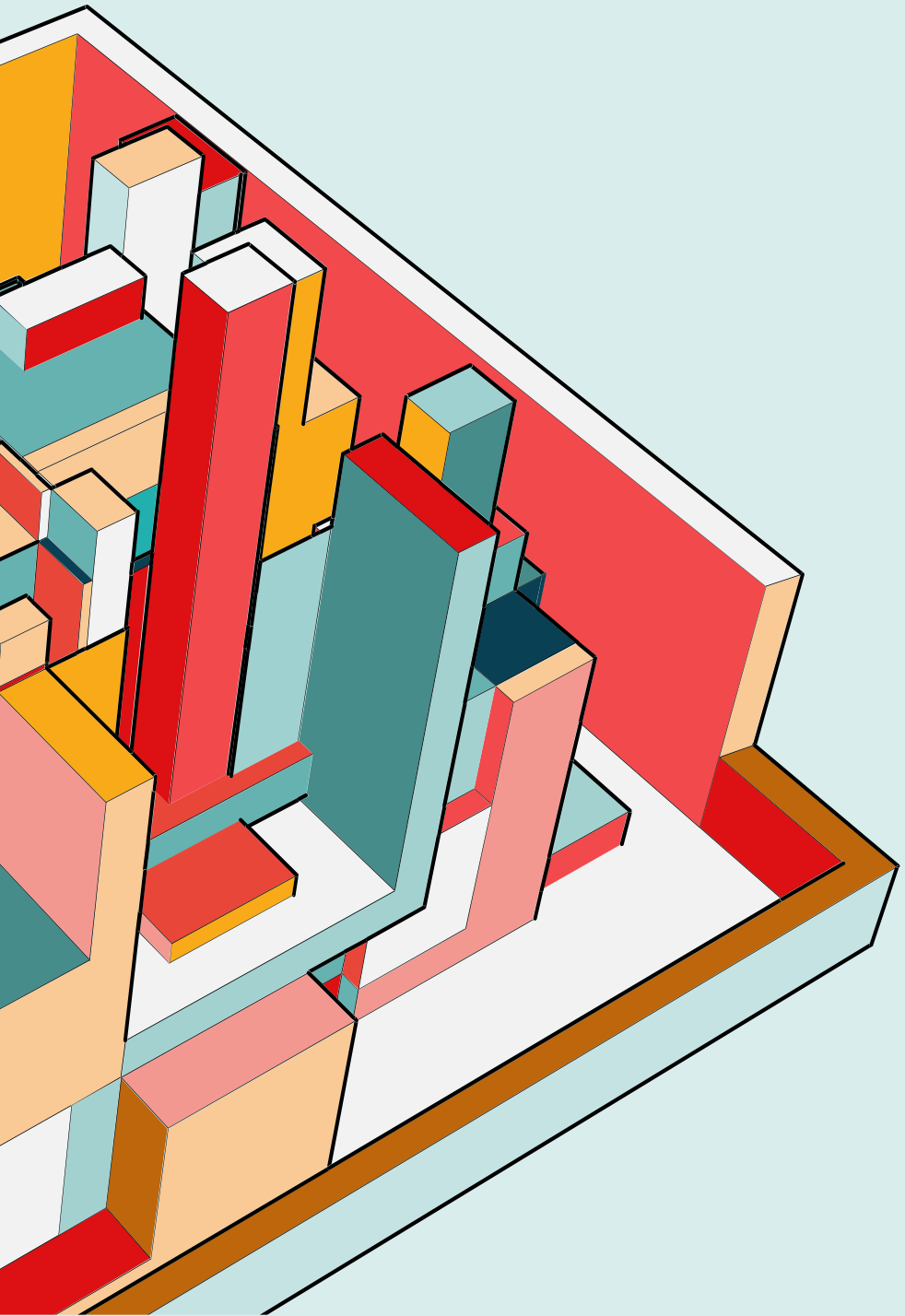
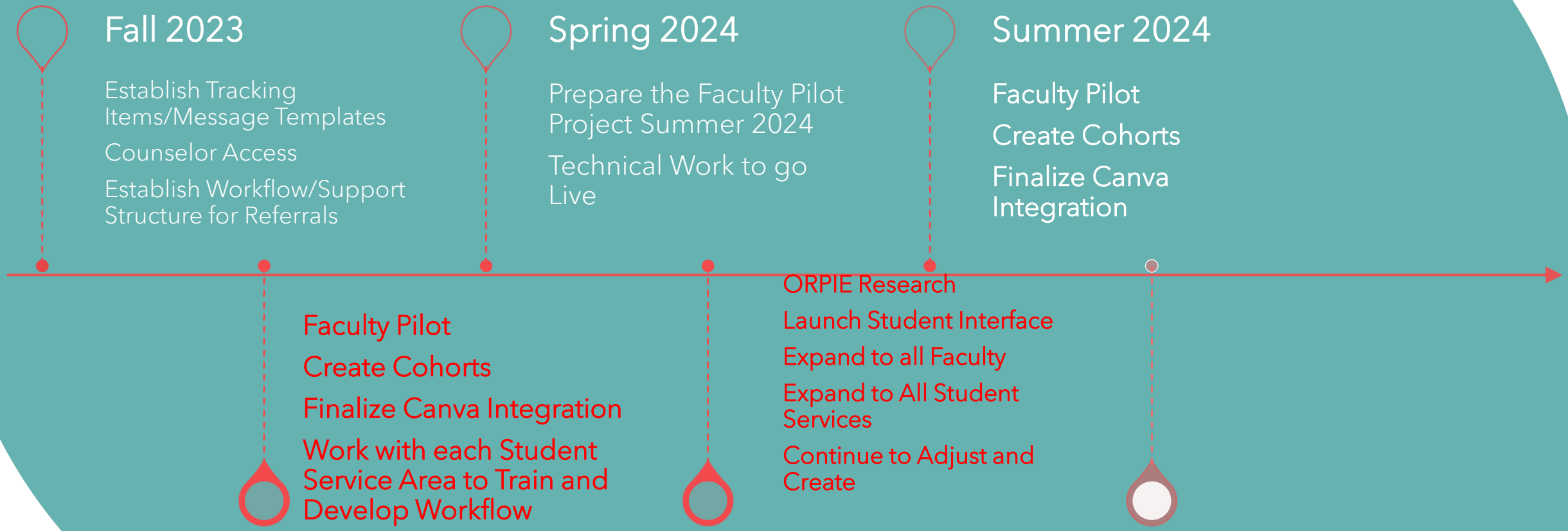


