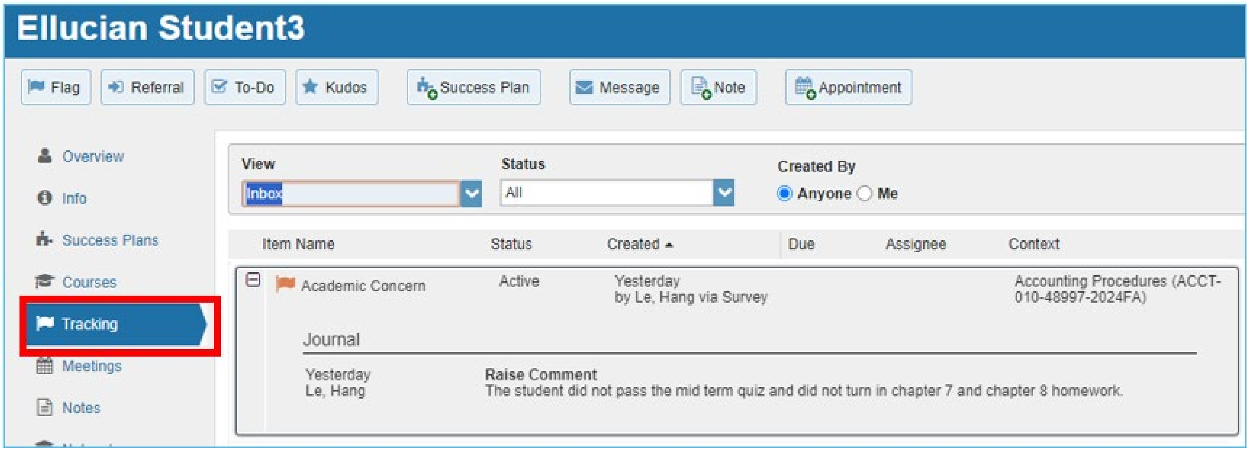


To manage or get more information about a tracking item, hover over the item symbol in the Tracking tab to see options for managing the item such as: "**Details**", "**Comment**", or "**Resolve**".



Details

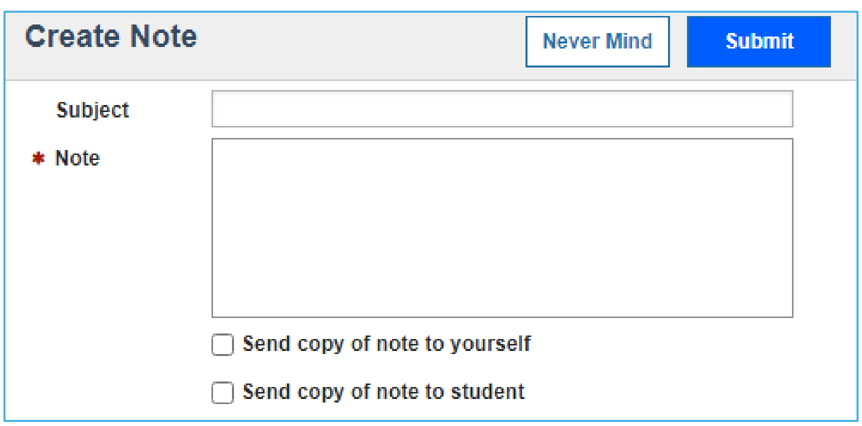
To view the full history of a tracking item, including previous comments, select "**Details**". This opens the student's full tracking information. You can close this window or manage the item directly from here:



Comments

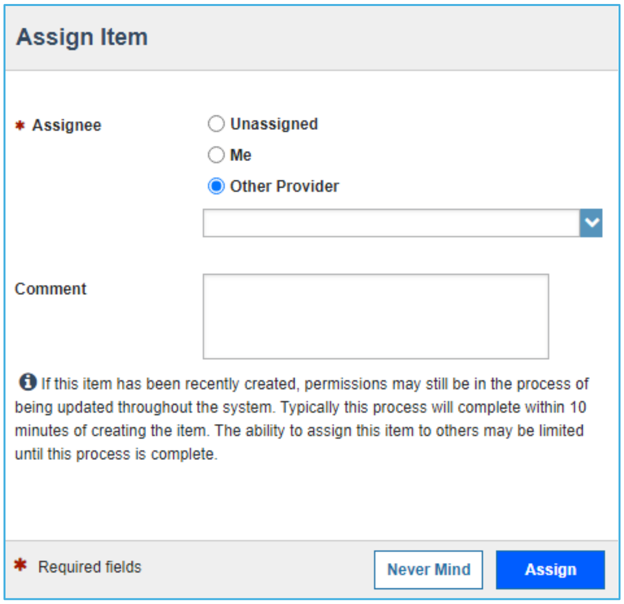
To record progress without closing the item**,** select **"Comment".** This opens the Create Note pop-up, where you can describe your progress. You can also email the note to the student, yourself, or the person who raised the item. Select "**Submit**" to save your comment.

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



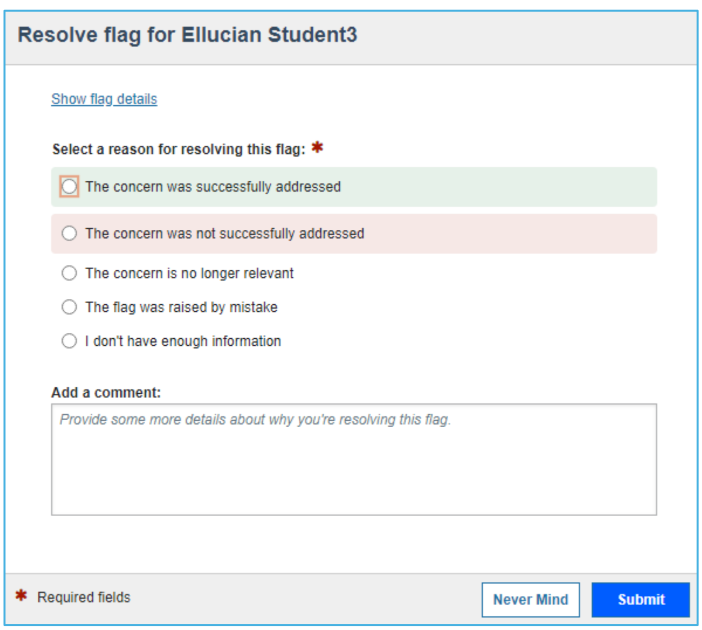
Assigning

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.



Resolving

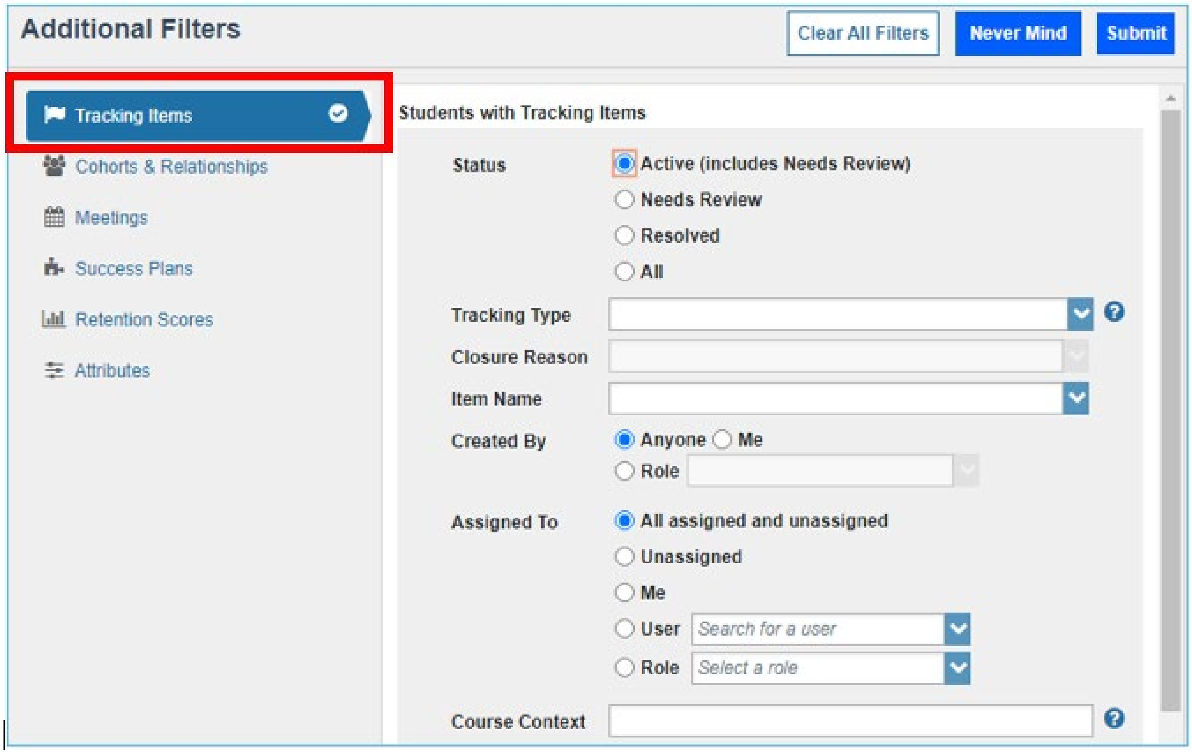
To resolve a tracking item, select "**Resolve**" from the hover options. The Resolve Flag Reasons window will appear. Select the appropriate reason. Adding a resolution comment is optional, but you may include one if desired. Select "**Submit**" to finalize.



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

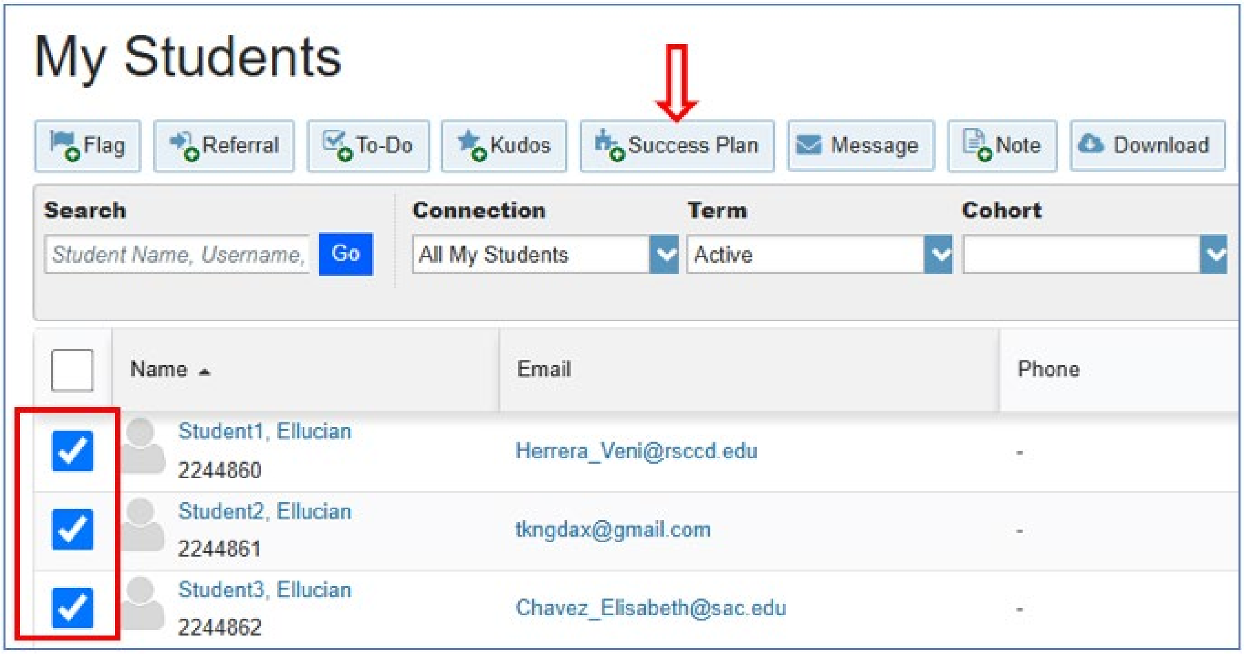
There are multiple options to filter tracking items. Use the blue “Add Filter” button to access the Additional Filters window and select Tracking Items from the top left:



