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.

![Graph showing the number of flags and kudos raised from 2017 to 2020](image)

**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 2020-21 academic year:**

- **43%** Summer 2020
- **51%** Fall 2020
- **42%** Spring 2021

**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:**

- 7,141 raised, 97% cleared
- 6,550 raised, 85% cleared
- 7,642 raised, In Progress

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

- 408 raised, 54% cleared
- 528 raised, 49% cleared
- 456 raised, 46% cleared

**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.

**Spring 2020 - Fall 2021**

- 72% enrolled

**Fall 2020 - Spring 2021**

- 59% enrolled

**Spring 2021 - Fall 2021**

- In Progress

**Summer 2020**

- 39% enrolled

**Fall 2020**

- 24% enrolled

**Spring 2021**

- 20% enrolled
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 2020, there were 6,602 students with an academic flag that persisted at a rate of 76%.

**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 2020, there were 7,179 students with an academic flag that persisted at a rate of 62.3%.

**Fall 2019 to Spring 2020**

Total students with an academic flag: 7,269  
Students with a flag that persisted: 5,730 | Rate: 79%

**Fall 2020 to Spring 2021**

Total students with an academic flag: 6,760  
Students with a flag that persisted: 5,135 | Rate: 76%

**Fall 2018 to Fall 2019**

Total students with an academic flag: 6,790  
Students with a flag that persisted: 4,466 | Rate: 65.8%

**Fall 2019 to Fall 2020**

Total students with an academic flag: 7,269  
Students with a flag that persisted: 4,574 | Rate: 62.6%

*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>Debbie Murphy</th>
<th>Monica Linford</th>
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<tbody>
<tr>
<td>Lindquist College of Arts &amp; Humanities</td>
<td>College of Science</td>
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<tr>
<td>Natalie Struhs</td>
<td>Britnee Ramirez</td>
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<tr>
<td>Moyes College of Education</td>
<td>College of Social &amp; Behavioral Sciences</td>
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<tr>
<td>Tanya Scott</td>
<td>Alex Muller</td>
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<tr>
<td>College of Engineering, Applied Science and Technology</td>
<td>Goddard School of Business &amp; Economics</td>
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<td>Samantha Mikesell</td>
<td>Daniel Jensen</td>
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<tr>
<td>Dumke College of Health Professions</td>
<td>Related Curriculum</td>
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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!