STARFISH

Counseling Meeting 8/23/2024

STARFISH TIMELINE



SUMMER PILOT

3 English, 3 Math Faculty

2 Success Coaches

Assigned Tutors

SUMMER PILOT

Outcomes

Renaming of GWC tracking items (flags, kudos) in the faculty view

Removing the email from Low Assessment flag

Re-structured the Low Assessment Flag to only be visible to coaches, faculty, and counselors

Trained the Learning Center Staff in tutoring

Created a new role in tutoring- Embedded Tutor

SUMMER PILOT

Pending Items / Bumps Along the Way

In Danger of Being Dropped Flag for Online students (automated by Canvas)

Ghost Student Discussion with A&R

Canvas Integration

Need for an established workflow

Online Courses only

Non-responsive students

FALL PILOT

3 Math, 3 English Faculty

1 Psychology

Recruiting more English Faculty to include Eng100S

2 Success Coaches

Assigned Tutor In ASC

FALL PILOT

Goals

Establish a defined workflow for Spring Roll-Out with Faculty

- Syllabus Language
- Tighten Workflow
- Establish Messaging

Complete Canvas Integration

Establish an Evaluation Plan with Dean of Institutional Research

Finish Creating Attributes for Counselors

COHORTS

DSPS- CAP

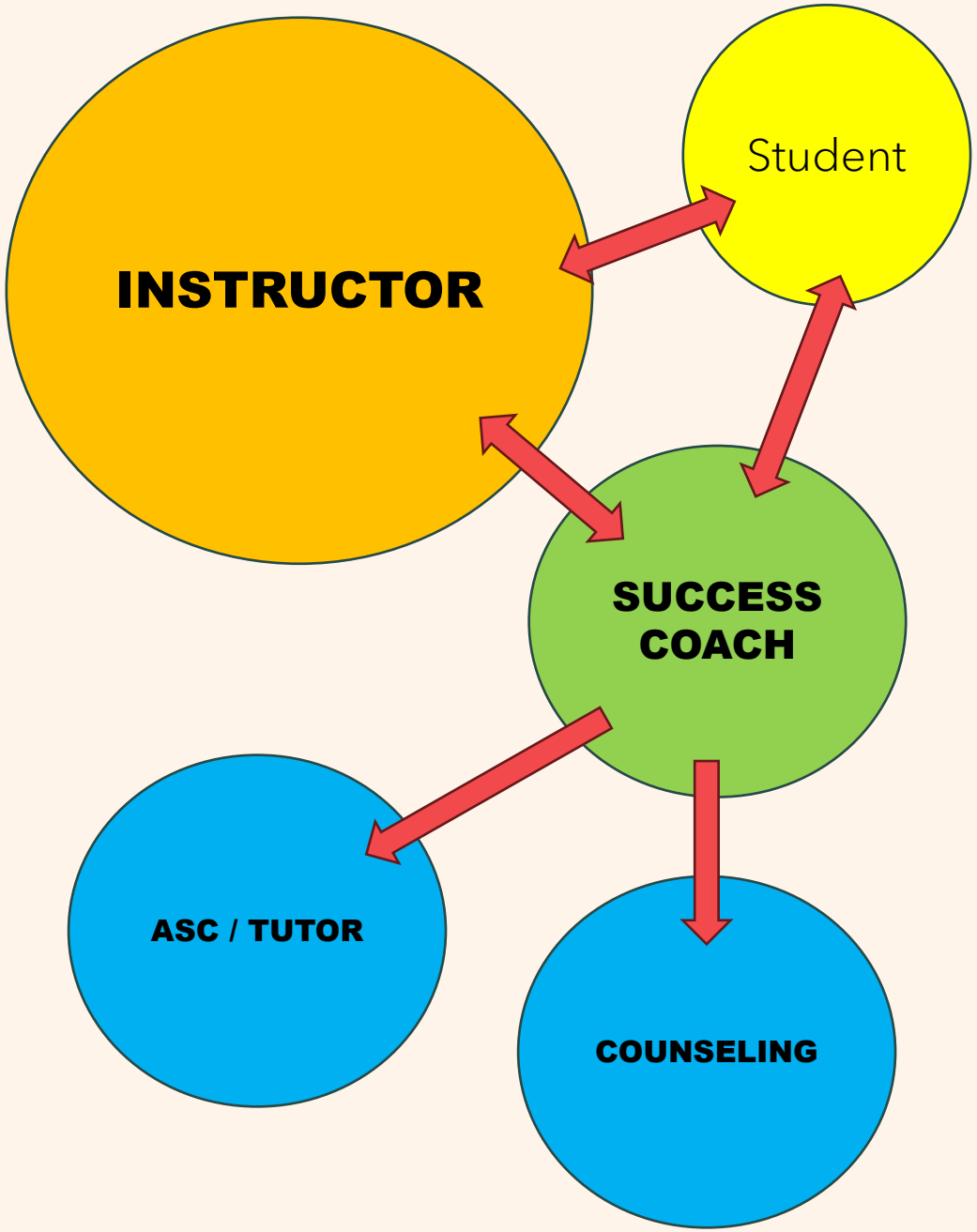
Umoja

ASPIRE

Student Services Areas

Creation and piloting of these areas will begin this fall.

COUNSELOR EXPECTATIONS



LOW TEST SCORES FLAG

1. Instructor raises a FLAG for low test scores, <u>places deadline</u>
2. Student reaches out to Instructor, Instructor lowers flag
    - If student does not respond: Success Coach sees overdue FLAG and reaches out to student and makes the appointment for TUTORING
3. ASC point person (role) will lower FLAG when student attends session

ATTENDANCE FLAG

1. Instructor raises a FLAG for lack of attendance, <u>places deadline</u>