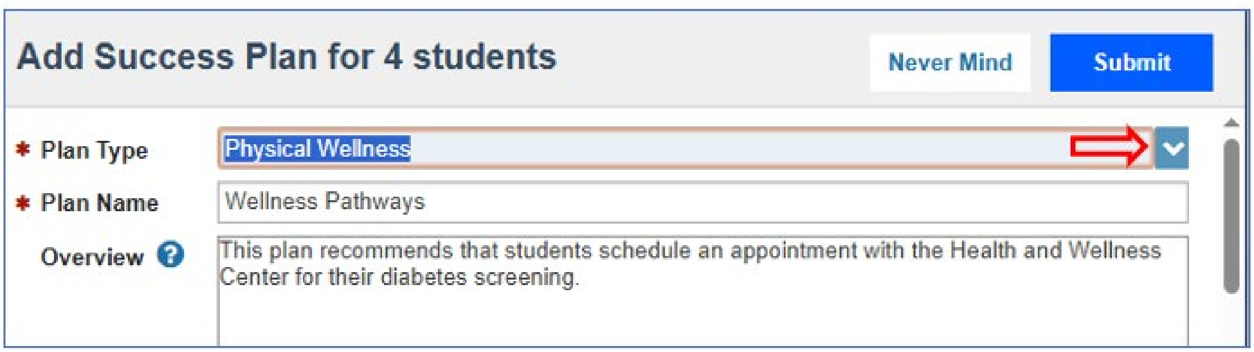
Success Plans

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):

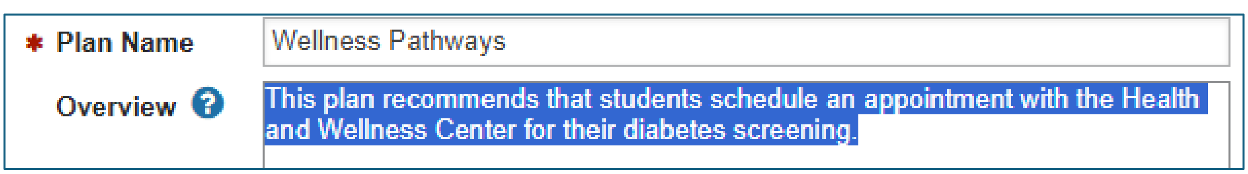
Select the desired student(s) and click the Success Plan button. You may select up to 750 students at a time.



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.

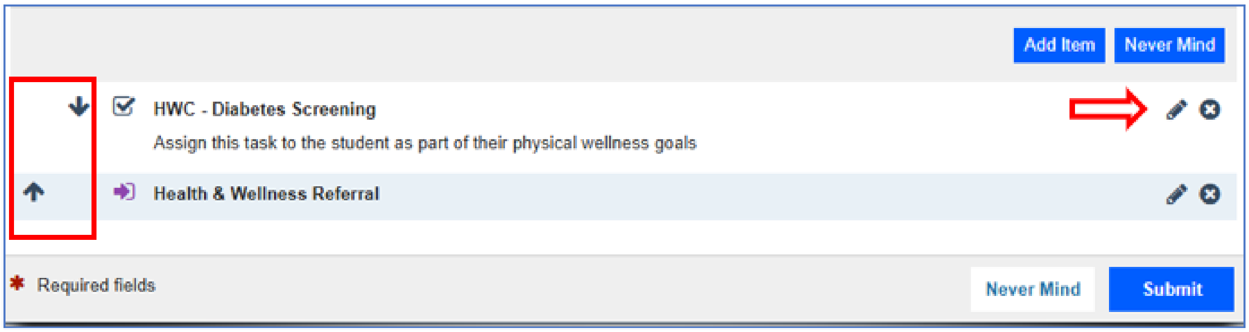


Update the Overview if necessary. The default Overview displays, but you can customize this with a more specific description. The Overview provides general information about the plan and is visible to anyone who has access to the plan and is displayed on the printable version of the plan.



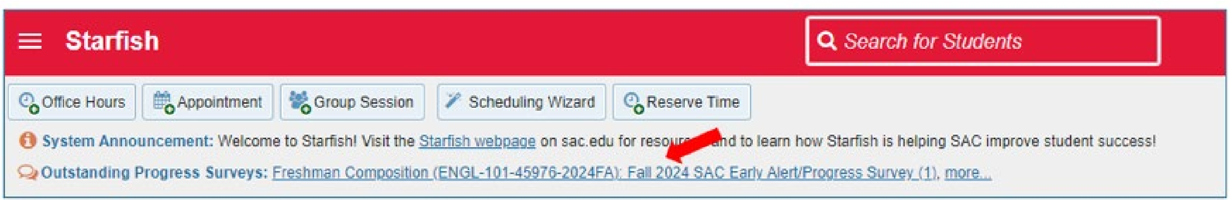
As you scroll down, you will find the list of tracking items that make up this Success Plan type as well as detailed descriptions.

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

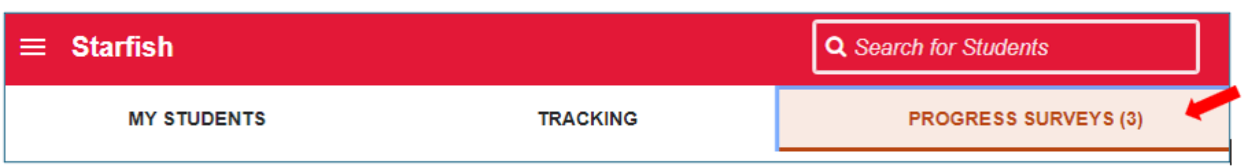


Progress Surveys

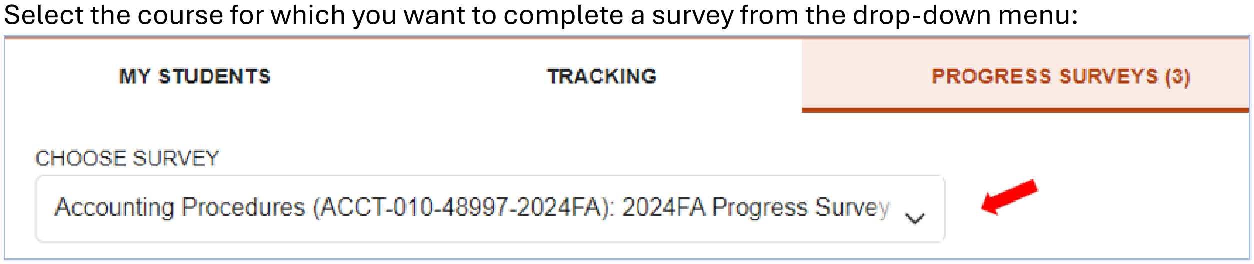
In addition to accessing the Progress Surveys tab from the Student page, instructors can also access it from the Starfish Home screen when there are surveys waiting for you. Select the link next to "**Outstanding Progress Surveys**" under the "**System Announcements**" section:



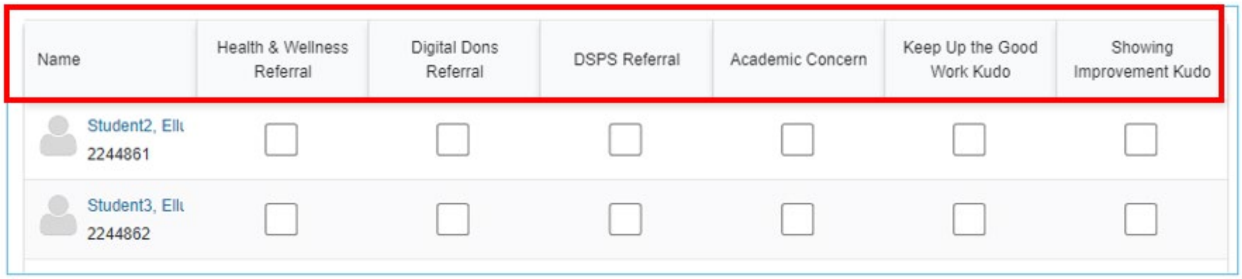
You may have one or more surveys to complete, one for each course you are instructing. The number displayed on the Progress Surveys tab indicates how many surveys you need to complete.



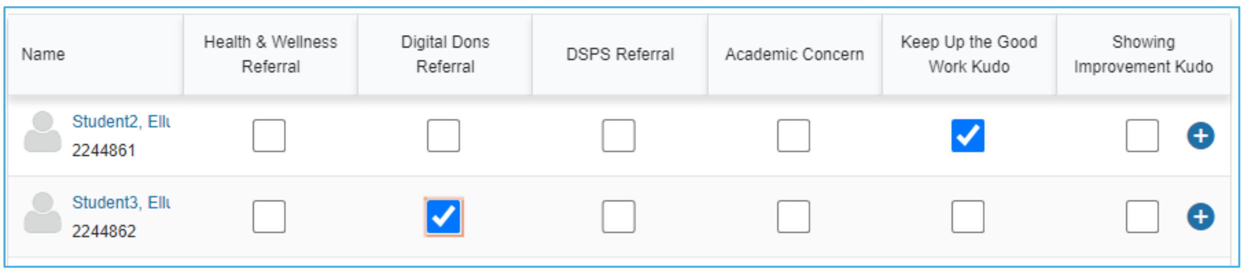
Select the course for which you want to complete a survey from the drop-down menu:



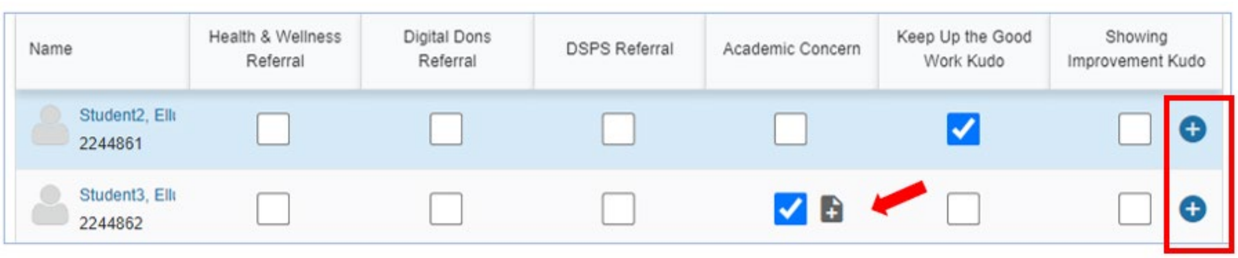
Your course roster will appear vertically on the left, while the survey options will be displayed horizontally across the top.



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

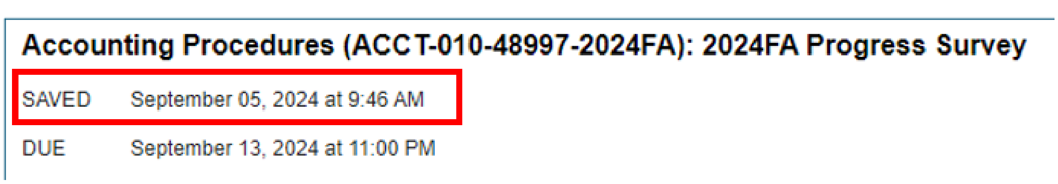


Add comments by selecting the plus (+) icon. These comments will be included in messages sent to the student and their support network, which is especially useful if assistance is needed. Some items will require you to add a comment and will open the comment field automatically. An item with a comment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



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:



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.

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.

From: notices@starfishsolutions.com <notices@starfishsolutions.com>
Sent: Thursday, September 5, 2024 9:15 AM
To: Doe, Yolanda <Doe_Yolanda@sac.edu>
Subject: [EXTERNAL] [Starfish] Confirmation: 2024FA Progress Survey

External

Dear Yolanda,

Thank you for completing the following Starfish Progress Surveys:

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

You raised the following tracking items:

- Academic Concern: Ellucian Student3
- Showing Improvement Kudo: Ellucian Student4
- Keep Up the Good Work Kudo: Ellucian Student2

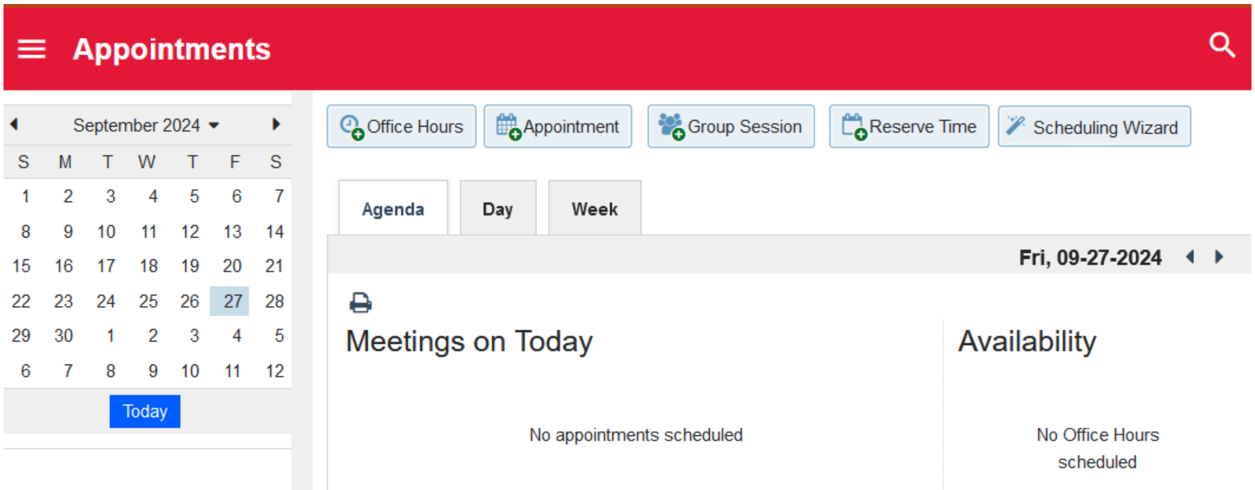
We appreciate your dedication to student success at our institution. Thank you again for your participation!

