



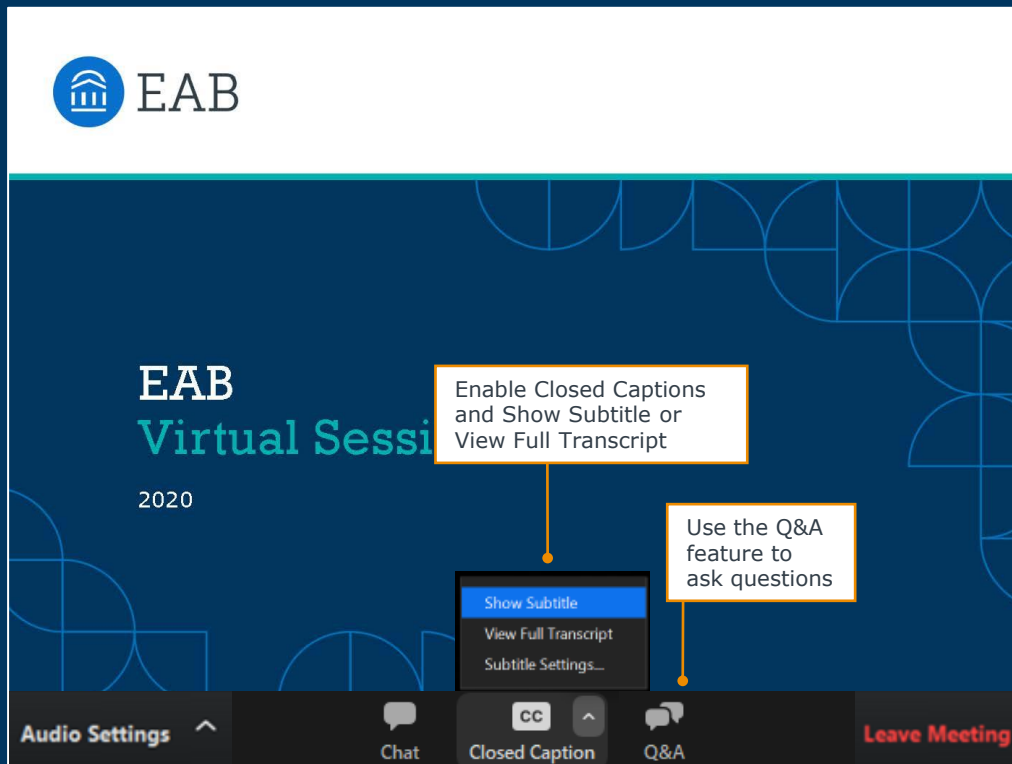
EAB

Quarterly Starfish Product Update

Wednesday May 25th 2022 | 1:00 p.m. – 2:00 p.m. Eastern Time

We will begin at 1:02 p.m. Eastern Time once everyone has joined

Using the Q&A and Closed Captioning Features



Meet Your Starfish Team



Tosin Aje-Adegbite
*Senior Director,
Starfish Product
Management*



Elise West
*Director, Starfish
Product Management*



Chelsea Hunt
*Senior UX Designer,
Starfish Product
Management*



Rich Staley
*Vice President,
Partner Success*

Celebrating 1 Year+ of Impact

850 Institutions supporting **7.5M** Students across Navigate and Starfish



You came together as a **Collaborative** to address top student success challenges

The first-ever combined Navigate and Starfish CONNECTED conference brought thousands of you together, with Starfish institutions presenting incredible partner profiles

Starfish partners played key roles in last year's webinars on topics ranging from management to returning to campus



You pushed us to build a **better product** through Innovation Council and Compass

Special thank you to 11 Starfish partners serving on our Student Success Innovation Council

2021 brought exciting product updates including inclusive names and pronouns, upgraded Canvas integration, Blackboard LTI single sign-on method, and virtual kiosk check-in availability



You continued to **evolve your student success offerings** to support your students

Many of you expanded use of Starfish through inaugural round of cohorts and configuration intensives

We welcomed our first joint Navigate and Starfish Moon Shot for Equity ecosystem

Check out the new Starfish Case Study Compendium with a sample of 25 case stories from your peers

Starfish Product Objectives

1

Interoperability

Strengthen and develop our interoperability capabilities, which will provide us with opportunities to support larger institutions and take advantage of additional functionality.

