Starfish Cortland – Notifications with Outreach Descriptions

All information shared in Starfish is disclosable under the Family Educational Rights and Privacy Act (FERPA). Students automatically receive the alerts and comments via their Cortland email and can view them in their Starfish account. Notifications are visible to the student referenced, the faculty or staff member who raised the alert, the academic advisor, and any relevant college personnel (e.g., associate dean, coach, area coordinator). These notifications are designed to prompt timely action, encourage collaboration among faculty, advisors and student support offices, and ultimately support student academic success.

Alerts – Name	When to use	Additional Outreach
Never Attended	The student has never attended or logged in to the class. This alert is especially important for the first few weeks of class - Enrollment Verification.	Associate Deans (ADs), Advisement
Attendance Concern	The student is not attending class regularly.	
Stopped Attending (available after Progress Survey)	The student has stopped attending class. Comments required.	Advisement, ADs
Needs Improvement	The student is just meeting course expectations. Room for improvement. Comments required.	
At Risk for Failing	The student is at risk of failing the course. Comments required.	Advisement, ADs
Open Ended Comment	Use this only if other alerts do not capture the feedback you need to provide.	
No Feedback (available during Progress Survey only)	No feedback at this time. Reminder: Starfish is available all semester for timely feedback.	

Kudos – Name	When to use	
Keep Up the Good Work	The student is performing well and meeting course expectations.	
Outstanding Academic Performance	The student consistently demonstrates excellence in work and class participation.	

Student Raised Referrals		Additional Outreach
I Need General Academic Help	The Learning Center (TLC) will receive this referral and respond.	TLC
I Need Help in This Course	The instructor will receive this request for assistance.	Instructor
I Need Help with my Writing	The Writing Center will receive this referral and respond.	Writing Center
I Need Help	The student will receive a response from Advisement and Transition.	Advisement

Faculty Raised Referrals		Additional Outreach
Library Research	Refer your student(s) to the library for research assistance.	Librarians
The Learning Center (TLC)	Refer your student(s) to TLC for assistance with professional tutors, SI, or study skills.	TLC, Advisement
Writing Center	Use when you want your student(s) to work with a Writing Center consultant.	Writing Center

Academic Advisor Notice		
Academic Advisor Notice	Advisor wants to reach out to advisees regarding setting up advising appointments or document information about the advising appt. (missed, not prepared)	

Do not use Starfish for mental health or safety concerns. If you have a concern about a student's health, safety or well-being, call Care and Outreach Services (ext. 4318). Thank you.

Starfish Quick Reference Guide – Tips from Starfish Ambassadors and Advisory Council:

Profile

- **Role and Relationship Based:** Starfish builds connections automatically from Banner information but review your profile for updates.
- **Biography Section:** Add a brief note about yourself under biography.
  - Leave the "Title" field blank (Starfish uses it to show your role/relationship to students).
  - If you want your title shown, include it in your bio.
- **Multiple Locations:** Create locations for each way you meet (office, phone, online, other).
  - For online meetings, include your Webex address in the instructions so students always have it.

Feedback

- **One Alert Rule:** Raise just **ONE** alert per student that best represents the concern (e.g., attendance, engagement, failing quizzes). Multiple alerts at once can overwhelm students and reduce engagement.
- **Send Kudos**: Positive feedback is highly motivating and shows you care.
- **Privacy:** All comments are visible to the student and key colleagues such as the advisor, chair, and coach.
  - Faculty will not see feedback from other faculty.
- **Track Attendance:** Using the attendance feature keeps a record for reference if issues arise.

Appointments

- **Office Hours vs. Advising:** Use the Office Hours feature for your regular semester hours, and the Scheduling Wizard tool for creating academic advising appointments.
- **Outlook Sync:** Starfish automatically syncs with Outlook.
  - Example: If you set 8 to 10 a.m. for 30-min. advising sessions in the Wizard, Starfish creates four slots in both Starfish and Outlook.
- **Editing/Cancelling:** Hover over the clock icon in your Starfish calendar to edit or cancel a time block.
  - If students are scheduled, Starfish notifies them automatically, but you can include a personalized message regarding the update.

Reviewing Student/Advisee Information

- **Tracking Link:** Review the Tracking link in a student's record while advising to see feedback from others and make referrals.
- **Search Connections**: Use the Connection drop-down on the Student Tab to easily find your students.
  - Always set TERM to ACTIVE for the most current SIS information.

Questions? Please reach out to one of our Starfish Ambassadors or email starfish@cortland.edu or call 607-753-4726.