



Starfish Student Services Staff Info

Use Starfish to communicate with students receiving your service, instructors and other campus support personnel to facilitate student success! This involves multiple participants sharing responsibilities for ongoing communication.

Students may be referred to your service by instructors or staff, or through self-referral. Communication to and from students through Starfish will help address questions and concerns that arise at any time during the semester. Communication between campus offices will allow coordinated and informed efforts to support our students in academic and general concerns.

1. Set up your profile information and notification preferences. Log in through PAWS to access Starfish.
2. Respond to flags or referrals about students by contacting the student to discuss strategies for academic and personal success.
3. Respond to students “raising their hand” for assistance with concerns related to your office.
4. Refer students to appropriate campus services regarding assistance with challenges outside your office.
5. Communicate with academic advisors and other student support staff for student success.
6. Enter notes summarizing follow up on flags or referrals.
7. Clear flags or referrals for your service (where appropriate) preferably within 2 weeks of notice, when you have assisted students to address specific concerns, determined action is not needed, or been unable to contact the student. (Reason for clearing is entered in Starfish.)