



## Referrals within Starfish

Raise a Referral to connect a student with a particular service on campus. A Referral may be created as a response to a Flag being raised on a student. For example, an advisor might create a tutoring Referral after a student is flagged for poor academic performance. An email will be sent to the student when the referral is marked as completed.

- When a referral is created in Starfish a representative from that area will reach out to the student and offer information and services based on the protocol of the receiving office.
- An initial email is sent to the student and the office/department, when a referral is made. An automated reminder email will be generated if a due date is added.

## To-Dos within Starfish

Raise a To-Do to direct a student to complete a specific task, for example completing New Student Orientation or registering for classes. Like Referrals, a To-Do may be assigned as a follow up to a Flag, or as a part of a standard work flow.

- The person who raises a To-Do in Starfish will be the point of contact when the student has completed or has questions about the task. When the task is complete the student will notify the person/entity who raised the tracking item to mark it as complete.
- Initial email is sent to the student only. The student responds to that email when the task is complete. The person, or email, that is attached to the To-Do will clear the item.