

Happy Spring 2025 Hawk Family,

Starfish is growing on our campus and doing amazing things for our students thanks to your commitment! Other institutions have noticed, and UMES is setting the standard for Starfish resources—the University of Georgia is one of the Starfish schools that has adopted some of our marketing and training materials to drive Starfish engagement on their campus!

To keep up the momentum I am including some fast facts to help you better understand this important tool:

Fast Facts

- ★ Starfish is the #1 platform for scheduling appointments on our campus for our students & faculty/staff. **74%** of appointments were made by students in the fall 2024 semester (2,053 out of 2,766). **That's almost 3,000 moments of engagement with our students outside of the classroom!**
- ★ Every school (SANS, SESA, BT, HP) has a **Retention Specialist** who is a *Starfish expert*. They are a resource for training, feedback and updates. They also work closely with our FOCUS students (below 2.0 GPA) and our Sophomores. They monitor and connect with *freshmen* and *sophomores* who are flagged with concerns in Starfish.
 - **Bobby Rice**: School of Agriculture & Natural Sciences
 - **Seth Roberts**: School of Education, Social Sciences & the Arts
 - **Sharay DuBose**: School of Pharmacy & Health Professions
 - **Bria Townsend**: School of Business & Technology
- ★ Starfish pulls all of its information from HawkWeb & Canvas! They “talk” to each other every night, making updates to course information, advisor information & adding tracking items to student dashboards. Check out the ‘Student File’ in Starfish to see term data, course information and review meetings with other providers (if permissions allow).
- ★ **Starfish has texting! Notifications are sent to students for attendance related concerns and appointment reminders! This is new for Spring 2025 – I can wait to share the impact data with you in the fall!**
- ★ **Fall 2024 Impact Data**

Flags closed in Starfish with a Positive Outcome (Student responded to outreach & met with support staff)	Retained to Spring 2025 at 83%
Flags closed in Starfish with a reason reflecting no response from 3 or more outreach attempts	Retained to Spring 2025 at 75%

Top Flag Raisers

Kathryn Barrett-Gaines	Social Sciences
Ryan Howe	Social Sciences
Manal Elbeshir	Math
Nicole Hollywood	Business

Total Number of Tracking Items – 6,281

Number of Kudos (Encouragement) Raised – 2,294

Number of Flags Raised - 2,711

Number of To Do's - 1,374

Reminders

- ★ Here are some helpful links:
 - [Set Up Your Profile in Starfish](#)
 - [Setup office hours](#)

- [Email Notifications for Appointments & Tracking Items](#)
- [Closing the Loop.](#)
- How to Video: [Completing a progress survey](#)
- ***Microsoft "Bookings" do **not** come into Starfish, that is a one-sided option that does not provide a holistic picture of the students' engagement.***

As always you can use our [Starfish resources](#) on the CAAS website to expand your Starfish knowledge.

Thank you for your dedication and service to our students, please feel free to reach out to me at jreagan@umes.edu with any questions, suggestions, successes! We want to hear about your Starfish experiences!

Best,

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*Ask me how **Starfish** can support you!*