



Starfish | Student Success Platform

SUNY NEW PALTZ

Messaging

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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)

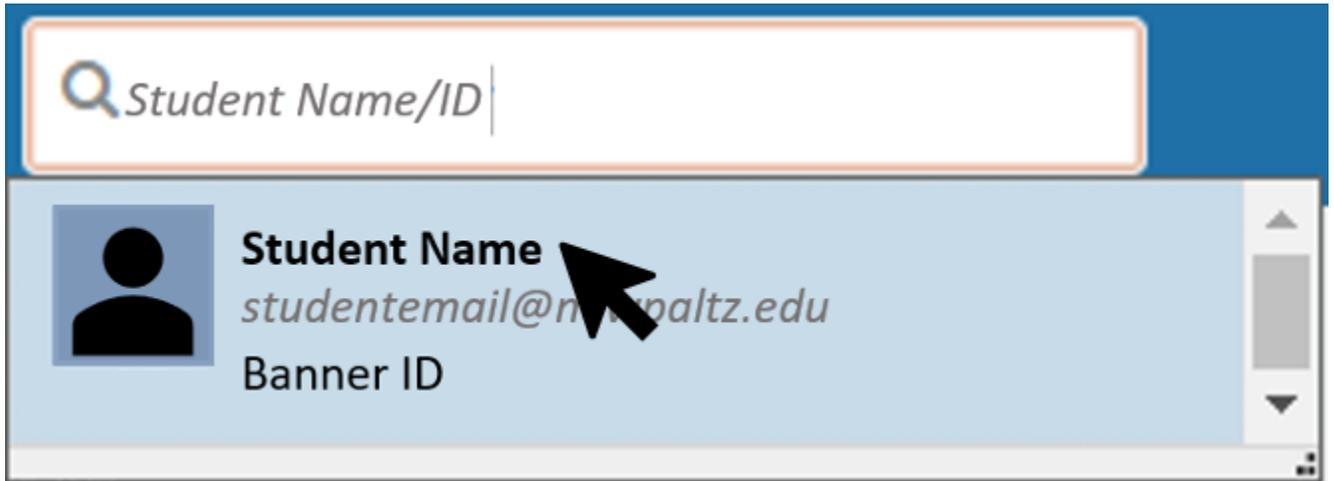
Starfish will automatically display all your assigned advisees and students enrolled in your courses. You can raise alerts (flags, kudos, & referrals) about students, review alerts that have been raised about your students, and provide additional information.

Messaging your students – individually

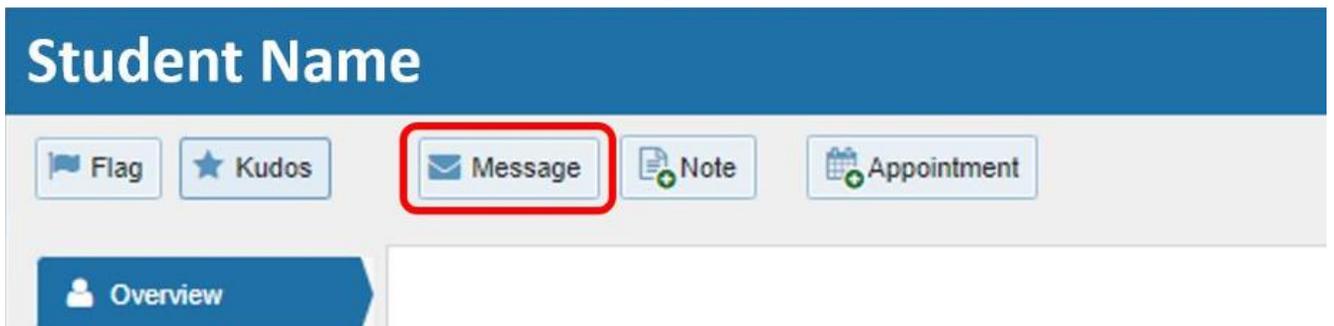
1. From *any* screen in Starfish, click the search bar (upper right corner of the screen)



2. Type in the student's name, or Banner ID, or their @newpaltz.edu email address
3. Starfish will bring up the student. Click on the student's name



4. Students' profile will appear. Click on the **Message** button



5. A message box will pop-up

Send Message Never Mind Submit

 Try a Note instead? Messages are always private between you and the student and cannot be shared more widely. Notes can send a notification to the student (or not), be private (or not), and have other benefits.