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:

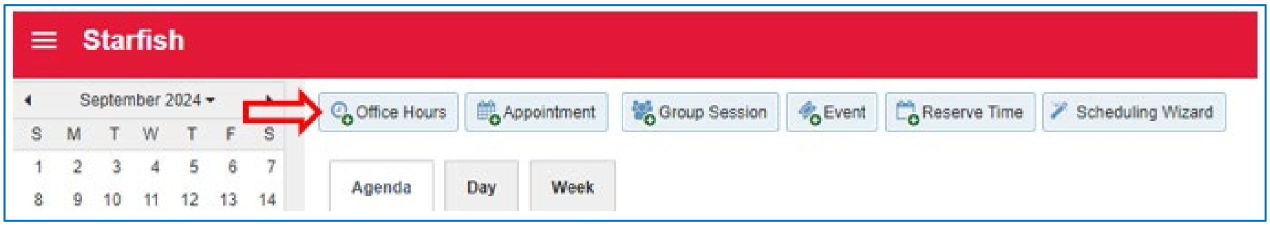
- **Speed Notes:** Quickly record notes about the meeting.
- **Meeting Reason:** Document the reason for the meeting.
- **Enrollment Course**: Link relevant student enrollment course to the meeting reason.
- **Meeting Outcomes**:
  - Log actual appointment durations for accurate reporting.
  - Add comments 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.
  -

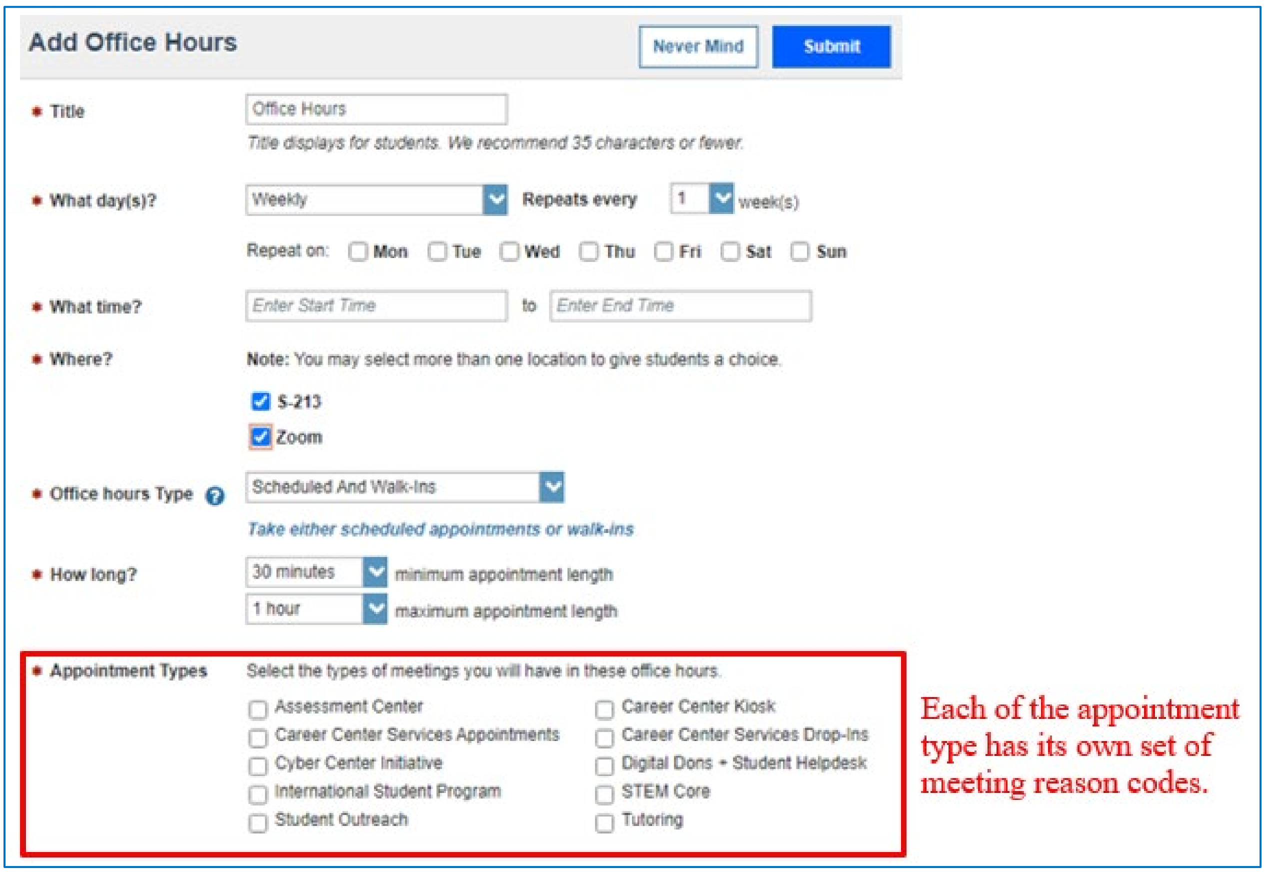
Adding Office Hours

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:





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.

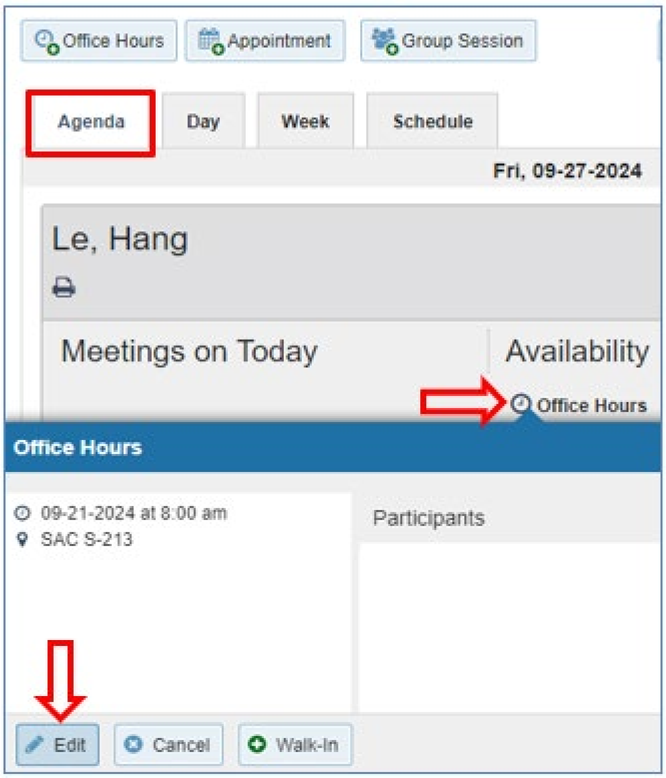
Updating or Canceling (Deleting) Office Hours

To update your office hours:

a. Go to the "**Appointments**" link in the left navigation bar.

b. Select the "**Agenda**" tab to view your current availability.

c. Hover over the clock icon and select the "**Edit**" button.



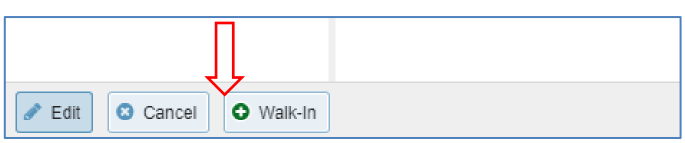
Removing or Cancelling an Office Hours Block

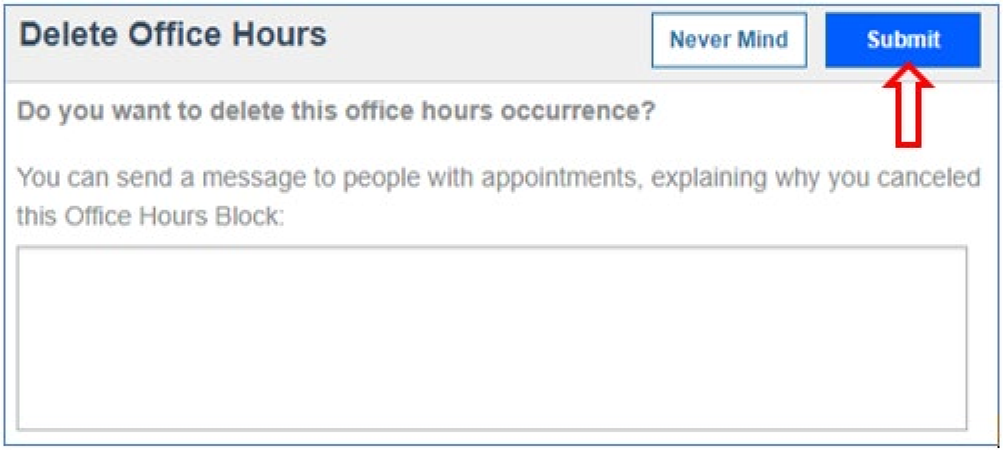
To remove or cancel the current office hours:

a. Select the "**Cancel**" button.

b. A confirmation window will appear. Here, you can send a message to individuals with appointments, explaining the cancellation.

c. Select the "**Submit**" button to finalize the cancelation.





Adding an Appointment

To add a meeting appointment for a student:

a. Select the "**+Appointments**" button at the top of your Appointments page or on the Home page.

b. **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.

c. **When:** Specify When the meeting will take place (date, start time, end time).

d. **Where:** Select the location from the options available in the "Where" drop down list.

e. **Reason:** Choose a reason for the meeting.

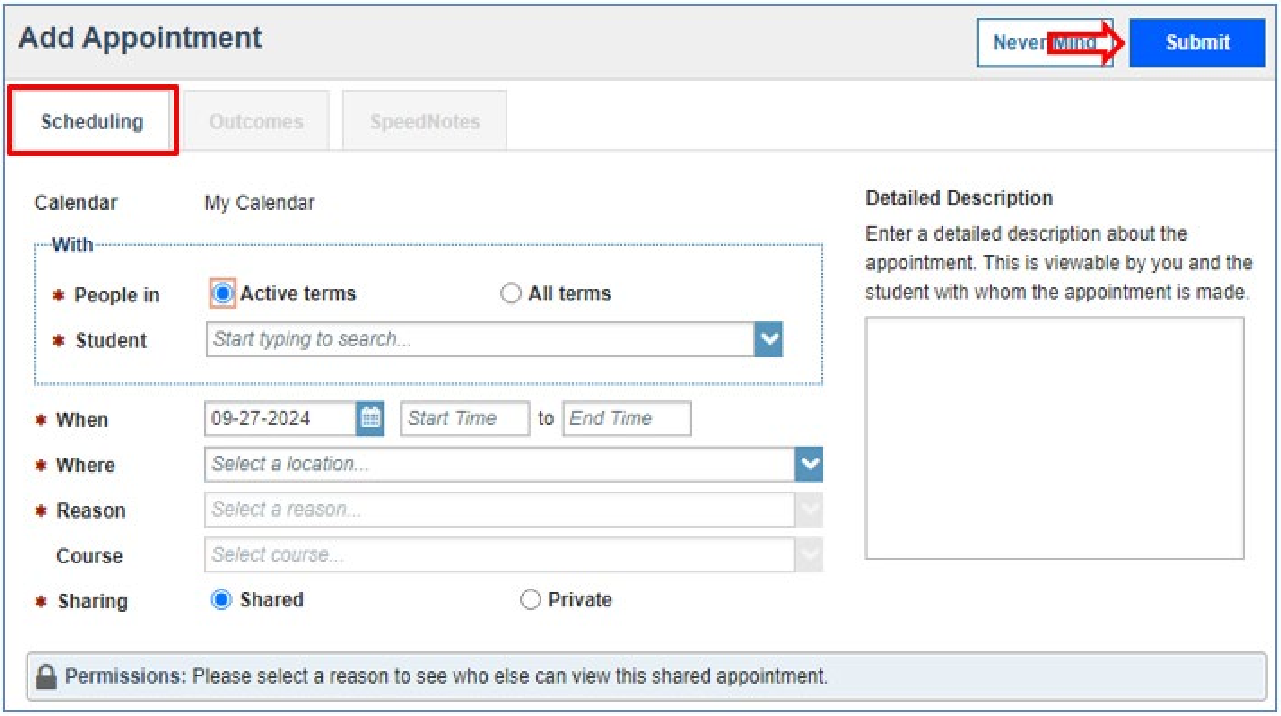
Note: Available reasons depend on the student's relationship to you and the appointment types assigned to your Starfish roles.

f. **Course:** Choose a relevant course from the presented list (if applicable).

g. **Sharing:** Decide whether to share the meeting details or keep it private.

h. **Detailed Description (optional):** Type a description of the meeting that will be visible to the student and others who can view the appointment.

i. **Submit:** Select the Submit button to schedule the meeting.



