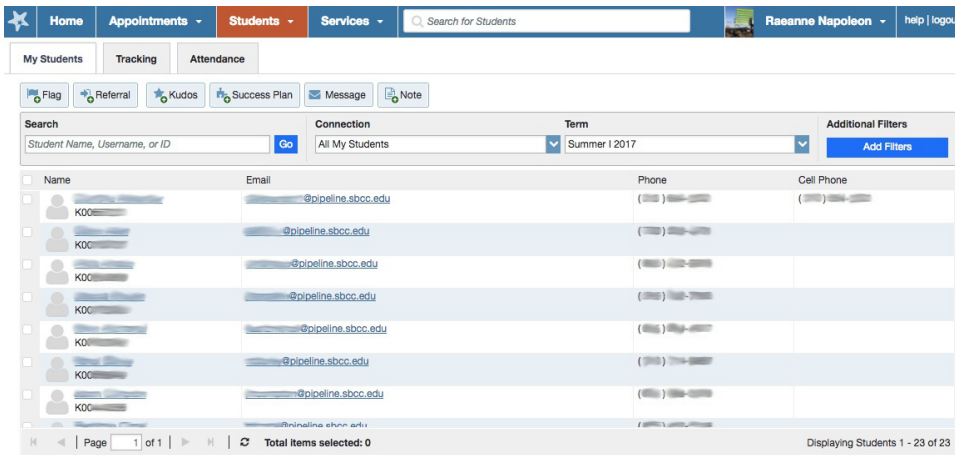


Starfish – Making Referrals

Based on input from the Starfish Implementation Team and the Starfish Faculty Focus Group, credit faculty now have the option to use Starfish to refer students to Academic Counseling, a drop-in tutor (subject-area tutors), EOPS, their Gateway tutor, the Math Lab, or the Writing Center.

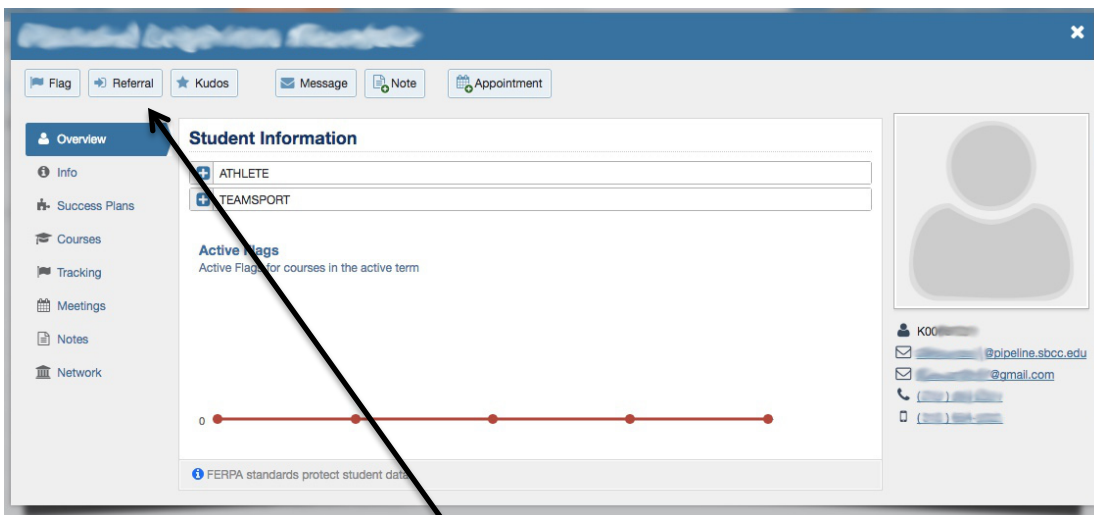
Like the Flags and Kudos you raise in Starfish, it will be up to you as the referral maker to lower the referral if a student informs you that s/he has followed up. Also like Flags and Kudos, all referral flags will be cleared for students at the end of each term.

