How does Starfish support retention and persistence initiatives?

**PROGRESS SURVEYS**

Since fall 2017, WSU has used Progress Surveys through Starfish Early Alert to allow faculty to raise concerns (flags) or send compliments (kudos) related to a student’s academic performance at specific points during the semester. Faculty also have the option to manually raise academic flags or kudos at any point in the semester.

**Available academic flags:** Attendance Concern, Never Attended, Missing/Late Assignments, Low Quiz/Test Scores, and In Danger of Failing. **Available kudos:** Keep up the Great Work

**What happens when a flag is raised in Starfish?**

- **Student receives an email/text message as the initial intervention.**
- **Faculty have an opportunity to clear the flag if students respond.**
- **Academic advisors and campus partners provide outreach depending on the number and nature of the flag.**

**Percentage of Progress Surveys completed during the 2019–20 academic year:**

- **Summer 2019:** 47% completed
- **Fall 2019:** 42% completed
- **Spring 2020:** 45% completed

**SEMESTER TO SEMESTER CONVERSION**

Through this initiative, a registration reminder flag is raised through Starfish Early Alert and an email is sent to current students who have not registered for the upcoming fall and/or spring semester. Advisors may provide additional outreach.

**Registration Reminder Flags, raised and cleared:**

- **Spring 2019 – Fall 2019:** 3,747 raised, 76% cleared, 69% enrolled
- **Fall 2019 – Spring 2020:** 6,618 raised, 63% cleared, 73% enrolled
- **Spring 2020 – Fall 2020:** 7,330 raised, 56% cleared, 76% enrolled

**EARLY STOP-OUT OUTREACH**

Students who cancel all their courses within the first three weeks of the semester receive an outreach flag through Starfish Early Alert, and an email is sent asking if they need assistance or if we can help them return to WSU. Advisors may provide additional outreach.

**Cancellation Outreach Flags, raised and cleared:**

- **Fall 2019:** 502 raised, 56% cleared, 24% enrolled
- **Spring 2020:** 554 raised, 56% cleared, 23% enrolled
- **Summer 2020:** 457 raised, 66% cleared, In Progress
Does outreach through Starfish make a difference?

**SEMESTER TO SEMESTER PERSISTENCE**
Students with a flag persist at rates higher than the WSU overall persistence rate. In fall of 2019, there were 6,070 students with an academic flag that persisted at a rate of 78%.

**Fall 2018**
Total students with an academic flag: 6,159
Students with a flag that persisted: 4,854 | Rate: 79%

**Fall 2019**
Total students with an academic flag: 6,070
Students with a flag that persisted: 4,716 | Rate: 78%

**FALL TO FALL PERSISTENCE**
Students with a flag persist at rates higher than the WSU overall persistence rate from one fall semester to the next fall semester. In the Fall of 2019, there were 6,159 students with an academic flag that persisted at a rate of 64.8%.

**Fall 2018**
Total students with an academic flag: 4,099
Students with a flag that persisted: 3,161 | Rate: 77.1%

**Fall 2019**
Total students with an academic flag: 6,159
Students with a flag that persisted: 3,992 | Rate: 64.8%

*Tracking Items include: Attendance Concern, Never Attended, Missing/Late Assignments, Low Quiz/Test Scores, and In Danger of Failing*

**Who can I contact for questions about Starfish?**
Retention advisors, who manage retention and persistence initiatives, have been designated for each college/area. Please contact your retention advisor for questions regarding Starfish.

<table>
<thead>
<tr>
<th>Name</th>
<th>College/Department</th>
</tr>
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<tbody>
<tr>
<td>Debbie Murphy</td>
<td>Lindquist College of Arts &amp; Humanities</td>
</tr>
<tr>
<td>Natalie Struhs</td>
<td>Moyes College of Education</td>
</tr>
<tr>
<td>Julie Christensen</td>
<td>College of Engineering, Applied Science and Technology</td>
</tr>
<tr>
<td>Samantha Mikesell</td>
<td>Dumke College of Health Professions</td>
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<tr>
<td>Monica Linford</td>
<td>College of Science</td>
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<tr>
<td>Britnee Ramirez</td>
<td>College of Social &amp; Behavioral Sciences</td>
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<tr>
<td>Alex Muller</td>
<td>Goddard School of Business &amp; Economics</td>
</tr>
<tr>
<td>Daniel Jensen</td>
<td>Related Curriculum</td>
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</tbody>
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More details about Starfish tracking items, metrics, academic performance, and persistence can be found in the WSU Report Gallery under, Starfish Dashboard [Tableau]. More information about Starfish can be found at [https://weber.edu/starfish](https://weber.edu/starfish)

**Thanks to all the continuing efforts of our amazing faculty and staff!**