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:

a. Find the appointment in your Starfish calendar under the "Agenda" tab.

b. 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.

c. Select the "**Outcomes**" button to open the "Outcomes" tab in the "**Edit Appointment**" form.

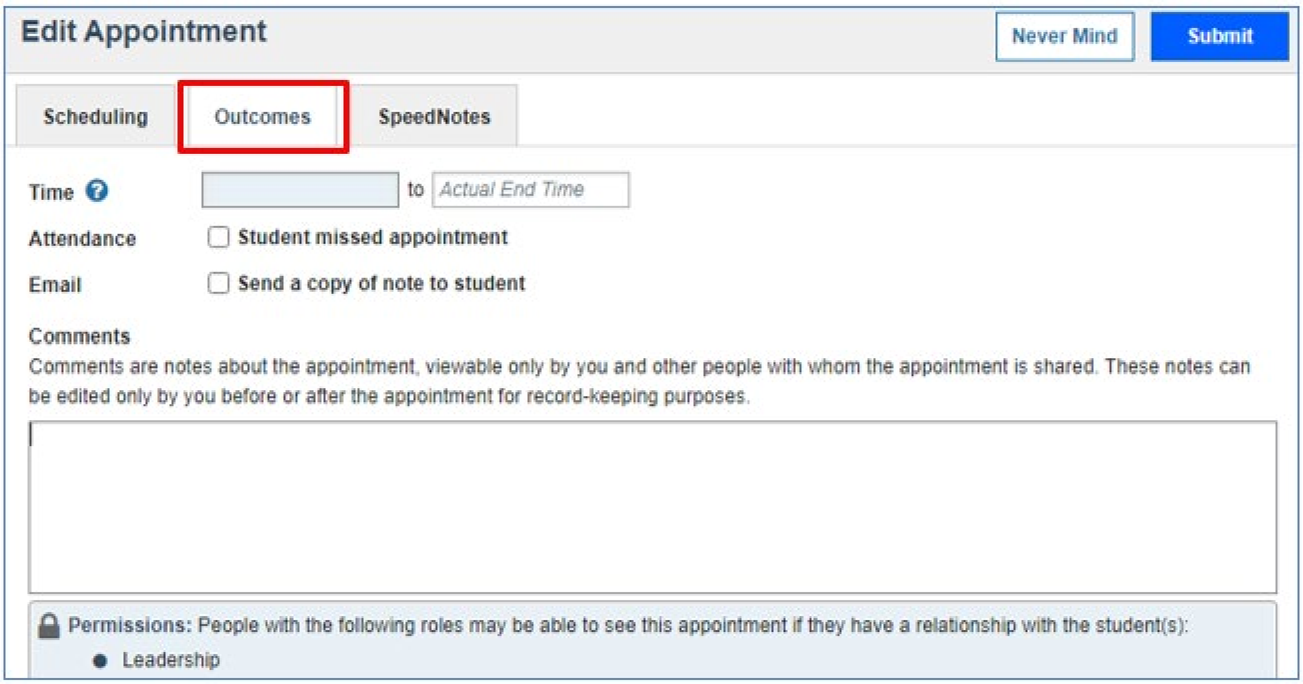
d. If the student missed the meeting, check the box labeled "**Student missed appointment.**" This will trigger an email notification to the student.

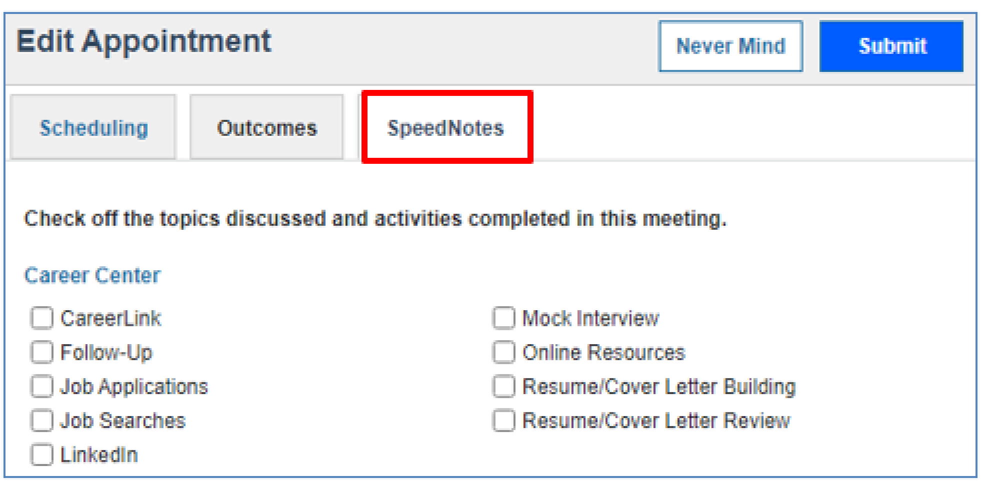
e. Provide narrative notes summarizing key points from the meeting (optional).

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.





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.

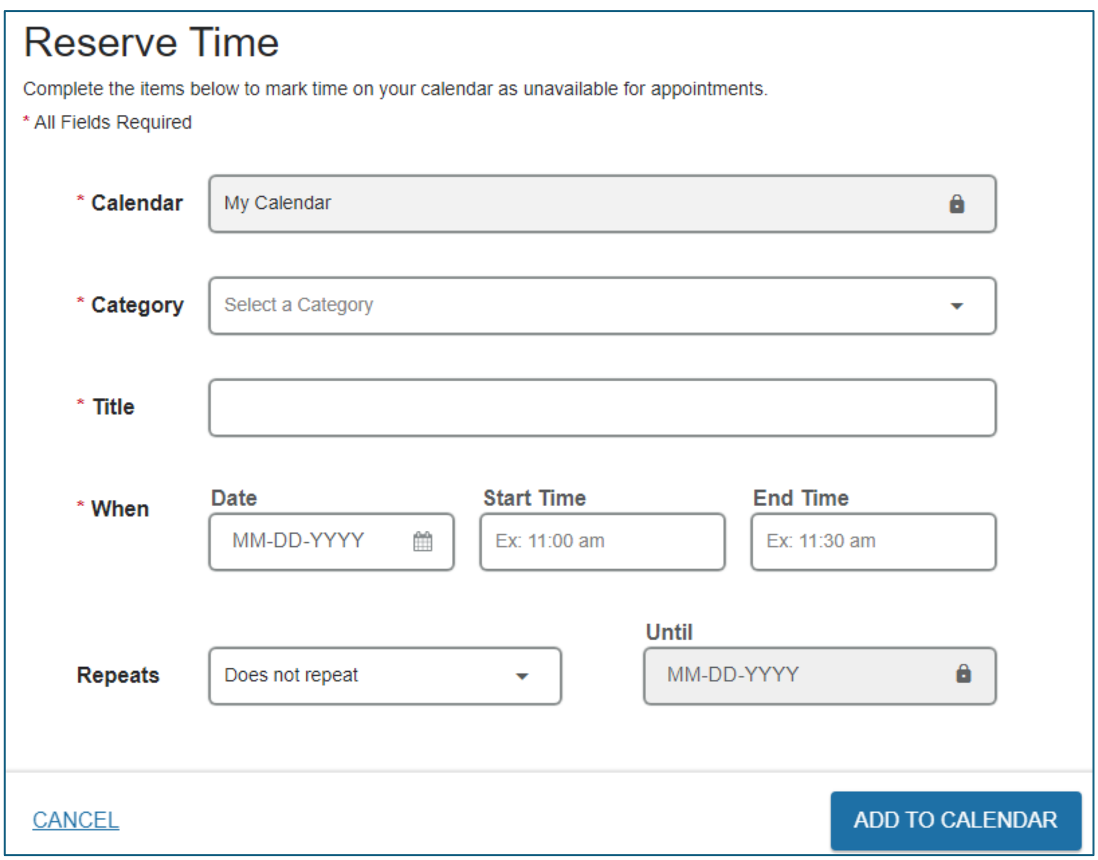
b. Select a reserve time category: Break, Meeting, Out of the Office, or Holiday.

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.



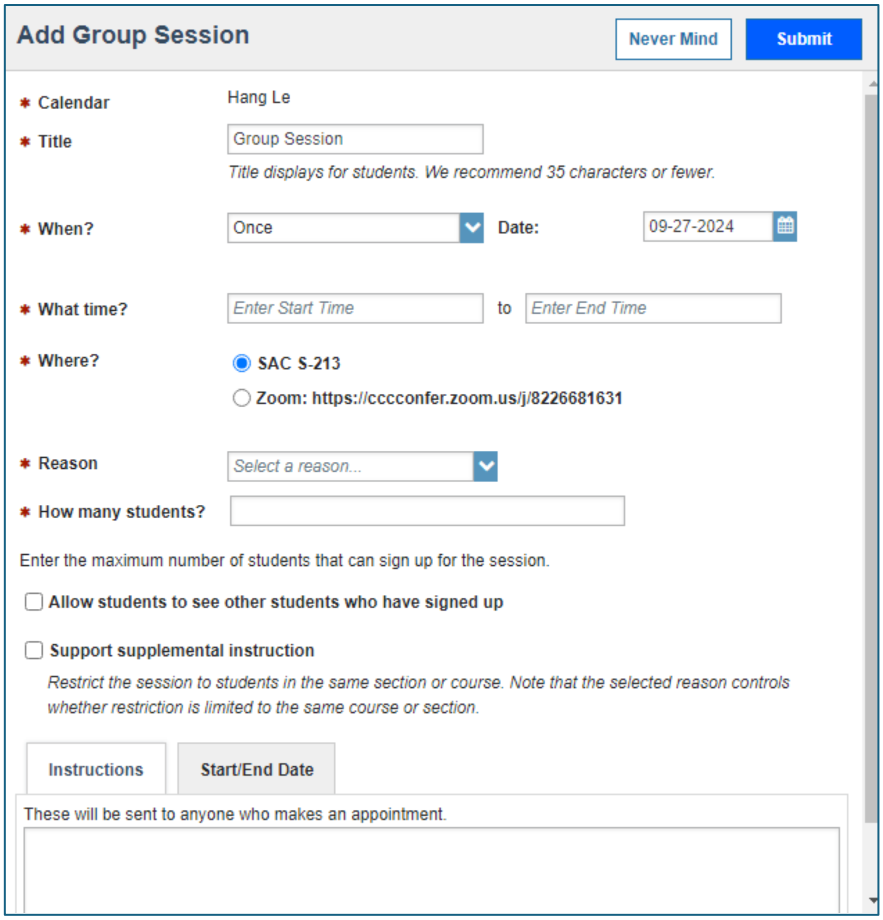
Adding a Group Session

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:

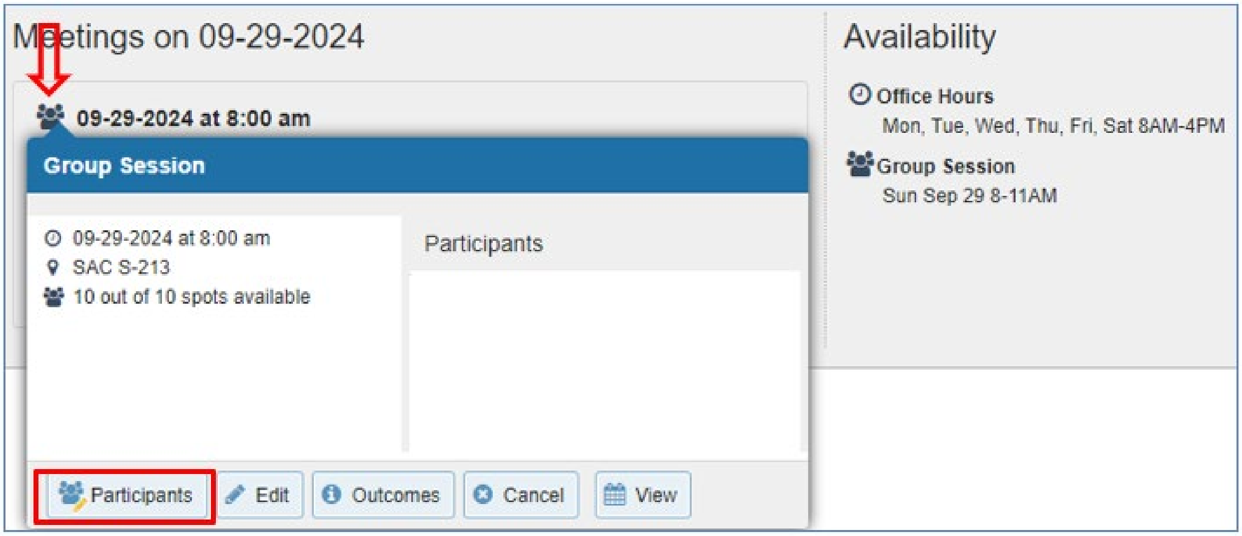
- **Title:** Enter a title for the session to indicate its purpose.
- **When:** Choose how often this session should recur on your calendar and select a start date.
- **What Time:** Specify the start and end times for the session.
  Note: Group session times cannot overlap with office hours.
- **Where:** 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.



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:

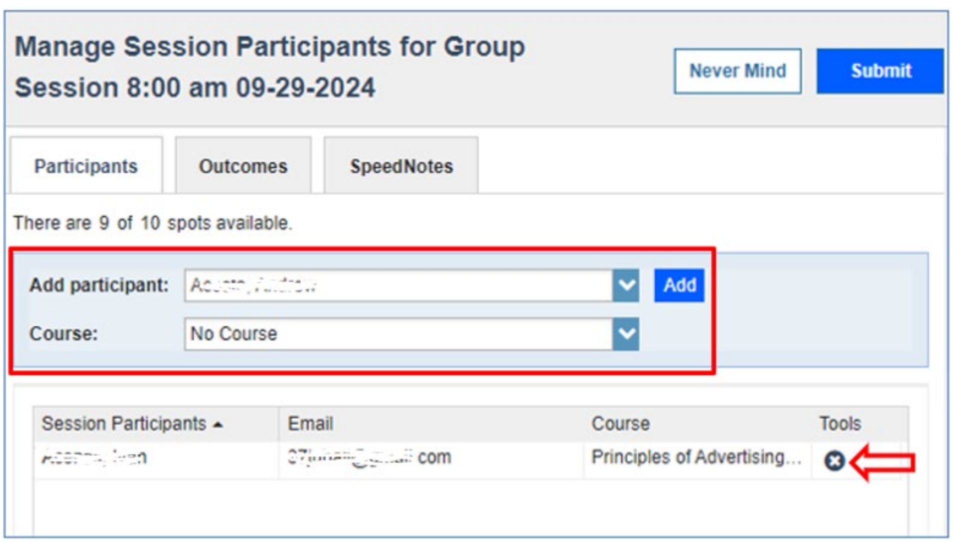
- Go to the "**Appointments**" page in Starfish and find the appropriate Group Session.
- In the "**Agenda**" view, hover over the "**Group Session**" icon to the left of the session title to display the "**Group Session**" window.
- Select the "Participants" button to add participants.



- **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.



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.

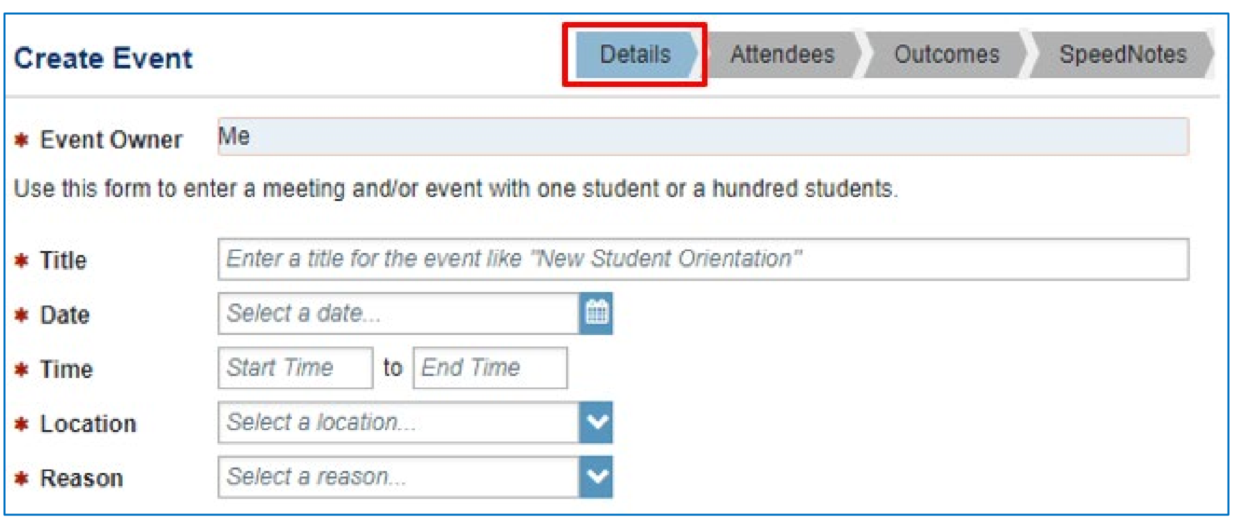
Events can only be added for dates in the past; the calendar will not allow you to select a future date.

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.

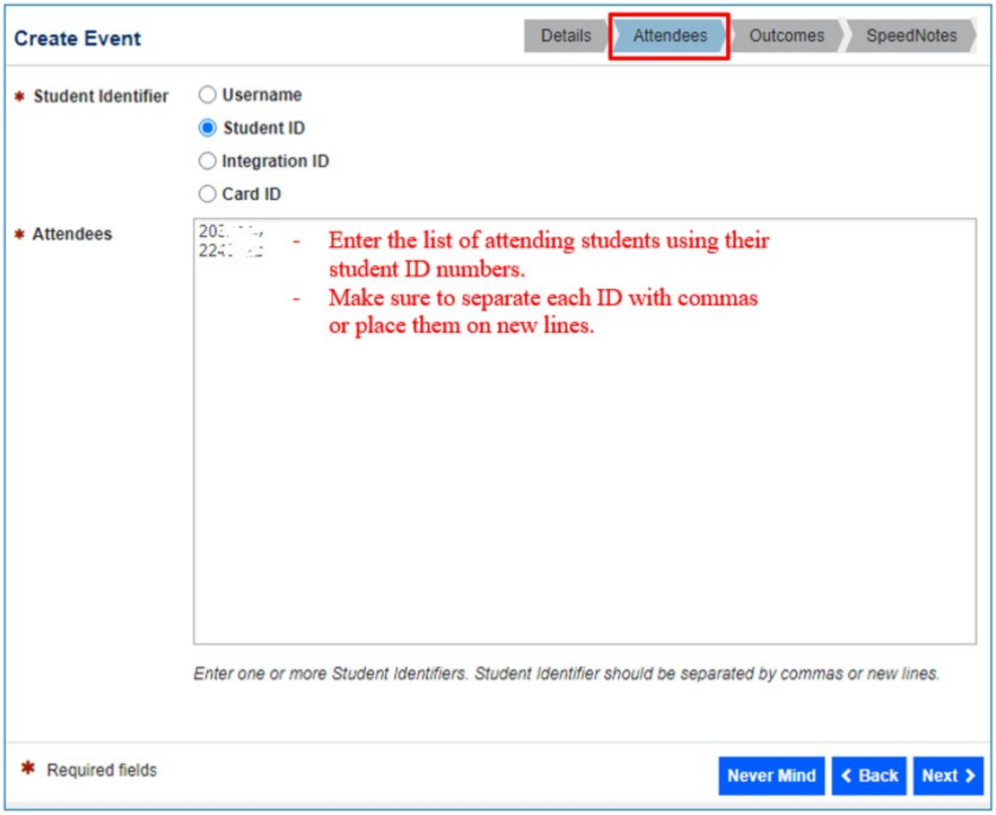
b. Fill in the necessary details in the Details tab:

- **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.

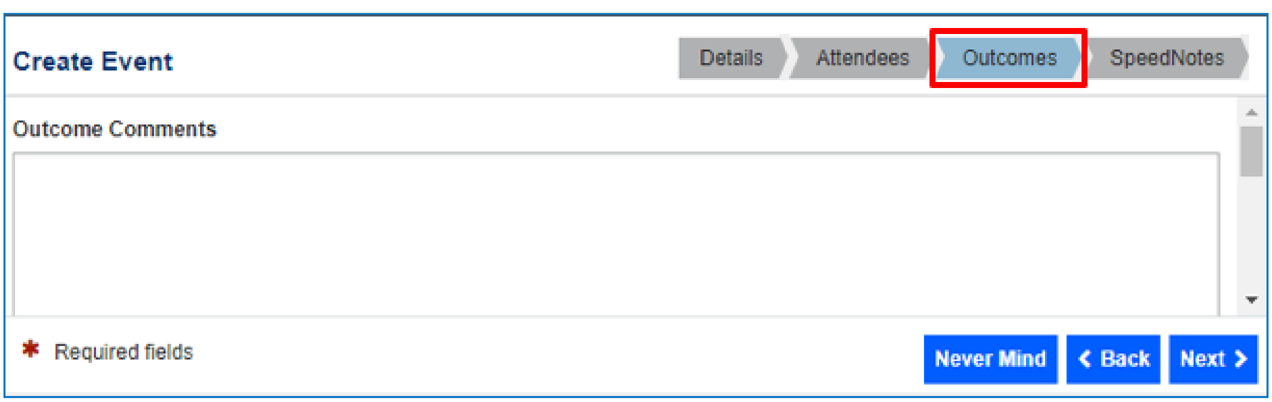


c. Go to the "**Attendees**" tab.

- 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.

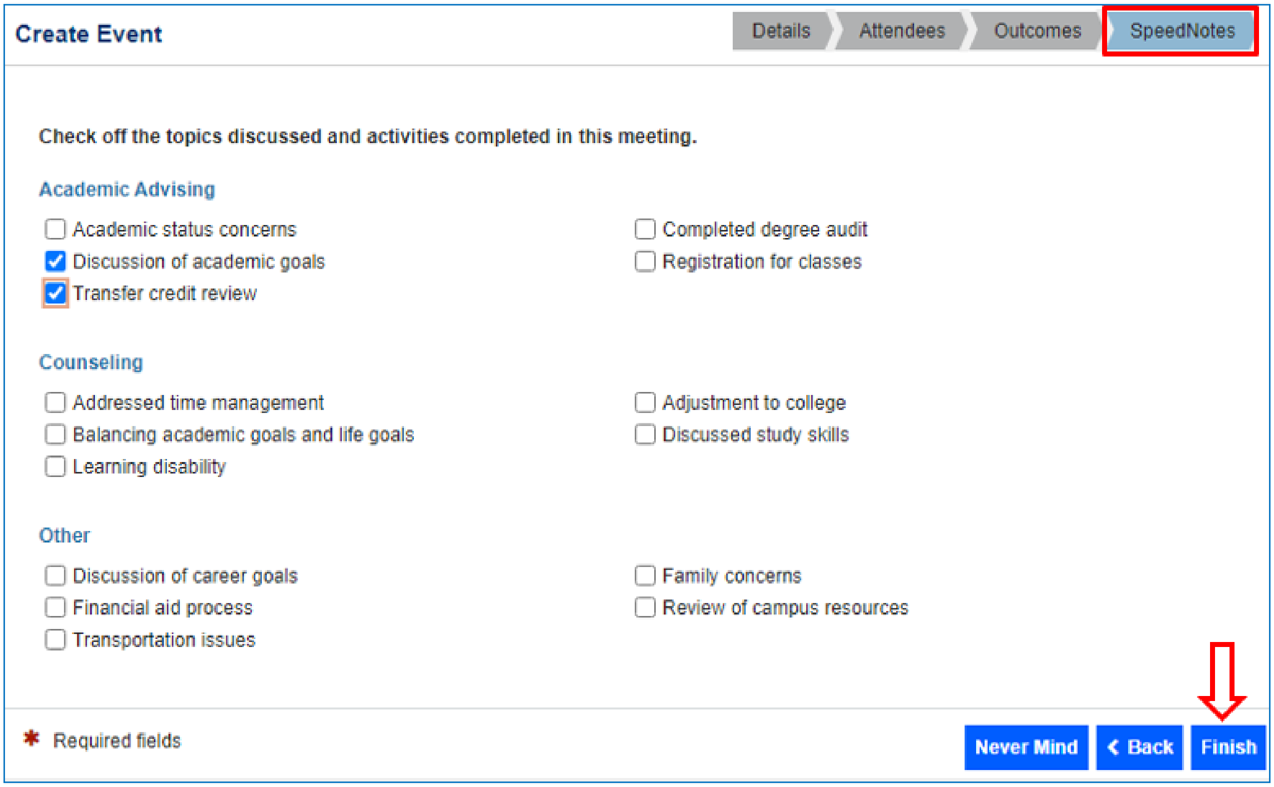


d. Enter any comments related to the **Outcomes** for all participants (optional).