Navigate to the “Students” tab within Starfish to Make a Referral

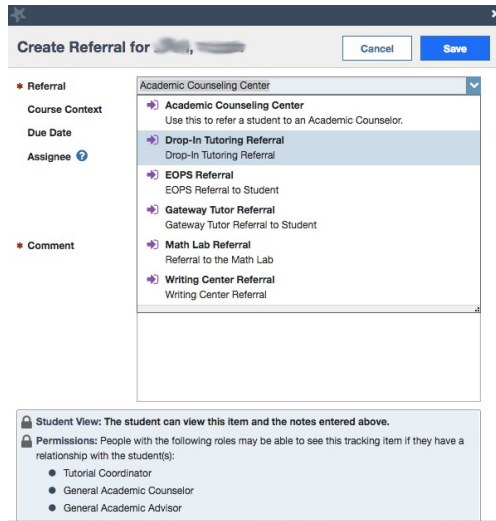


From “Students” you have a few options. You can “Search” for a specific student, change the “Connection” (which class/CRN is listed), and change the “Term.”

You have the choice between sending a referral to multiple students at once or to an individual student. To start, let’s say you wanted to choose a single student by clicking on their name provided under the “My Students” tab. For the selected student, this is what you will see as a pop up menu:



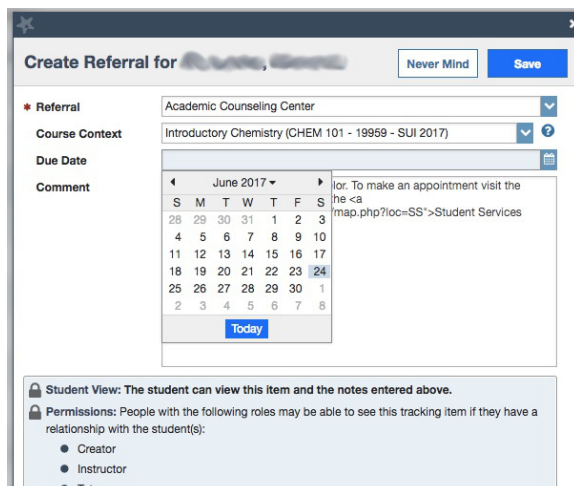
From here, you can select the “Referral” button at the top left. Once selected, the additional pop up window will be for the creation of a referral for the student. There are six referrals through Starfish, shown here in the drop down menu:



After choosing the type of Referral you want to send, **select your course** under the “Course Context” drop down menu. (There are only two choices for this drop down menu: one is “No course” and the second is the course you have for the selected student.) The subject line of the auto-generated email uses the course name as a reference, so it’s important for clarity to chose your course. (This is also true when you are sending Flags and Kudos.)