2

Communications

Smoother communication channels between faculty and students to enable faster responses to time-sensitive or urgent needs.

3

Visible Outcomes

Deliver proof of outcomes in a consumable format to our partners (i.e., the actions that are taken are yielding positive results).

4

Inclusive Data

Support our partners by addressing data sync issues, equity concerns around mislabeling race and gender, and making workflows smoother.

Starfish: FY22 Roadmap

Area	Priority Concepts (comprised of sub-concepts)	Status
Core	Communications: Hardening the current communications tools implementation to support scaling.	Completed
	Student Profile: accept and support different data as regards to gender, race, identity etc. where it applies	Completed
	Student updates: Students can clear a To-Do (without review completed)	In Progress
	Notes and Tracking: Provide the ability to attach a documents to the student file via case notes or outcomes tracking.	Deferred
	Automated Tracking Items	Deferred
	Data Ingest: Improve Data Ingest Performance	Deferred
Integrations	Provide support for Blackboard Ultra	Completed
	Improve performance of Canvas integrations	Completed
Reporting/ Analytics	Reporting: Deliver visibility into outcomes via reports/dashboards	Deferred

Partially Delivered: Students Can Close To-Dos (Without Review)

7

Mark Item Complete ×

Yolanda Gold and other connections will see that you took action on this item.

After you submit it, the item will be removed from your dashboard.

Item being marked complete:

 TO DO

Obtain your new student ID

 Created by Yolanda Gold on 03-07-2022

 Due 04-15-2022

 Go to starfishu.edu/studentID and complete the required steps. Note that it can take up to a week to obtain a new student ID.

[Less](#)

To-Do details

*Mark item complete because:

☐  I completed this item!

☐  I don't need to do this item.

Close reason

Neither of these options feel right? We're here to help.  [Request Help](#)

[CANCEL](#)

SUBMIT

Currently in all test tenants
Will turn on in production on June 2.



Coming Soon Fall 2022: Students Can Close To-Dos (With Review)

8

Notifications (19)

TO-DO

Attend Orientation

Assigned to [Yvette Gold](#)

Created by [Yvette Gold](#) on 11/01/2019

[MARK AS COMPLETE](#)

TO-DO

Create academic plan

Assigned to [Yvette Gold](#)

Created by [Yvette Gold](#) on 11/01/2019

You took action on this item. It was sent for review on 10/9/2021.

PENDING REVIEW

Pending review notice

[← BACK](#)

Mark Item Complete - Request Review

Yvette Gold and other connections will see that you took action on this item and review it. If approved, this item will be removed from your dashboard.

Item being marked complete

TO DO

Create academic plan

Created by [Yvette Gold](#) on 08/2/2021.

*Mark item complete because:

☐ I completed this item.

☐ I don't need to do this item.

☐ I have another reason.

*Please share details

I don't know what this is. talk to you soon!

[CANCEL](#) [REQUEST REVIEW](#)

Close reason

Completion details

Coming Soon in June!: Include Students Score

9

Customizable field

Starfish

Report Queue pending 1

System Settings

Change Password

Session Settings

System Announcements

Terms

Silent Mode

SMTP Configuration

Help Desk Information

Integrations

Users & Roles

Data & Analytics

Feature Configuration

Appointment Types

Custom Intake Questions

Degree Planner

Flag Thresholds

Kiosks

Note Types

Progress Surveys

Request Help

Reserve Time Categories

Services

SpeedNotes

Student Intake

Student View

Success Plan Types

Success Score

Tracking Rules

User Profile

Message Templates

Reports

Search for Students

Success Score

last updated 05-16-2022 by Gold, Yolanda

Model and Prediction Configurations

Any credential selected below that a student is pursuing in the active term(s) will have a Success Score created and displayed. Student credential value(s) are sent as part of the credential field in the student program file, [more info in Help Center](#)

Note: If an invalid credential is sent for a student that credential will not be considered for scoring.

