Starfish

PROJECT IMPLEMENTATION PLAN

Presentation to College Council

September 15th, 2017

A STUDENT LIFECYCLE FRAMEWORK AND CATEGORIZATION OF TECHNOLOGY PROVIDERS

Main message:

- Its going to be a great student success platform, but it wont make your breakfast!
- We are still learning about the true capacity of this platform
- We recognize there is some anxiety about what changes it brings

THE EVOLUTION OF BC'S STUDENT CASE MANAGEMENT SYSTEM

Starfish EARLY ALERT

- Cohort management tool that guides and manages student engagement and success
- Collects information from faculty, staff, and and campus networks
- Guides students by providing tailored interventions (and student progress towards it)

Starfish CONNECT

- Communications and scheduling platform for students and their advisors, tutors and instructors.
- Includes powerful case management, appointment scheduling, and communication tools to promote engagement and help students stay on track.

Starfish DEGREE PLANNER

- Help students determine the exact courses and course sequences needed to complete a degree or certificate, thus reducing the time to graduation.
- Create multiple plans, or do “what if” planning to see how a potential change in major might impact the previously-completed credits.

ANALYTICS:

- Uses benchmarking tools, predictive analytics, risk predictors, student activity and other indicators to identify at-risk students and determine the most helpful interventions.
- Provides reports on benchmarking, student risk, course pathway review and more
- Integrated intervention inventory featuring the student success matrix, which offers a list of student support resources from across the institution and tools for measuring and tracking those interventions so schools can scale up those that are most effective

Guided Pathways Momentum Points Addressed Through Starfish

	Clarify the Path	Get on the Path	Stay on the Path	Ensure Learning
Goal	Ensure students have a comprehensive student educational plan (CSEP)	Completion of college-level math and English within first-year of enrollment	Institute check-points for program momentum	Systematized student engagement via academic and social integration
Starfish Action	Once matriculated, Starfish can initiate system-based flags for students who do not have a CSEP	Starfish can initiate success plans to ensure that students are receiving the necessary support	Starfish can initiate system-raised flags for students that deviate from their educational plan	Provide training for faculty on flags and kudos that can be raised on students of concern
Goal	Offer the necessary courses to reduce the impact of bottle-neck courses	Completion of 15 pathway units per term	Ensure students are completing courses successfully	Completion of college-level math and English within first-year of enrollment
Starfish Action	Starfish can provide course projections through degree planner	Starfish can initiate system-based flags for students that drop below target units	Starfish can send progress surveys to students and based on response refer students to services.	Starfish can initiate success plans to ensure that students are receiving the necessary support
Goal		Ensure students are on track with CSEP	Ensure students are completing courses successfully	
Starfish Action		Starfish can inform if students are off track	Starfish can connect with canvas for faculty who use gradebook and attendance through canvas to automate flags to students who are in danger or failing.	

Subgroups

- **Functional team**
- **Technical team**
- **Communications, marketing & training**
- **Core**

Implementation Team

- **BC:** Paul Beckworth, Lesley Bonds; Grace Commiso; Todd Coston; Zav Dadabhoy, Janet Fulks; Stig Jantz; Keri Kennedy; Mark Osea; Michelle Pena; Bill Moseley; Andrea Thorson; Steve Waller; Maria Wright
- **DISTRICT:** Dave Barnett; John Means; Gary Moser
- **PROJECT MANAGERS:**
  - **BC Consultants:** Becky Weaver; Susan Johnson;
  - **KCCD Consultants:** Julia Araguy
- **STARFISH:** Emily Hoffman; Kelly Kilby
- **CCCTC:** Barbara Fountain; Warren Whitmore; Michael Rajkumar

PROCESS

1. Functional and Technical teams meet with Starfish Implementation Coordinators to learn about each functionality and configuration option, making decisions along the way