* Subject

* Email

Send copy to yourself

* Required fields Never Mind Submit

6. Input a subject line for your message in the **Subject** section
7. Input your message to the student in the **Email** section
8. Click **Submit**

Messaging your students – in bulk

1. Click on the **menu**  icon
2. Select **Students**
3. Make sure you are on the **My Students** tab

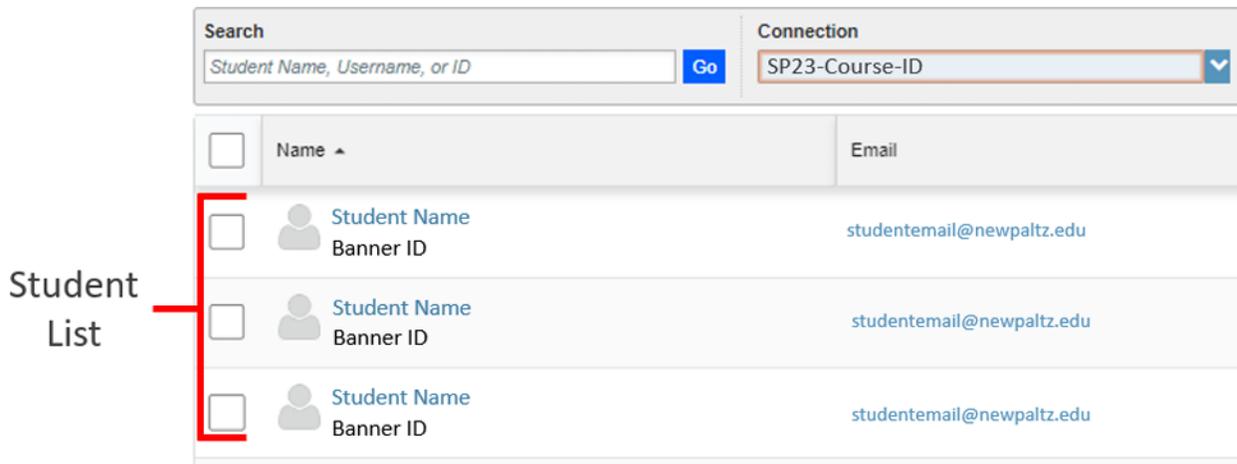


4. Under **Connection**, select what group of students you would like to message.

For this example, we will be messaging all students in a course we teach, so we will select that specific course from the **Connection** drop-down



5. Once your connection is selected, the students within that connection will appear on the list



6. Click the box on top of the list to select ALL students within that connection

<input checked="" type="checkbox"/>	Name ▲	Email
<input checked="" type="checkbox"/>	Student Name Banner ID	studentemail@newpaltz.edu
<input checked="" type="checkbox"/>	Student Name Banner ID	studentemail@newpaltz.edu
<input checked="" type="checkbox"/>	Student Name Banner ID	studentemail@newpaltz.edu

7. Once all students in the connection are selected, click **Message** button

MY STUDENTS

TRACKING

Flag

Referral

To-Do

Kudos

Success Plan

Message

Search

Connection

8. A message box will pop-up

Send Message

Try a Note instead? Messages are always private between you and the student and cannot be shared more widely. Notes can send a notification to the student (or not), be private (or not), and have other benefits.

* Subject

* Email

Send copy to yourself

* Required fields

9. Input a subject line for your message in the **Subject** section

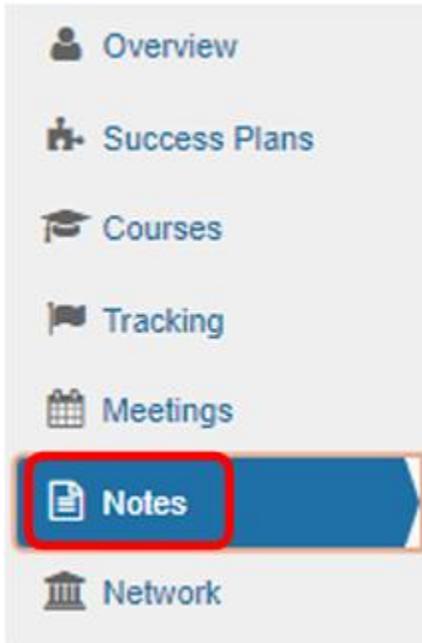
10. Input your message to the student in the **Email** section

11. Click **Submit**

View Read Receipts

Starfish can track whether or not the student has opened your message if you've sent it through the system.

1. Open the student's **Student Profile**
2. Click **Notes**



3. Find the email you sent, and expand the message by clicking the **plus sign** 

Type	Subject
  Message	THIS IS A TEST

4. Once the message is expanded, you will see a **Sent** section (lists the date and time you sent the message) and a **Read** section (shows “read” or “unread”)

 Message	THIS IS A TEST	Instructor Name Role: Instructor	Today
Email Message THIS IS A TEST		Sent Today at 9:28 am	Read Unread