Starfish | Student Success Platform

SUNY NEW PALTZ

Accessing Flag Comments

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Welcome to Starfish ® at SUNY New Paltz!

Starfish is an easy-to-use platform that gives you the opportunity to connect on another level to help improve student success and persistence.

Everyone has a role in student success at SUNY New Paltz!

Helping our students be successful is a team effort. Depending on your role within the institution, however, you will likely have very specific priorities and goals in mind when you think about how best to support your students. Starfish works best when all members of our institution work together to address students' specific needs.

Getting started is easy!

Login Directions:

1. Sign in to my.newpaltz.edu
2. Click the "Starfish" link under "Resources" (left-hand column)

Starfish will automatically display all your assigned advisees and students enrolled in your courses. You can raise alerts (flags, kudos, & referrals) about students, review alerts that have been raised about your students, and provide additional information.

Accessing Flag Comments

When advisors close a flag, they make sure to add a comment to the flag that goes into detail about why they are closing the flag and what interaction they had with the student. Below are instructions on how you can access the comments that advisors have input:
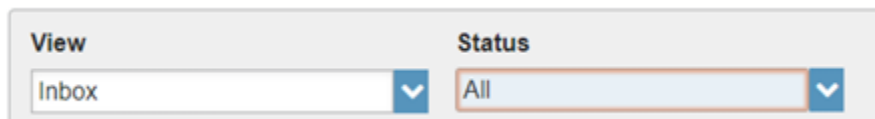
1. Login to Starfish
2. Type the student name/ID/email in the search bar in the top right corner
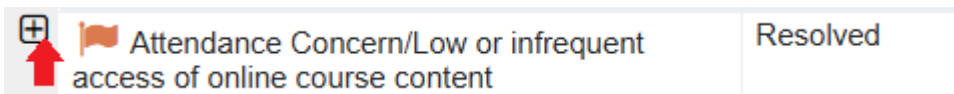

3. The student will pop-up – click on their name
4. Once in the student's profile, click Tracking
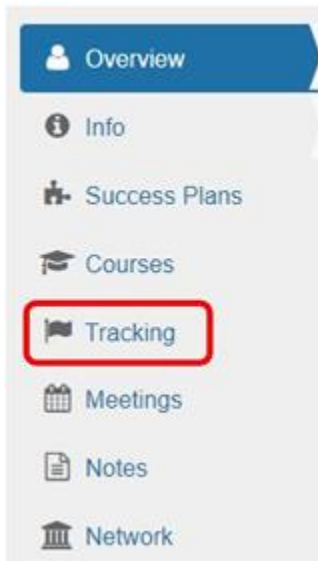
5. Make sure you have Status set as "All"

6. Find the flag you raised, and click the "+"

7. Clicking the "+" opens a dropdown of all the comments advisors have added regarding their outreach/interactions with the student