    1. Instructor lowers FLAG when student contacts them

2. After overdue flag, Success Coach reaches out to student
    1. Success Coach potentially refers to Counseling/other services/lowers FLAG (Instructor sees the result)
    2. Counseling Staff/Success Coach lowers FLAG when student attends session

SUCCESS COACH CASE MANAGEMENT

1. Success Coach reaches out to students at "marginal" grade levels (below 75%)?
    1. Potential referral to: Tutoring, Counseling, Health Center, Basic Needs, Chromebook, etc.
2. Monitor overdue flags, reaches out to student
    1. Success Coach potentially refers to Counseling/other services/lowers FLAG (Instructor sees the result)
    2. Counseling Staff/Success Coach lowers FLAG when student attends session

FALL 2024
COUNSELOR EXPECTATIONS

Success Coaches will be making Appointments with you for students who will need to drop courses before the withdrawal deadline

SARS CODE WILL BE CREATED

Use Starfish as a Resource

Look up students to see if they have any flags

TRACKING ITEMS

HUGE KUDOS to our Veronica Ornelas, Damien Jordan, Math/English Faculty

Kudos

Flags

Referrals

KUDOS

Message Templates

Keep Up the Good Work

Hi, (Preferred Name)! You are doing well in class. Keep up the great work! I look forward to continuing to support you.

Showing Improvement

Hi, (Preferred Name), I noticed you are showing improvement in class. Congratulations on your progress! Keep up the great work. I look forward to continuing to support you.

Exemplary Achievement

Hi, (Preferred Name)! Congratulations on your excellent performance in class. Keep up the great work!

FLAGS

Tutoring Referral

Attendance Flag

Low Assessment Flag

In Danger of Being Dropped

LOG IN TO STARFISH

THANK YOU!