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

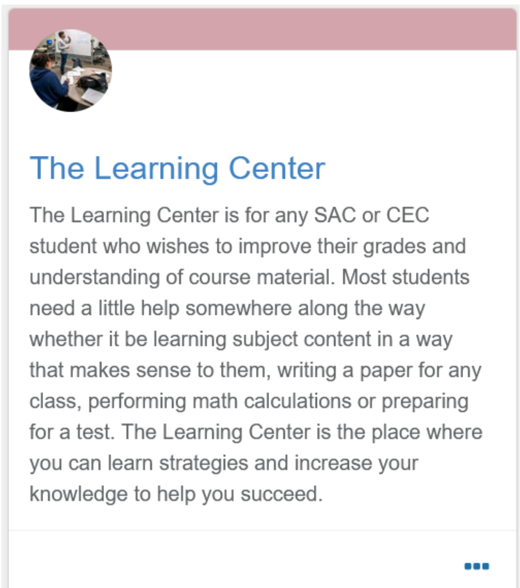
f. Select the "**Finished**" button to save the event.



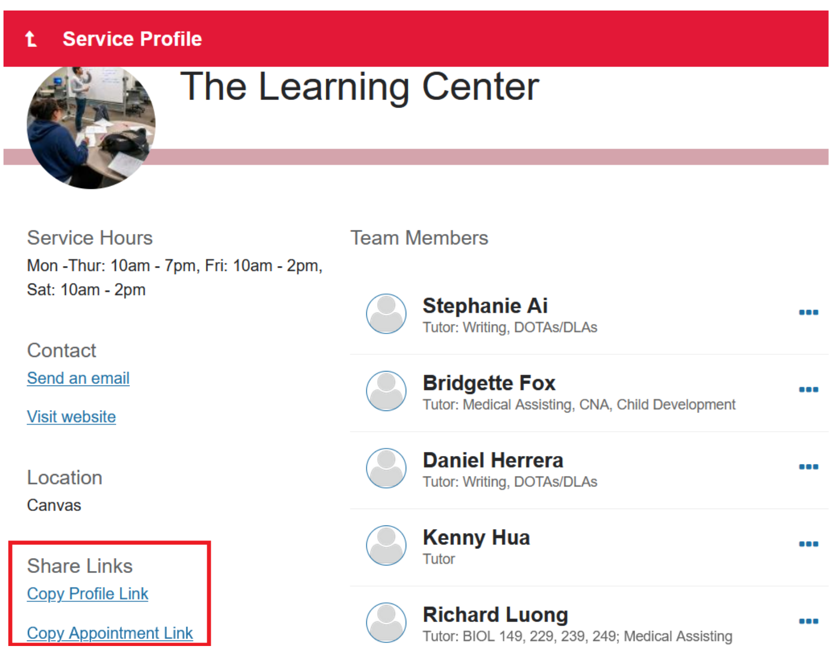
Services

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”.

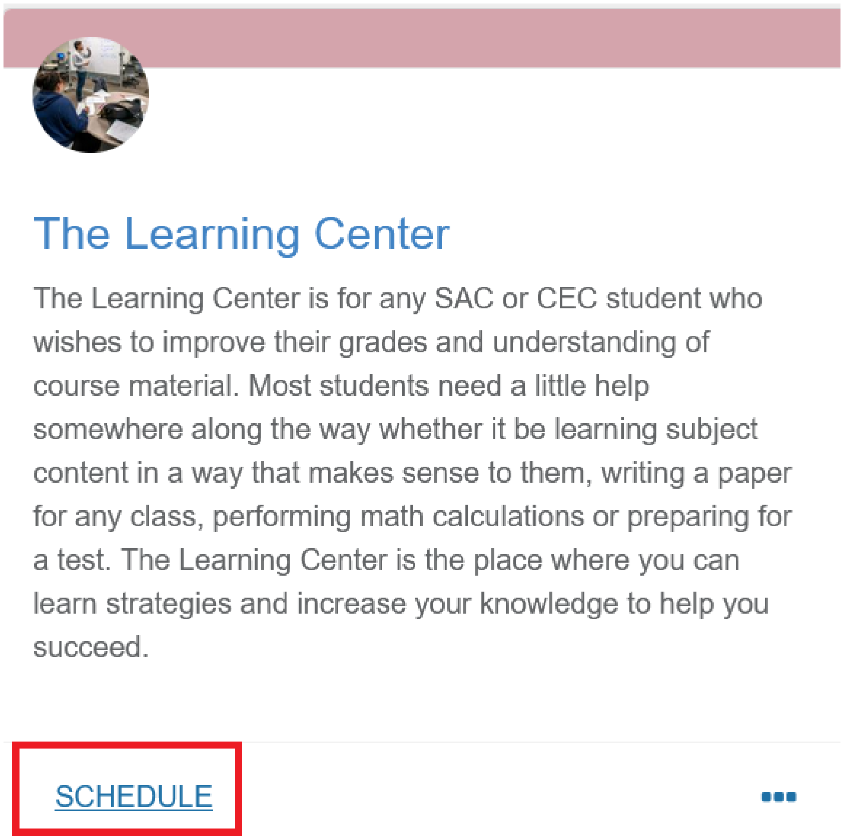
On the page, each service area has a service tile with profile information that is selectable:



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.



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



Service Kiosks for Walk-Ins

Launching a Service Kiosk

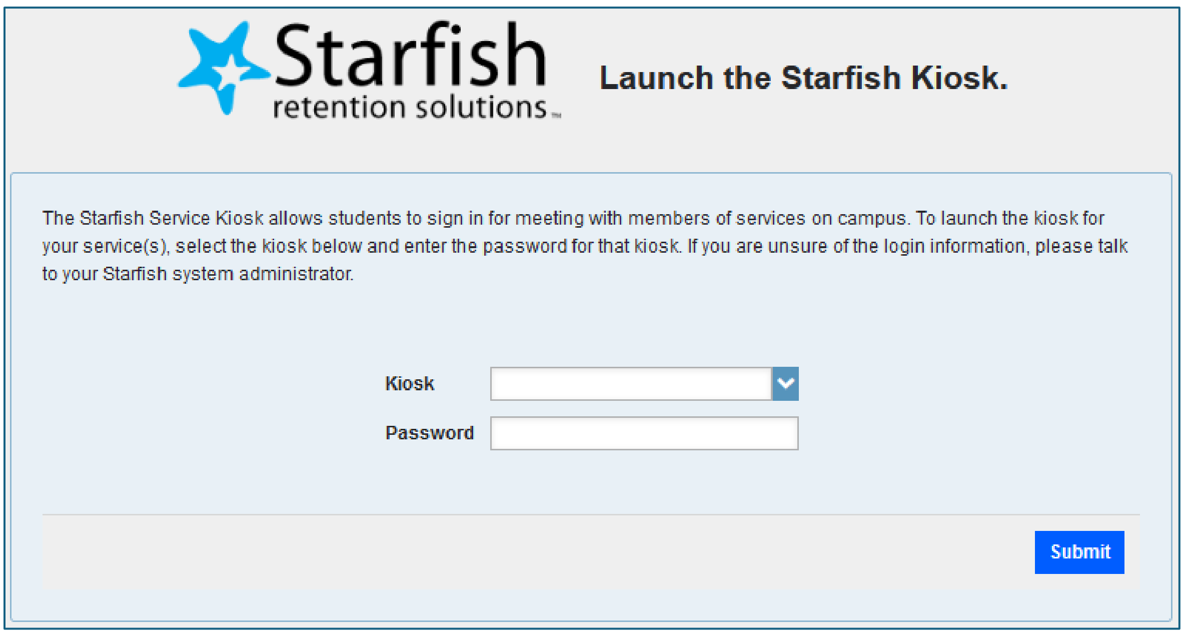
Kiosk front desk staff should launch the kiosk on the designated computer or iPad for student check-ins. It's important that the browser used to open the kiosk is different from the one staff are using to log into their Starfish accounts.

a. Direct Link: https://sac.starfishsolutions.com/starfish-ops/kiosk/index.html

b. Copy the link above, paste to your web browser and press Enter.

c. Select your service kiosk from the drop-down list and enter the kiosk password.

d. Click "Submit" to launch your service kiosk.



Checking Students In

<u>Student Check-In:</u>

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

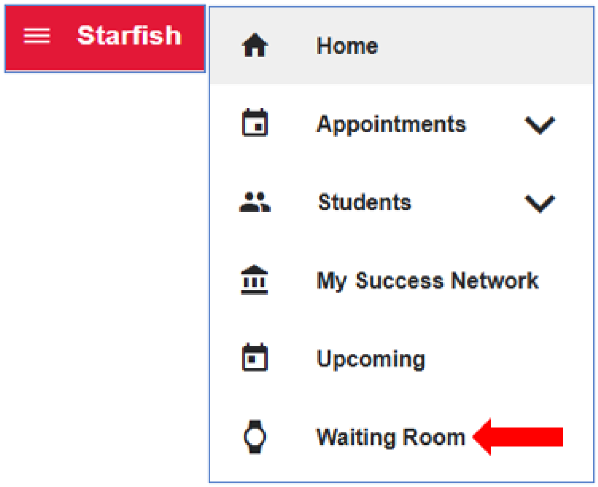
- Enter their Student ID in the Student ID field.
- Scan their ID using the ID scanner.

