

Emails from Starfish

July 2022

Why am I getting emails from Starfish?

- You will occasionally receive emails from Starfish about appointments, advising, and information related to your courses.
- If you receive an email about a concern related to your academic performance, read it carefully. Then contact the person who sent the email or your advisor.

Example email about a concern

Subject: [Starfish] COLLEGE SUCCESS



Hello {Name},

Pierce College wants to support all students in achieving their academic goals, and I am interested in your success. I have concerns about the following impacting your performance in College Success.

I haven't seen you in class for a few weeks and I want to make sure you are getting caught up with the work that you've missed. We are starting to learn important material that will be especially relevant for the midterm, so I want to meet up with you to create a plan for your missed work.

Pierce College has many resources that can aid your effort to improve academic performance and assist with personal concerns. Resources can be found at <https://www.pierce.ctc.edu/> under the Student Resources tab.

You can also simply reply to this email to contact me directly. Or you can contact your advisor or others in your My Success Network in Starfish.

Pierce cares about you and your success!

Sincerely,
{Professor Name and Contact Information}

Reasons for this email might include things like low attendance or missing assignments.

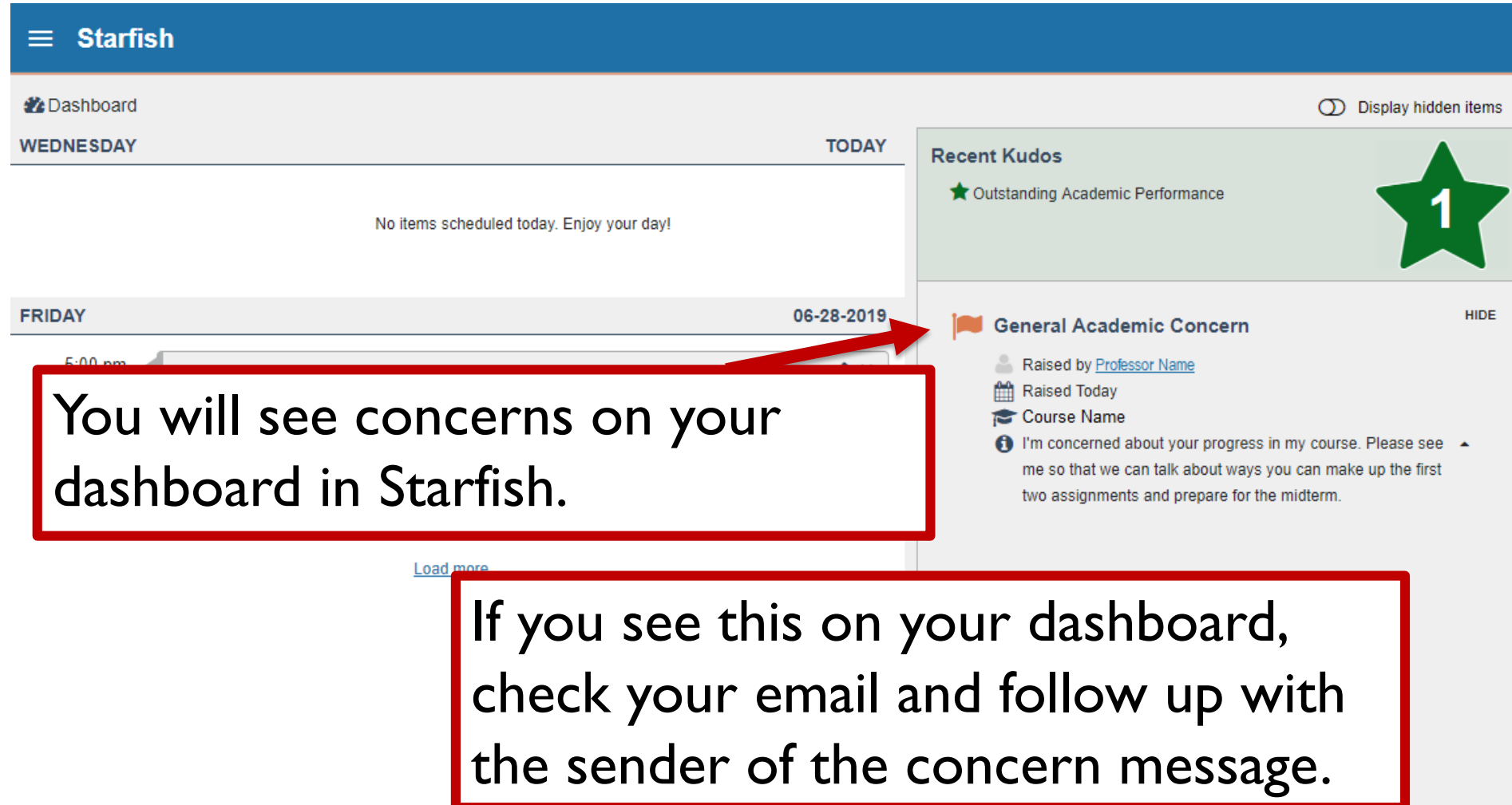
What should I do if I receive a Starfish email about a concern?

