



Student Frequently Asked Questions

What is Starfish?

- Starfish is a student retention system that helps you stay on track throughout your academic career.

How does Starfish help me?

- Starfish helps you, as a student, to positively progress academically by connecting you to your instructor and campus services and resources. Starfish is here to help you succeed!

What is a Flag?

- Starfish uses flags to identify concerns regarding situations like frequent absences, missed assignments, low scores or possible failure in a class.

What is a System Raised Flag?

- System Raised Flags will automatically launch depending on the threshold assigned. Grades are monitored by Starfish based on scores entered in to the Canvas grade book, based on those grades or attendance taken by your instructor if you are in an onsite class. System Raised Flags are launched.
 - No Online Participation in 8 Days
 - No Attendance Flag for Onsite Students – 4
 - No Attendance Flag for Onsite Students – 6
 - Performance Below 75%
 - Physical Therapy Assistant Performance Below 75%
 - Rad Tech Performance Below 70%
 - Cosmetology Performance Below 78%
 - Automotive Technology Performance Below 75%
 - Industrial Technology Performance Below 75%
 - Welding Technology Performance Below 78%

Why did I get a Flag?

- If an instructor is concerned about your progress in class, you may see one or more of the following flags:
 - Irregular Attendance
 - General Concern
 - No Show
 - No Participation
 - Missing Submissions
 - In Danger of Failing
 - Recommend Withdrawal



What should I do if I get an email about a Starfish Flag?

- If you are contacted regarding a flag, please take action on the concern raised by your instructor. Follow the directions in the email and respond quickly to improve your class performance.
- Remember, flags are not a form of punishment, but a way of getting your attention and connecting you with the appropriate student resources.

What is a Referral?

- A referral is a recommendation to direct you to contact a designated Student Services Office on campus.

Why did I get a Referral?

- If an instructor, or designated person from student services, is concerned you may need assistance in some way, you may receive one or more of the following referrals:
 - Advising
 - Admissions and Records
 - Career Services
 - Coaching
 - Counseling
 - Financial Aid
 - Help Desk
 - Special Services
 - TRIO SSS
 - Tutoring

What is a kudo?

- Starfish also allows instructors to give praise, or kudos, to celebrate your success or improvement in a class.

Why did I get a kudo?

- You received a kudo as an acknowledgement from your instructor of improving work or for outstanding achievement in a course.

Where can I go to get more information?

- You can access more Starfish information at your Student Resources page on Clovis Community College's website.

<http://www.clovis.edu/students/starfish.aspx>