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

Accessing the Waiting Room

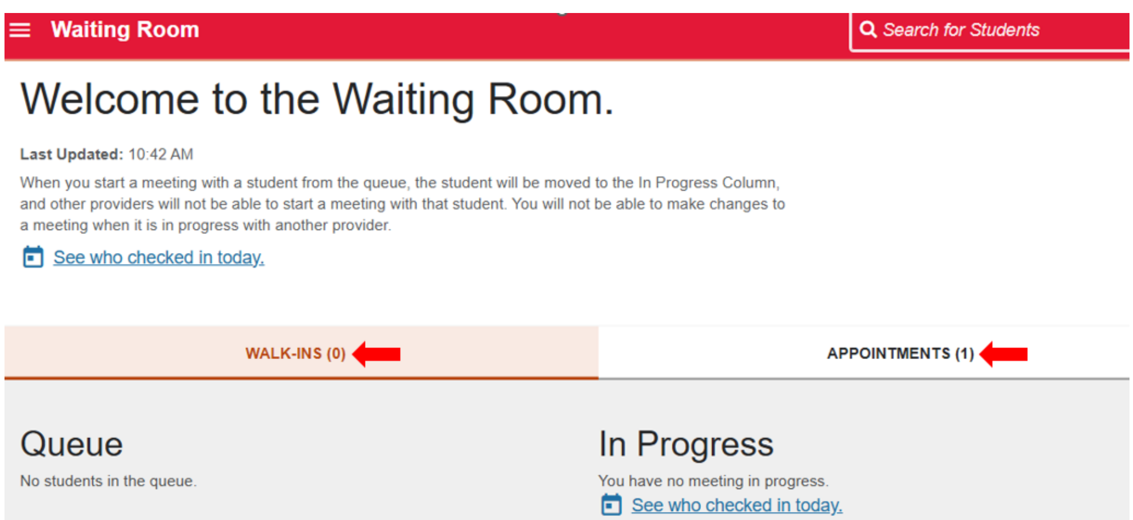
a. Navigate to the Waiting Room:

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



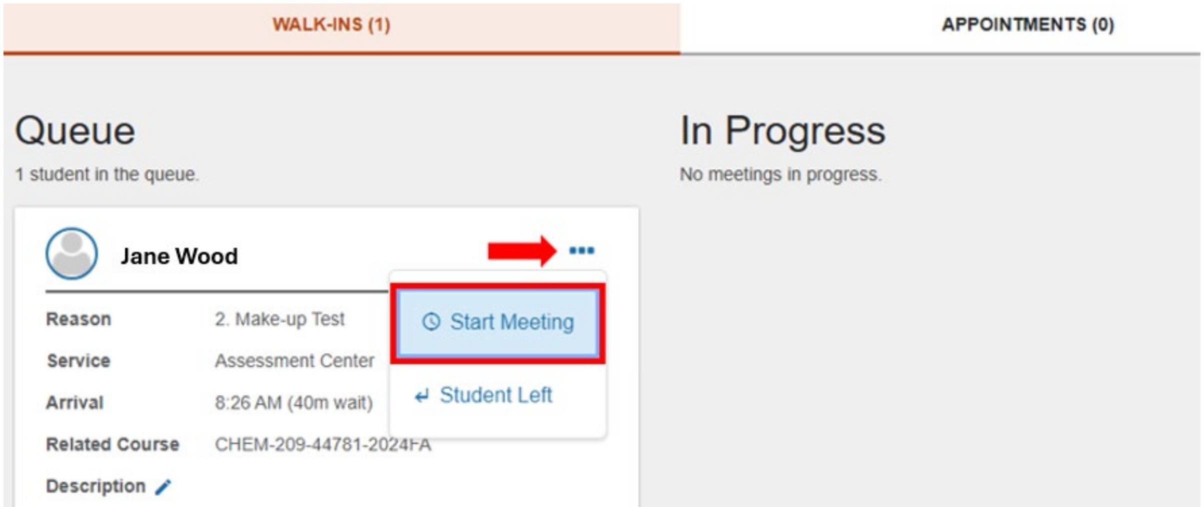
b. Viewing Student Check-In Status

- **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.



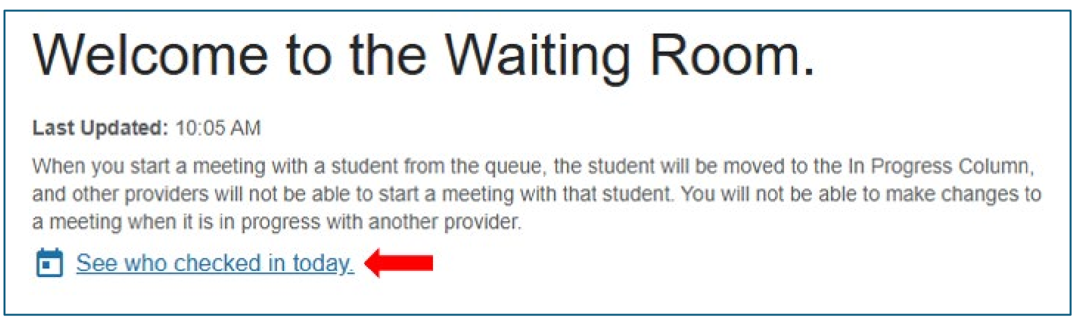
c. Starting a Meeting

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

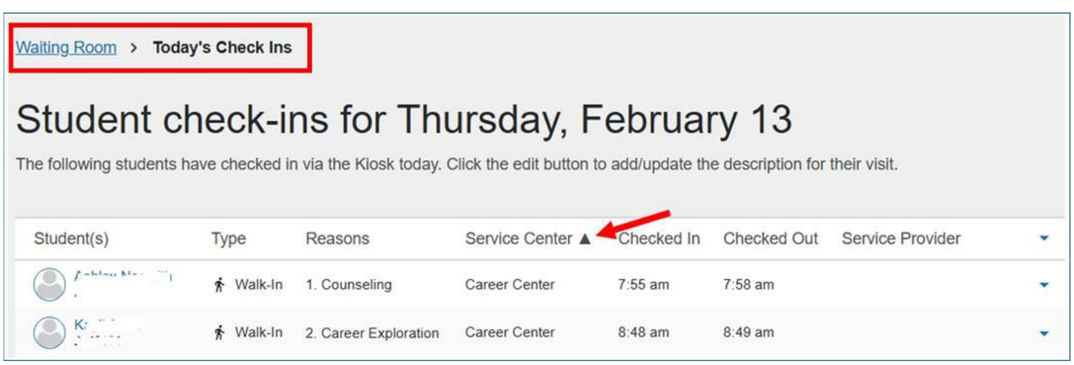


Viewing Daily Check-Ins

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



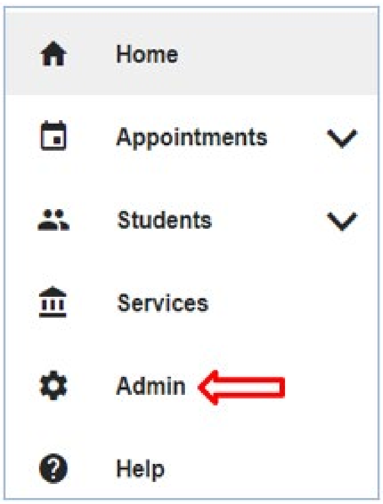
The student list can be sorted by clicking on any value in the table header row.



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

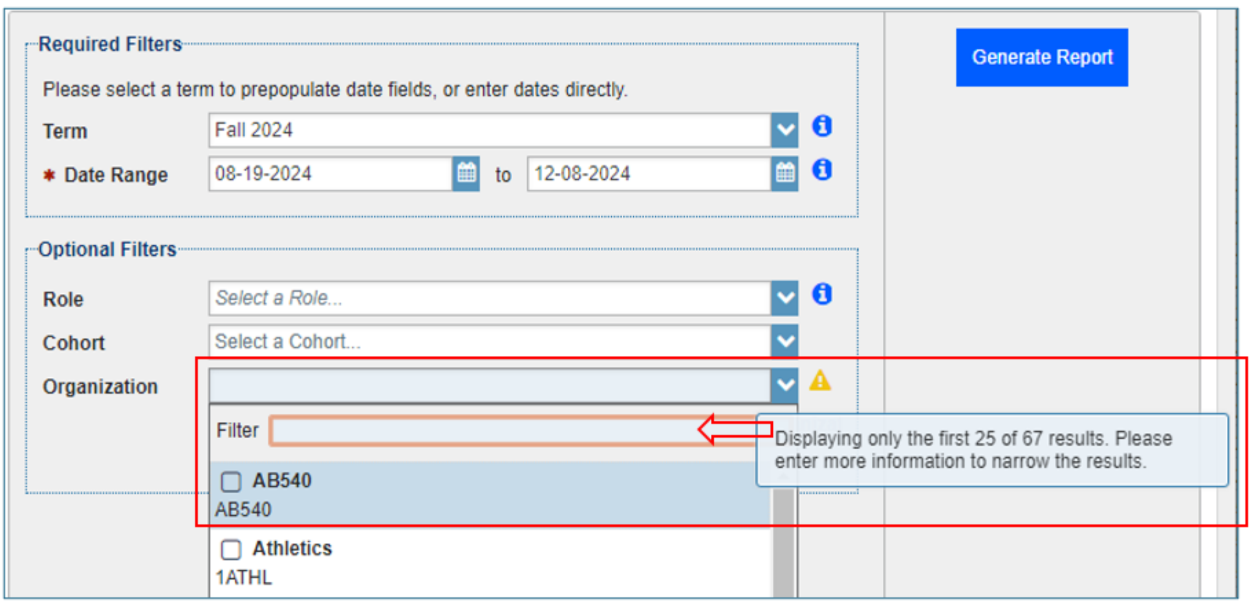
- **Term:** Only one term can be selected at a time.

- **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.*



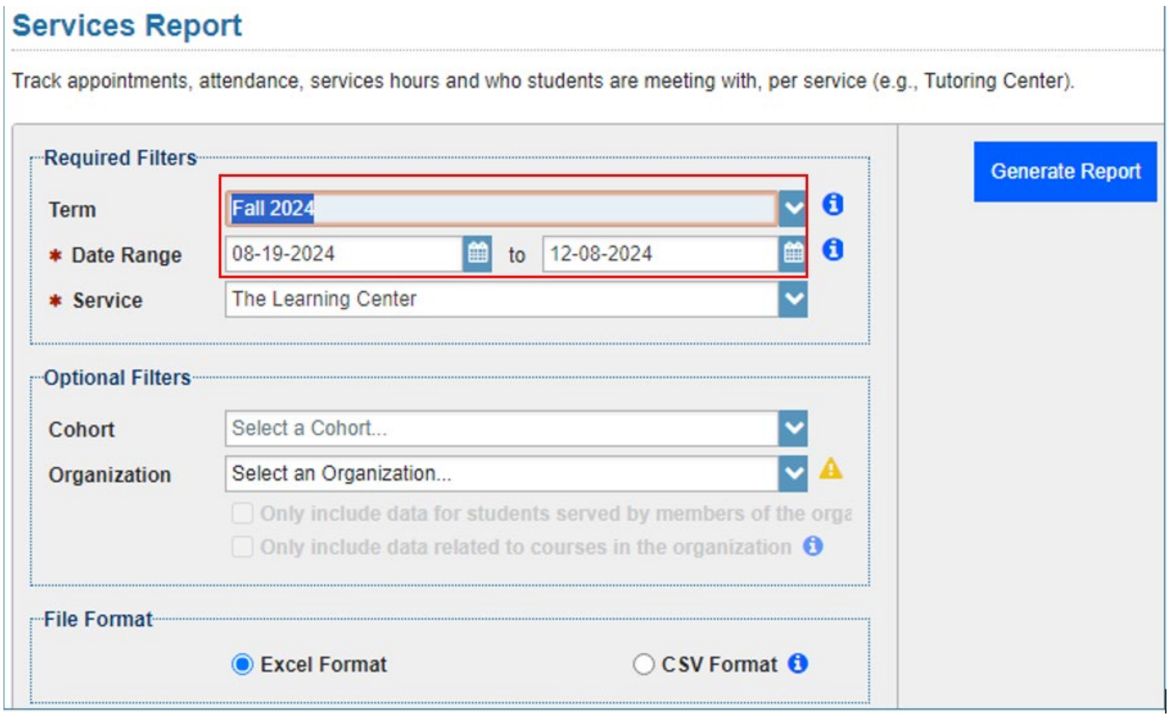
File Format

- **Excel Format (.xlx)**
- **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.

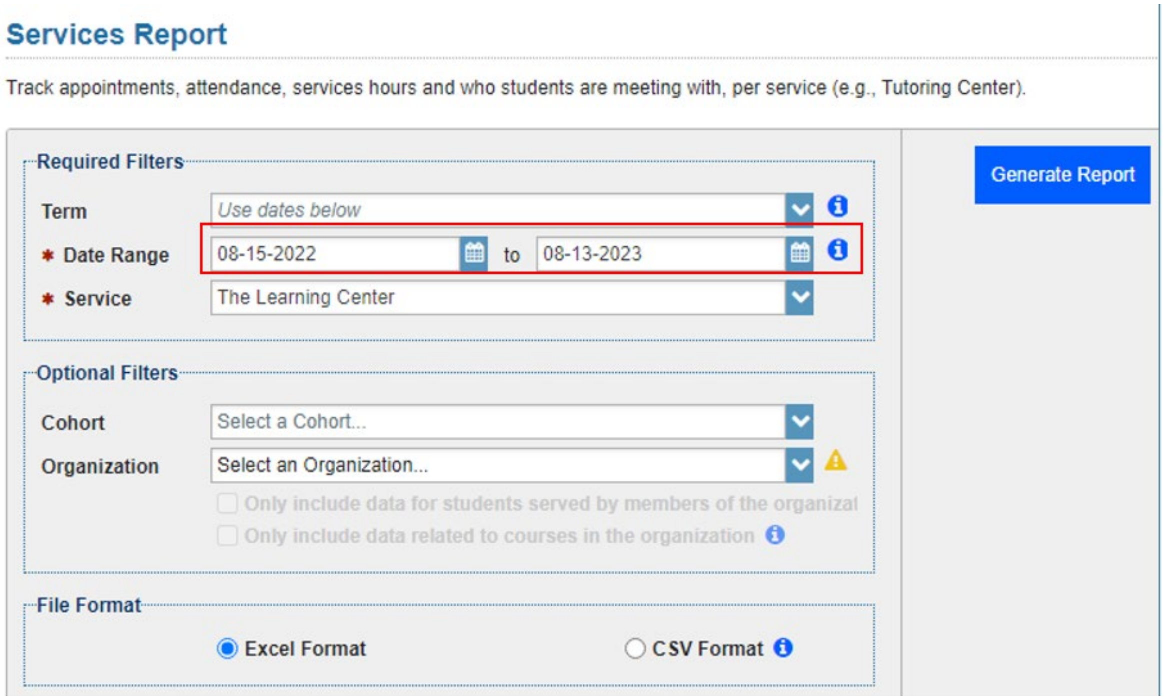
A Sample of the Term Filter

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



A sample of the Date Range Filter

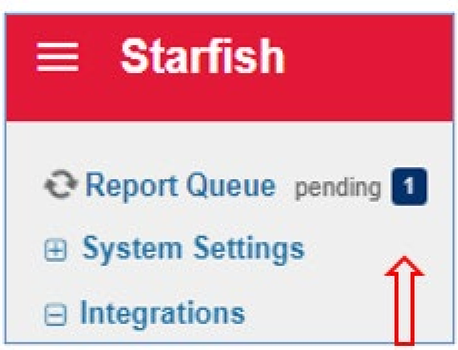
When selecting a date range, the range cannot exceed 365 days.