2. BC Project manager (consultants) work to develop requirements and develop files, and send to KCCD ITS Project Manager

3. KCCD ITS Project Manager (another consultant) reviews files and uploads to KCCD Banner integration portal

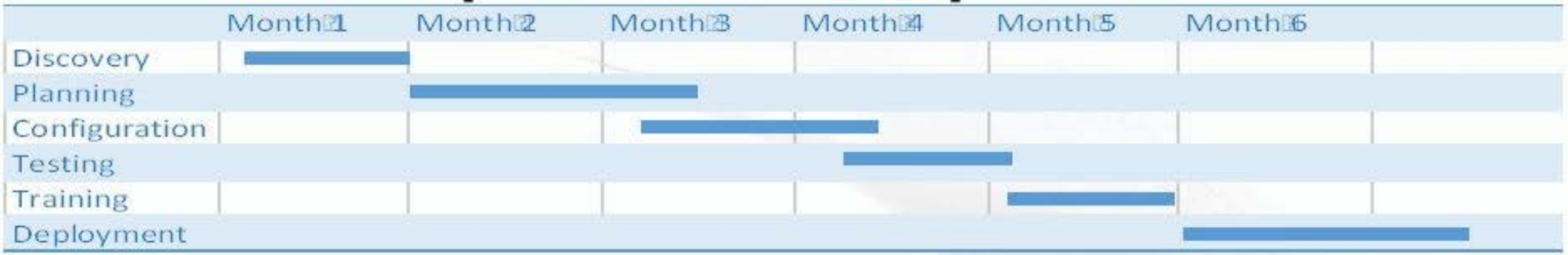
4. BC Project manager (consultants) test, review (and repeat if necessary)

5. Functional and Technical teams review, and ensure configuration

Implementation Process

- **Discovery & Selection:**
- **Contract:**
- **Learning & Discovery:**
- **Configuration:**
- **Testing:**
- **Training & Marketing:**
- **Deployment & Refinement**

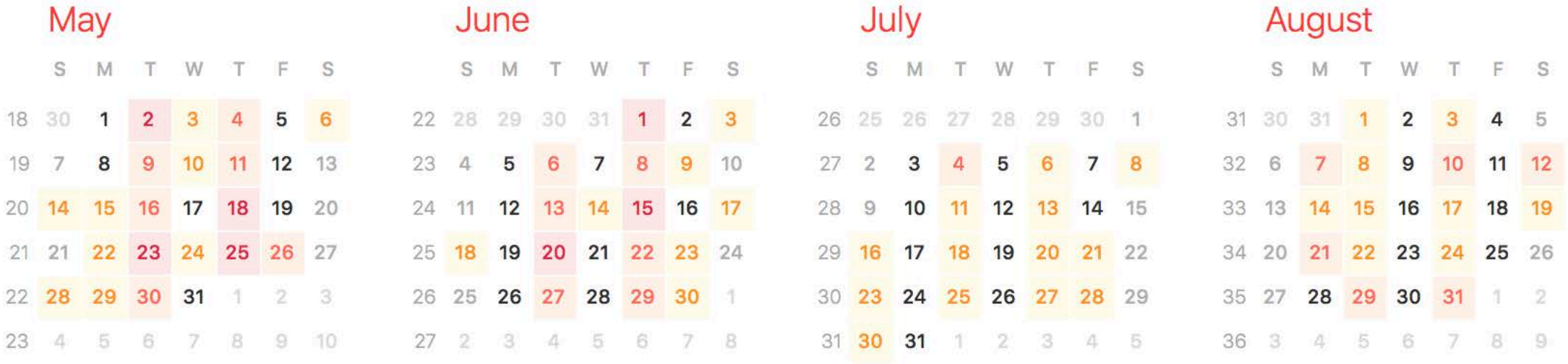
STARFISH Implementation Steps



- 3-6 month implementation
- Progressive deployment process: First working with a small, logical cohort of students for learning and streamlining of the process prior to a general deployment.
- Critical to identify, recruit, develop, and support roles in-house