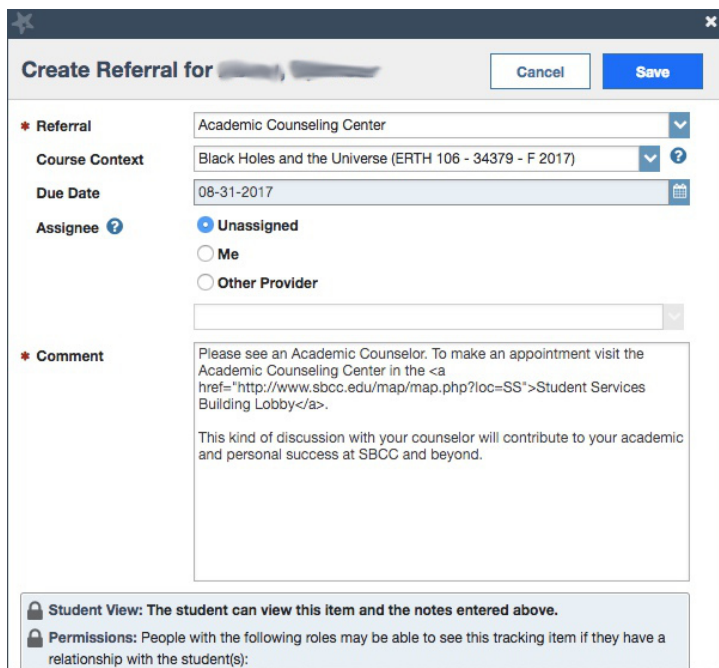
Due Date (Optional) and Comment

Next is an optional selection of a due date for the Referral that will appear beneath the auto-generated signature of the email. If you do want to assign a due date, select a date from the drop down calendar. (A good practice would be to select a date in the near future so that a student has a time frame to think about.) Although these due dates are just suggestions, you may find that students are more responsive if you actually provide a due date. Given current staffing, we have not configured Starfish to notify the referral maker when a student complies with the referral.



The comment box is where you can edit the text for the referral before the auto-generated email is sent to the student. This email has been designed to read as if you wrote it. Except for the salutation (Dear <Student First Name>) and signature (Sincerely, <Instructor Full Name>), the text of the auto-generated email, which appears in the comment field when you make a referral, may be edited by you. Please see “[Examples of Auto-Generated Emails for Referrals,](#)” for examples of these emails.

You will notice that for each Referral there is a comment already in the box. For example, for the “Academic Counseling Center” Referral, the comment box contains the following:



The screenshot shows a web form titled "Create Referral for [redacted]". At the top right are "Cancel" and "Save" buttons. The form fields are:

- * Referral:** A dropdown menu with "Academic Counseling Center" selected.
- Course Context:** A dropdown menu with "Black Holes and the Universe (ERTH 106 - 34379 - F 2017)" selected.
- Due Date:** A date field with "08-31-2017" and a calendar icon.
- Assignee:** Radio buttons for "Unassigned" (selected), "Me", and "Other Provider".
- * Comment:** A text area containing the following text:
Please see an Academic Counselor. To make an appointment visit the Academic Counseling Center in the Student Services Building Lobby.

This kind of discussion with your counselor will contribute to your academic and personal success at SBCC and beyond.

At the bottom, there are two informational boxes:

- Student View:** The student can view this item and the notes entered above.
- Permissions:** People with the following roles may be able to see this tracking item if they have a relationship with the student(s):

Unlike the subject line, greeting, and signature, this comment box **may be edited** by you. Many of the referrals contain links to a campus map so students can find where the service you are referring them to is located (like the Academic Counseling example provided above). For the link to work in the auto-generated email to the student, you **should not edit anything between the < > symbols.**

For a Referral to be sent, you must hit “Save” at the bottom.

Making Multiple Referrals

When you have multiple students for whom you want to make the same referral and have the same comment for them, a more efficient way to do this is through the “Students” menu above that lists your roster for a particular CRN. Click the box next to the name of the students for whom you want to make the same referral, and then click the “Referral” button.

The screenshot shows a web application interface for managing students. At the top, there is a navigation bar with tabs for Home, Appointments, Students (highlighted), and Services. A search bar for students is also present. Below the navigation, there are tabs for My Students, Tracking, and Attendance. A toolbar contains icons for Flag, Referral, Kudos, Success Plan, Message, and Note. The main area features a search bar and filters for Connection (All My Students) and Term (Summer 1 2017). An 'Add Filters' button is also visible. The student list table has columns for Name, Email, Phone, and Cell Phone. The first three rows are highlighted, and three black arrows point to them from the left. The footer shows 'Page 1 of 1' and 'Total Items selected: 0'.

Name	Email	Phone	Cell Phone
KOC	@pipeline.sbccc.edu	()	()
KOC	@pipeline.sbccc.edu	()	()
KOC	@pipeline.sbccc.edu	()	()
KOC	@pipeline.sbccc.edu	()	()
KOC	@pipeline.sbccc.edu	()	()
KOC	@pipeline.sbccc.edu	()	()
KOC	@pipeline.sbccc.edu	()	()
KOC	@pipeline.sbccc.edu	()	()

Once you've selected your students, follow the same process when making a single referral. Don't forget: when you **edit the comment box how you'd like (or not), your comment must be general enough to apply to all of the selected students.** They will not know any other student received this same Referral and it will be addressed to each student individually.