The Starfish retention software system has gone live on August 14, 2017 (ESP will be retired on September 5, 2017). To help you get started, we are providing this set of instructions and information. Additional step-by-step instructions, frequently asked questions, videos, and additional resources can be found at www.nmu.edu/starfish. Questions regarding Starfish may be directed to the Academic and Career Advisement Center (227-2971 or acac@nmu.edu). Some features of Starfish will not be implemented (e.g., Degree Planner, Success Plans) until we have more experience with the software. We will update you when those features are available.

– The Starfish Implementation Team

### STEP ONE – STARFISH SIGN-ON
You may access Starfish directly through MyNMU; just go to the Adviser, Faculty, or Employee Tab and select the “Click here to: Access your Starfish account” link.

**GENERAL NOTE FOR ALL STARFISH PAGES AND OPTIONS: PLEASE REMEMBER TO HIT “SUBMIT” (EITHER AT TOP OR BOTTOM OF PAGE) TO SAVE YOUR WORK.**

### STEP TWO – UPDATE YOUR PROFILE/SELECT APPOINTMENT PREFERENCES/EMAIL NOTIFICATIONS
(Video instructions found here: www.nmu.edu/starfish/starfish-two-minute-tip-videos)

1. On the top, right-hand side of the page, you’ll see your photo and name. Click on the down arrow next to your name.
2. Select “Institutional Profile.”
   a. Please feel free to include any and all information that you feel necessary for your students to know about you.
   b. NOTE: If you click on the small cell phone icon to the right of the “alternate email” box, you’ll receive instructions on how to include your cell number as your alternate email, meaning text messages. You may then select whether you want to receive institutional emails, alternate emails (as text messages) or both.
3. Select “Appointment Preferences.” (If you do not have this option, skip to step 4 below)
   a. Click again on the down arrow next to your name, or select the appropriate tab on the profile page, to go to “Appointment Preferences.”
   b. These preferences will help you set up office hours/appointment times in the Starfish calendar. Students in your classes or assigned to you as their academic adviser will then have the ability to schedule an appointment with you electronically. The Starfish calendar may be linked with your on-campus Google calendar in the “Email Notifications” section below. NOTE: Students will only be able to see the available times you have selected and not any other information from your Google calendar.
   c. You may identify length of appointment, when students are able to schedule appointments (avoid “same day” scheduling), etc.
   d. Make sure to include your office and/or meeting location(s) on the bottom of the page.
4. Select “Email Notifications.”
   a. If you wish, you can be notified by Starfish of any flags placed on your advisees, when a student has scheduled an appointment on your calendar, etc.
   b. Please note on the bottom of the page the various flags that may be raised on students. Set your email notifications appropriately if you are an academic adviser.
   c. Instructions to sync your Starfish calendar and your Google calendar (recommended) are included under the “Read busy times for my external Google calendar” box. NOTE: If you would like your Starfish appointments to be automatically added to your Google calendar, you must go to your Google calendar settings and check the box to “Automatically add invitations to my calendar” and then select an appropriate option.

### STEP THREE – SET OFFICE/APPOINTMENT HOURS FOR YOUR STUDENTS TO MEET WITH YOU
(Video instructions found here: www.nmu.edu/starfish/starfish-two-minute-tip-videos)

1. On the top of any Starfish page, click on the “Appointments” tab. Your Starfish calendar should appear. You may change the view from day to week, etc., by selecting the appropriate box above the calendar.
2. Locate the series of boxes above the calendar. Select “Office Hours” and provide your office/appointment hour details. NOTE: You will only be able to set up one block of office/appointment hours at a time. For example, if you
have office hours on Mondays and Wednesdays from 10:00 a.m. to 12:00 noon, you may set those hours at one time for the whole semester (or longer). If you also have office hours on Thursdays from 8:00 a.m. to 1:00 p.m., you will need to repeat these steps to set those hours.

3. Please note the two tabs on the bottom of the page – “Instructions” and “Start/End Date” – that should be completed also before submitting. NOTE: Only students with whom you have a connection (instructor, adviser, etc.) will be able to access your calendar to schedule an appointment.

4. Repeat the steps above for each recurring block of office/appointment hours. NOTE: You have the ability to cancel or edit these hours at a later date or time by just hovering over the clock icon on the block of hours in your calendar.

**STEP FOUR – VIEWING YOUR STUDENTS (STUDENT ADVISEES AND/OR THOSE IN YOUR CLASSES)**

1. On the top of any Starfish page, click on the “Students” tab.
2. Go to the “Connection” drop down and select the appropriate role (instructor-all classes, instructor-specific class, primary adviser, etc.).
3. Go to the “Term” drop down and select the appropriate term (e.g., Fall 2017).
4. You will see a list of student names that correspond to your selected connection. You may select any student to view their profile, add a flag, clear a flag, etc., simply by clicking on their name. You may also just hover over their name to see a quick version. NOTE: If you raise a flag on a student, the student will automatically be sent an email advising them of the flag. If the student is not one of your assigned advisees, their assigned academic adviser will also be sent notification of some flags being raised.

**IMPORTANT NOTES**

**Progress Surveys.** During the semester, you will be asked to complete three short surveys to allow academic advisers, and others, to know how students are performing academically and provide an opportunity for them to help the student stay in school. The first will be a one-question survey during the second week of classes to find any student who has not attended any class sessions in the first week. The second will be a progress survey timed for the sixth through eighth weeks that provides you the opportunity to warn students that they are not performing well and to give praise to those that are performing well. The last survey will be timed for the ninth week and is also a one-question survey. You will only be asked to identify any students that are failing your course, giving them time to drop the course before the tenth week “W” deadline. All of these surveys are powerful tools in helping to retain students. Your participation will be greatly appreciated. (Video instructions found here: [www.nmu.edu/starfish/starfish-two-minute-tip-videos](http://www.nmu.edu/starfish/starfish-two-minute-tip-videos))

**EduCat Grade Book.** Later in the semester, you will have the option to allow your students, and their assigned advisers, to see the student’s EduCat grade book entries from your course.

**Student Success Scores.** Advisers will note that a “Student Success Score” appears in aggregate form on the adviser main page – a graph showing all your assigned advisees. A specific score also appears next to each assigned advisee. This score is a “work in progress” and is being tested as a baseline over the first year using Starfish. Basically, a higher score earns the student placement in the green (“good”) section, a marginal score placement in the blue (“OK”) section, and a lower in the red (“poor”) section. This score is based on admission credentials, different flags raised on the student, etc., and will include the NMU GPA after the initial semester of enrollment. If this scoring system proves accurate, it could be used as a predictive means to sort students who may need extra help to stay in school. For the time being, students will not see their success score and, until more research is conducted, it is best that the score isn’t used for anything other than baseline data collection.

**Adviser Registration Holds.** In the past, advisers cleared adviser registration holds via ESP, but now they will be listed as an “adviser registration hold” flag and be cleared through Starfish:
1. On the top of any Starfish page, click on the “Students” tab.
2. Either search for the student by name or filter by connection.
3. Click on the student’s name.
4. In the student’s profile, select the “Tracking” item.
5. Hover over the flag icon and a menu will appear.
6. Click on the “Clear” selection.