Include students pursuing these credentials:

Credential	Include in model and predictions?
00 - not seeking credential	☐
01 - AA	☐
02 - AS	☐
03 - AAS	☒
04 - BS	☐
05 - BA	☐
06 - MA	☐
07 - MS	☐
08 - MBA	☐
09 - PhD	☐
10 - MD	☐
11 - JD	☐
12 - EdD	☐
13 - PsyD	☐
14 - ThD	☐
15 - Certificate	☒

[CLEAR CHANGES](#)

SAVE CHANGES

Coming Soon in June!: Updates to the Student Folder



Profile

Success Score ?

Fall 2020

Low Risk

92 ↘

Decreased since: 03-03-2022

[More Info at Help Center](#)

Profile

Success Score Unavailable

Student is not seeking a credential included in scoring or is not enrolled in current term.

Contact

Lexy Gilmore
lgilmore4382
Lexy.Gilmore@starfishcollege...
lexy.gilmore@starfishcollege...
(757) 622-4487
(757) 622-4487
V/TTY 585-475-2614

Jen Gray

Flag Referral To-Do Kudos Success Plan Message Note Appointment File Intake

Overview

Student Information

- Class Level
- On Financial Aid since 5/6/2022
- Academic Probation since 5/6/2022
- Current GPA: 3.67
- Click here to search
- Starfish
- Deans List

Student Files

CSI Example File uploaded by System on

Success Score 67 has decreased since 04-25-2022. Student is moderately likely to remain enrolled or complete within 12 months of the end of the Spring 2022 term.

Profile

Success Score ?

Spring 2022

Moderate Risk

67 ↘

Decreased since 04-25-2022

New and Improved

Minor enhancements and bug fixes

- ***Security***

- We scan our software & platform regularly to identify security vulnerabilities.
- We have upgraded fasterxml, log4j, PostgreSQL driver & provided a remediation for Spring4Shell vulnerability.
- We are in the process of upgrading our spring & hibernate libraries.

- ***Integrations***

- Addressed the SmartThinking integration after SmartThinking upgraded their tech stack
- Added the data extraction ability from snowflake to our Blackboard building block.
- Currently working on upgrading our Exchange Calendar sync integration to use their latest MS recommended API & Azure application integration.

Starfish Compass Ideas Delivered



- > **Preferred Name**
Submission by Brenna Andrews San Bernardino Community College
- > **Support for updating Student Pronouns in student profile**
Submission by Emily Salyards Carroll Community College
- > **LTI for Blackboard Ultra Integration and Single Sign-on**
Submission by Amanda Kuzel, North Dakota University System
- > **Progress Survey Submit Popup specify “..for all the student this section”**
Submission by Steve Reed Santa Barbara City College
- > **Allow copying of appointment type in setup**
Submission by Mary Beth Thompson College of Saint Benedict & Saint John’s University
- > **Provide ability for students to clear To-Dos**
Submission by Hui-Ming Borgman at Metropolitan Community College, Kansas City
- > **Default the Success Score to hidden and allow users to click to open**
Submission by Julia Arreguy at Sierra College



- Ideas that reach over the 500-point threshold will be marked as “Above Point Threshold”.
- Ideas that are reviewed by the product team and being actively considered will be marked as “Under Consideration” .

Submit your ideas to Compass!

eabcommunity.force.com/Compass

Final Thoughts

Please take a moment to answer this final poll question to provide your overall experience on today's session.



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