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	[illegible]	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			[illegible]
8/29/2022	Scheduled	5:45 PM	6:30 PM			45 minutes			[illegible]
8/31/2022	Scheduled	5:45 PM	6:30 PM			45 minutes			[illegible]
9/2/2022	Scheduled	1:00 PM	1:45 PM			45 minutes			[illegible]

... 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	[illegible]	[illegible]	[illegible]	no	One-on-One		
APPOINTMENT	The Learning Center	[illegible]	[illegible]	[illegible]	no	One-on-One		
APPOINTMENT	The Learning Center	[illegible]	[illegible]	[illegible]	no	One-on-One		
APPOINTMENT	The Learning Center	[illegible]	[illegible]	[illegible]	no	One-on-One	General Chemistry and Qualit	184(

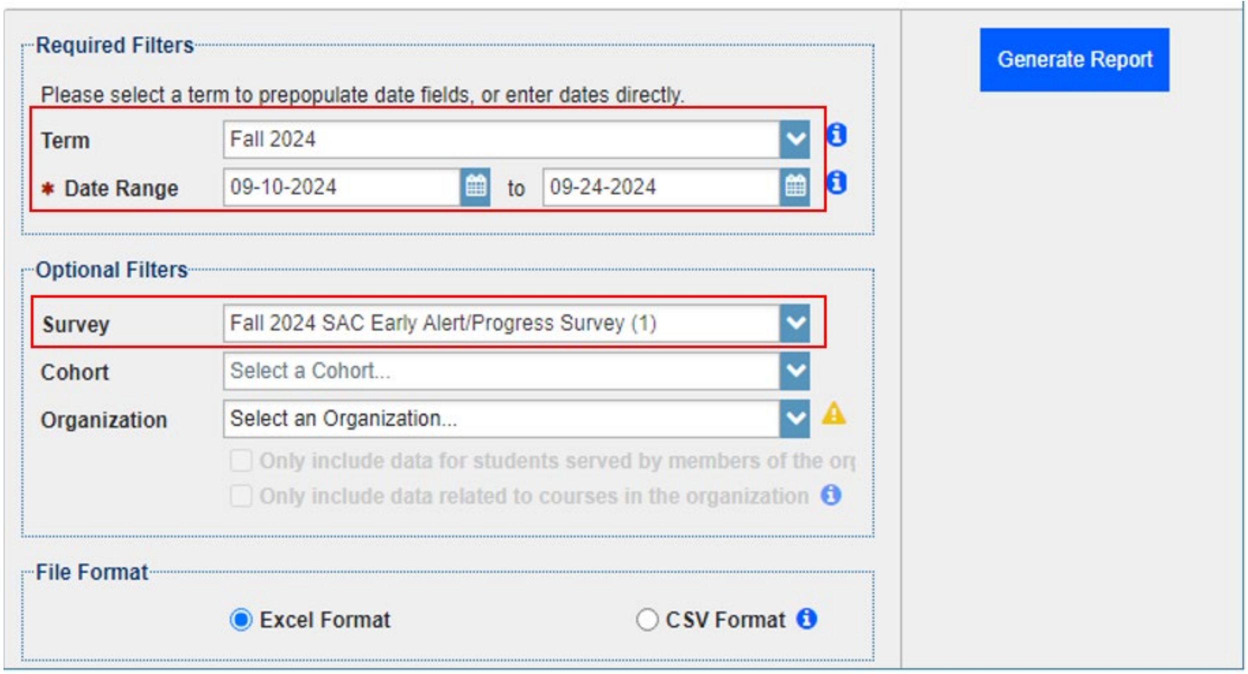
... Services | Members | Appointments | Canceled Appointments | Referral Usage | Speed Notes ...

Reason	Scheduled By	Attended Session	Total Attendees in Session	Description	Activities
MATH, SCIENCE, CTE (VERI	[illegible]	yes	1	I need help with Algebra. I am curren	
MATH, SCIENCE, CTE (VERI	[illegible]	yes	1	I have no idea what's going on in clas	
MATH, SCIENCE, CTE (VERI	[illegible]	yes	1	just need help with some finding rati	
MATH, SCIENCE, CTE (VERI	[illegible]	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.



Sample report data:

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

Contents | Survey Definitions | **Survey Summary** | Completed Surveys | Tracking Iter ...

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 Reason Category
Fall 2024 SAC Early Alert/Pro	Hunter, Ca	9/10/2024	9/10/2024	Roc /	12 7	vr6	vick 5	vick 5@g	ENGL-101-4	Attendance and Partic	Active	Attempted t	
Fall 2024 SAC Early Alert/Pro	Hunter, Ca	9/10/2024	9/10/2024	Pec a	2 8	ap3	adr e	adri	ENGL-101-4	Keep Up the Good Wo	Active	Auto-cleare	Enrollment ended
Fall 2024 SAC Early Alert/Pro	Hunter, Ca	9/10/2024	9/10/2024	M n	34 9	jm	410146@s	410 sc	ENGL-101-4	Keep Up the Good Wo	Active		
Fall 2024 SAC Early Alert/Pro	Hunter, Ca	9/10/2024	9/10/2024	Rc a	1 2	er	415340@s	415 sc	ENGL-101-4	Keep Up the Good Wo	Active		
Fall 2024 SAC Early Alert/Pro	Hunter, Ca	9/10/2024	9/10/2024	Cr a	33	kc	423523@s	423 usc	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,	[illegible]	10:00 AM	10:45 AM			45			[illegible]	[illegible]
2/21/2024	Scheduled	2/21/24,	[illegible]	2:00 PM	2:45 PM			45			[illegible]	[illegible]
2/27/2024	Scheduled			11:00 AM	11:45 AM			45			[illegible]	[illegible]
2/27/2024	Scheduled			12:00 PM	12:45 PM			45			[illegible]	[illegible]

Contents | Type Definitions | **Meeting Details** | Meeting Trend Anal ...

Appointment Type	Appointment Location Name	Appointment Location Type	Student Name	Student ID	Student Email	Prospective Student	Schedule Block Type	Course	Course Section ID
Tutoring	Online Learning Cent	ONLINE	[illegible]	[illegible]	[illegible]	no	One-on-One		
Tutoring	Learning Center D-30	OFFICE	[illegible]	[illegible]	[illegible]	no	One-on-One		
Tutoring	zoom on-line	ELSEWHERE	[illegible]	[illegible]	[illegible]	no	One-on-One	Single Variable Calcul	MATH-185-37273-2
Tutoring	Learning Center D-30	OFFICE	[illegible]	[illegible]	[illegible]	no	One-on-One	Engineering Physics I	PHYS-217-37984-20

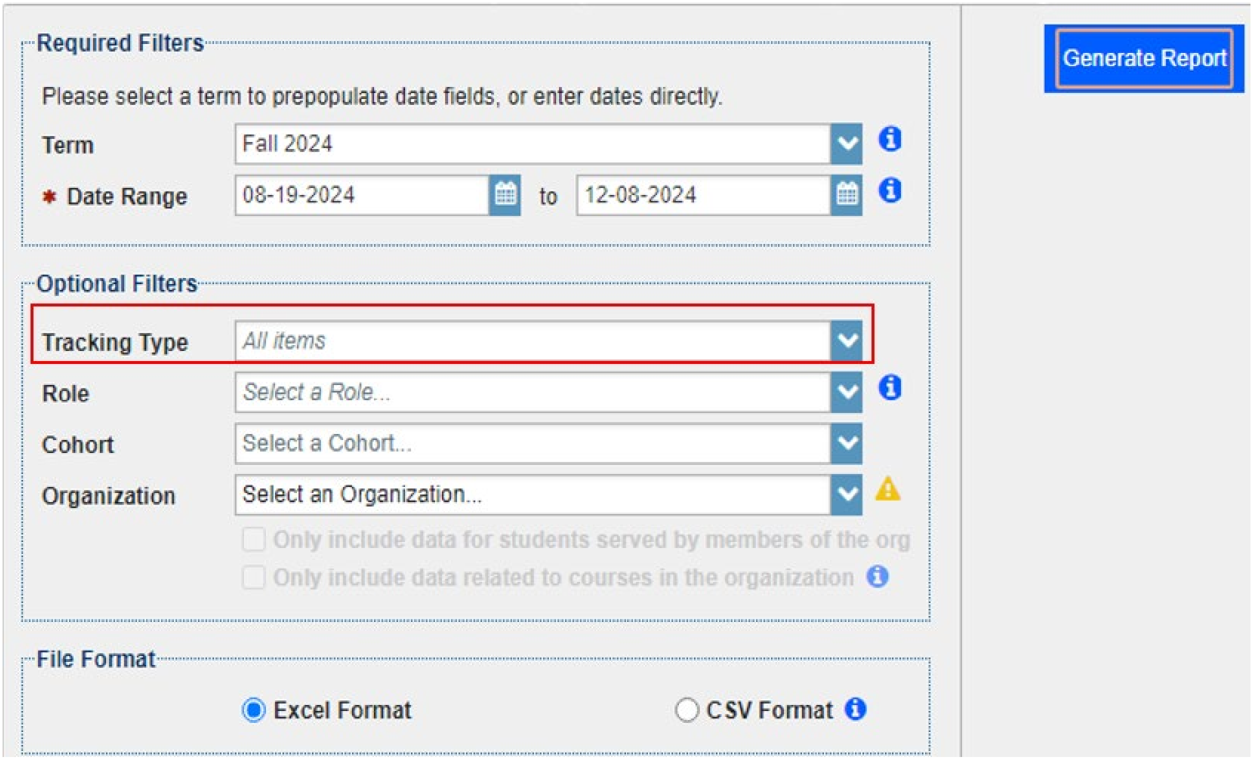
Contents | Type Definitions | **Meeting Details** | Meeting Trend Anal ...

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



Here is sample report output:

Student Name	Student ID	Student Username	Student Email	Student Phone	Student Mobile	Section	Category	Item Name
Vil[illegible]	2[illegible]75	m[illegible]	m[illegible]	801-835-5		ART-195-91363-2021SI	ACADEMIC	Keep Up the Good Work
Je[illegible]	4[illegible]	lj[illegible]	lir[illegible]	714-730-6	714-875-(	ART-195-91363-2021SI	ACADEMIC	Keep Up the Good Work
Ca[illegible]	4[illegible]3	t(	tak[illegible]	562-702-3	562-702-:	ART-195-91363-2021SI	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 Reason Category	Student Can Manage	Closed By Student	Student Closure Reason	Student Requested Clo Comment
You're receiving tl		Active			N/A			
You're receiving tl		Active			N/A			
You're receiving tl		Active			N/A			

... Raised Item Details | Cleared Item Details | **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		
Item Name	**Total Raised**	**Manually Raised**	**Survey Raised**	**System Raised**
FLAGS	**1128**	**172**	**660**	**296**
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**

Total Unique Students With a Flag or Kudos	2074
Average Number of Flags Per Student	1.49
Average Number of Kudos Per Student	1.20

Contents | **Total Items Raised** | Total Manually-Raised Items | Total Survey-Raised Items ...