- Read the email closely.
- Reply to the email.
- Still need help? Contact your advisor.
- Respond to phone calls, emails, and Canvas messages from your Success Network. We are trying to connect you to helpful resources.

We want you to succeed

- We want to support your progress with your academic goals.
- When you see an email about a concern, you're not “in trouble” – we just want to connect with you.
- If you're not sure what to do, start by replying to the email—your response will go to the person who sent it.

What does this look like in Starfish?



The screenshot shows the Starfish dashboard interface. At the top, there is a blue header with the Starfish logo and a menu icon. Below the header, the dashboard is divided into sections. On the left, there is a calendar view showing 'WEDNESDAY' and 'FRIDAY 06-28-2019'. The 'WEDNESDAY' section contains the text 'No items scheduled today. Enjoy your day!'. The 'FRIDAY' section shows a time slot '5:00 pm'. On the right, there is a 'Recent Kudos' section with a green star icon and the number '1', and a 'General Academic Concern' section with a red flag icon and the text 'General Academic Concern'. The 'General Academic Concern' section includes details such as 'Raised by Professor Name', 'Raised Today', and 'Course Name'. A red box highlights the message content, and a red arrow points from the box to the message in the dashboard. Another red box highlights the message content with a different text overlay.

You will see concerns on your dashboard in Starfish.

If you see this on your dashboard, check your email and follow up with the sender of the concern message.

What happens next?

- The concern will be removed from your dashboard when you respond to it, either by contacting the person who sent it or contacting your advisor.
- If you think the issue is resolved but you still see the item on your dashboard, reach out to your advisor.

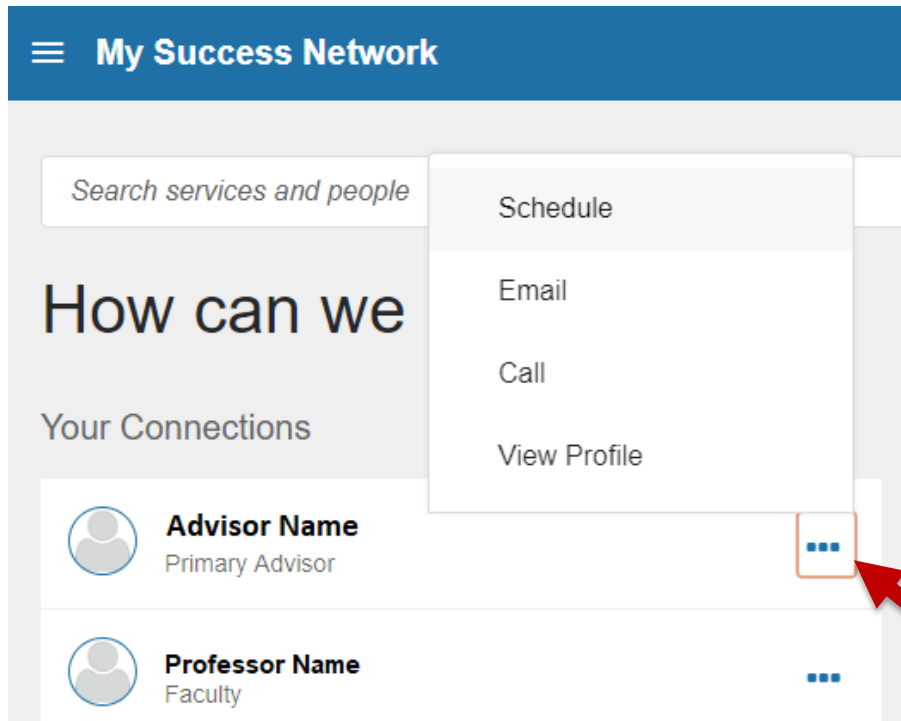
How will I know if I'm doing well?

- Kudos!
- Your Success Network can give you a “Kudos” for doing something well. We want to celebrate your successes, too!
- You will be able to view the number of Kudos you have gotten on your dashboard.
- You do not need to follow up when you receive a Kudos.

What if I need help?

- Use Raise Your Hand.
- Raise Your Hand is like raising your hand in class—it helps your Success Network know that you need help with something.

How can I get the attention of my Success Network?



Go to your Success Network Tab in Starfish and click on the “...” icon next to the person you want to contact.

You can schedule an appointment, email, or call to get in touch someone in your network.

Need help?

If you have questions or feedback about Starfish, please email StarfishTeam@pierce.ctc.edu.

Thanks!

Student Success Technology Specialist

StarfishTeam@pierce.ctc.edu