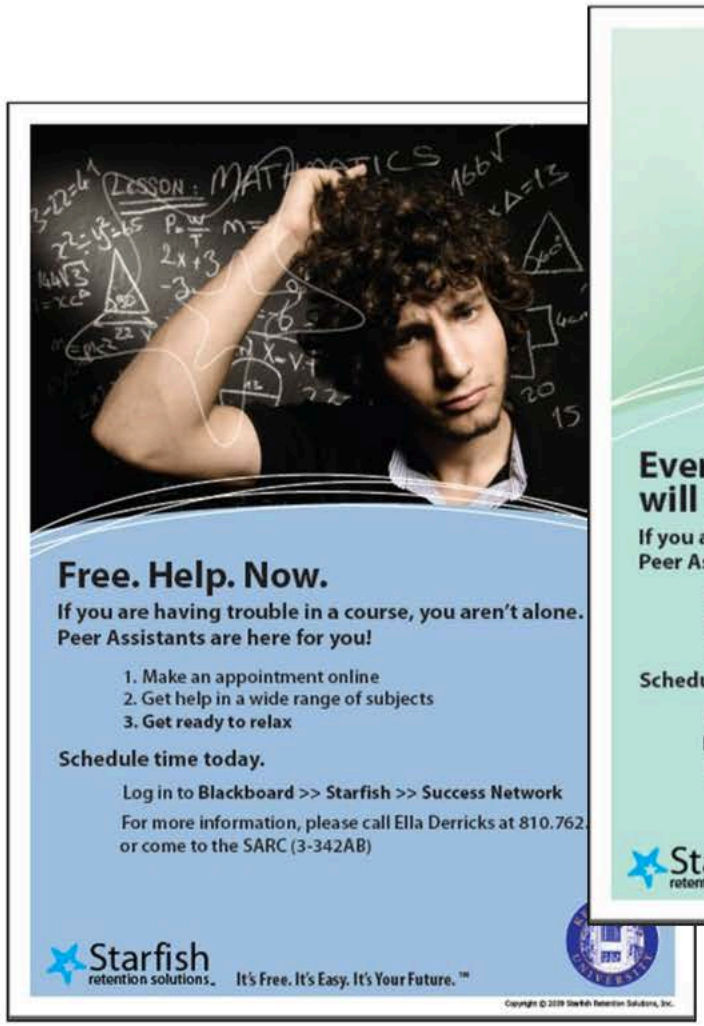
Original Schedule

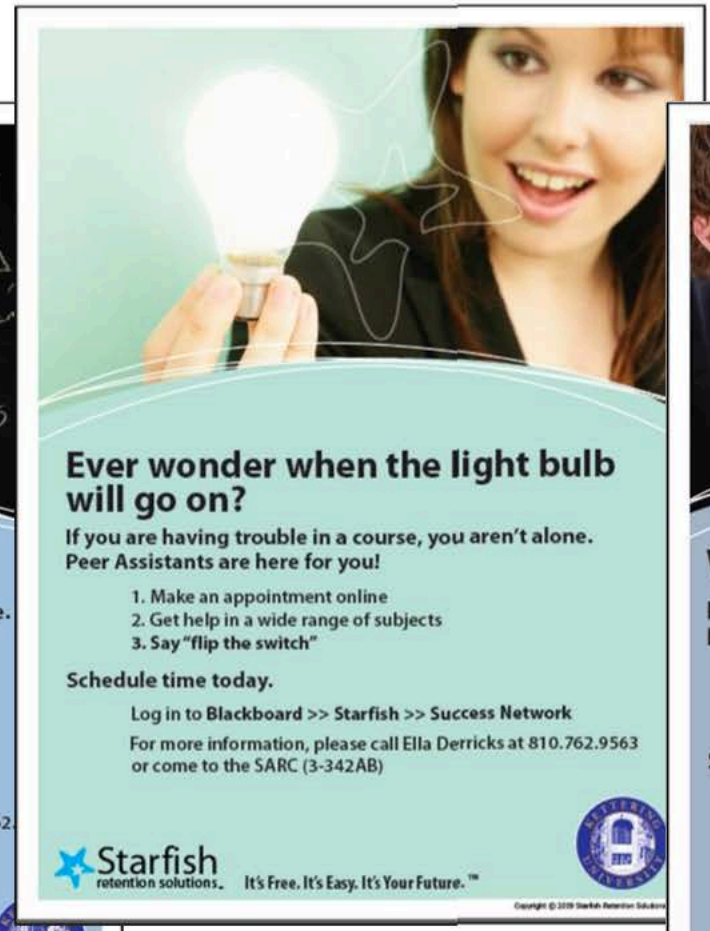
- “GO” Date: April 13th
- Kickoff Meeting: April 21st
- Weekly Technical & Weekly Functional Team meetings (starting April 27th)
- Project Phase 1: “Early Alert” and “Connect” live for Fall 2017

