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.

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:
  - Attendance Concern
  - General Concern
  - No-Show
  - No Online Participation
  - Missing Submission
  - 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