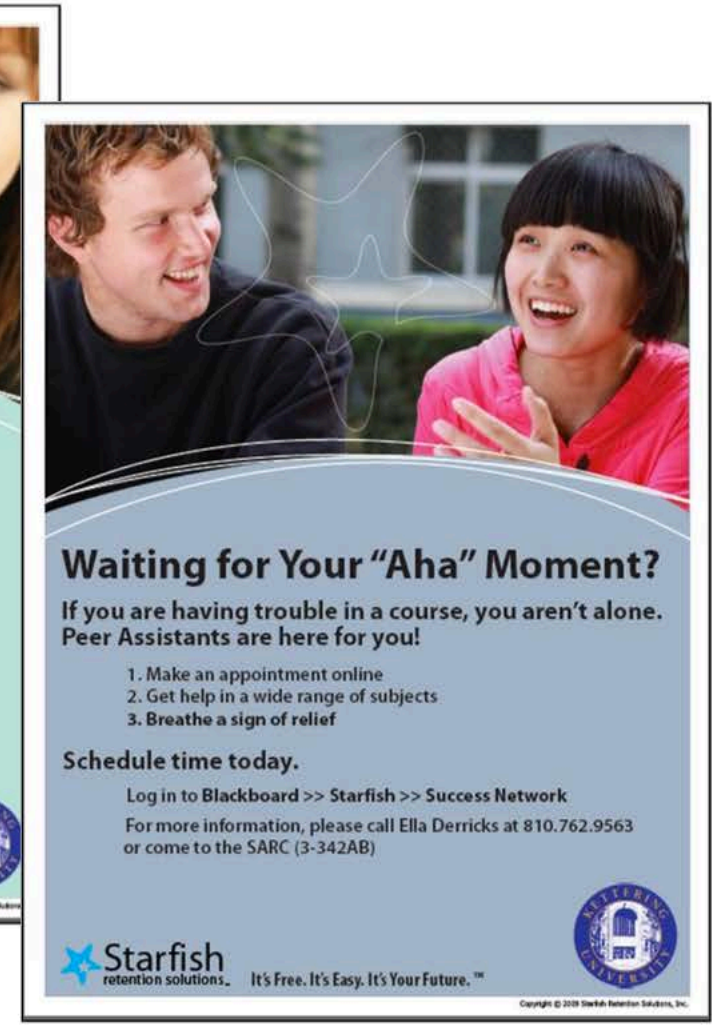


Project Phase 2:
“Degree Planner”
and “Analytics”

Live for Spring 2018


Free. Help. Now.
If you are having trouble in a course, you aren't alone.
Peer Assistants are here for you!
1. Make an appointment online
2. Get help in a wide range of subjects
3. Get ready to relax
Schedule time today.
Log in to Blackboard >> Starfish >> Success Network
For more information, please call Ella Derricks at 810.762.
or come to the SARC (3-342AB)
Starfish retention solutions.
It's Free. It's Easy. It's Your Future.™


Ever wonder when the light bulb will go on?
If you are having trouble in a course, you aren't alone.
Peer Assistants are here for you!
1. Make an appointment online
2. Get help in a wide range of subjects
3. Say "flip the switch"
Schedule time today.
Log in to Blackboard >> Starfish >> Success Network
For more information, please call Ella Derricks at 810.762.9563
or come to the SARC (3-342AB)
Starfish retention solutions.
It's Free. It's Easy. It's Your Future.™


Waiting for Your "Aha" Moment?
If you are having trouble in a course, you aren't alone.
Peer Assistants are here for you!
1. Make an appointment online
2. Get help in a wide range of subjects
3. Breathe a sign of relief
Schedule time today.
Log in to Blackboard >> Starfish >> Success Network
For more information, please call Ella Derricks at 810.762.9563
or come to the SARC (3-342AB)
Starfish retention solutions.
It's Free. It's Easy. It's Your Future.™

It's Time to Post Your Office Hours.
Are your students going to come?

You've got more important things to do than trade countless email and voicemail messages just to confirm a student meeting time. **Let Starfish® help.**

- Make your office hour schedule available online.
- Receive emails when students reserve time to meet with you.

Get started today! Simply login to **Blackboard** and click the **Starfish** link!

Starfish retention solutions.

Copyright © 2009 Starfish Retention Solutions, Inc.

Q. What do your students need the most?
A. Time with you.

Let Starfish® **help you** take the hassle out of finding time to **help them.**

- Make your office hour schedule available online.
- Receive emails when students reserve time to meet with you.

Get started today! Simply login to **Blackboard** and click the **Starfish** link!

Starfish retention solutions.

Copyright © 2009 Starfish Retention Solutions, Inc.