



**Starfish | Student Success Platform**

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**SUNY NEW PALTZ**

**Starfish Messaging Students**

## Welcome to Starfish® @ SUNY New Paltz!

Starfish is an easy-to-use platform that gives you the opportunity to connect on another level and help improve student success and persistence.

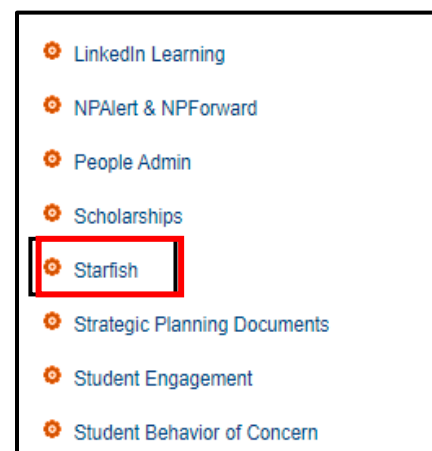
Everyone has a role in student success at SUNY New Paltz!

Helping our students be successful is a team effort. Depending on your role within the institution, however, you will likely have very specific priorities and goals in mind when you think about how best to support your students. Starfish works with all members of our institution to address their specific needs.

Getting started is easy!

### Log in Directions:

1. Sign in to [my.newpaltz.edu](https://my.newpaltz.edu).
2. Click “Starfish” Link under “Resources” (left-hand side).



Starfish will automatically display all students that you have been assigned or are enrolled in your courses. From there, you can raise alerts (flags, kudos, & referrals) about students, review alerts that have been raised about your students, and provide additional information.

# Messaging your Students via Starfish

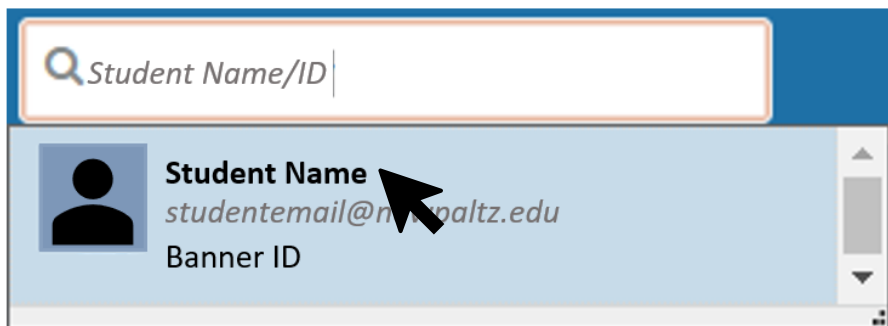
## Messaging your Students Individually

If you wish to message your students individually, follow these steps:

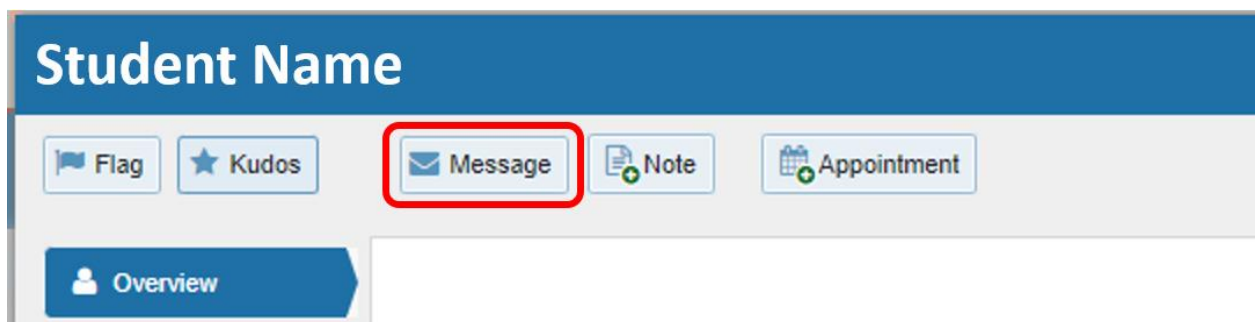
1. From *any* screen in Starfish, click into the **search bar** (upper right-hand corner of the screen)



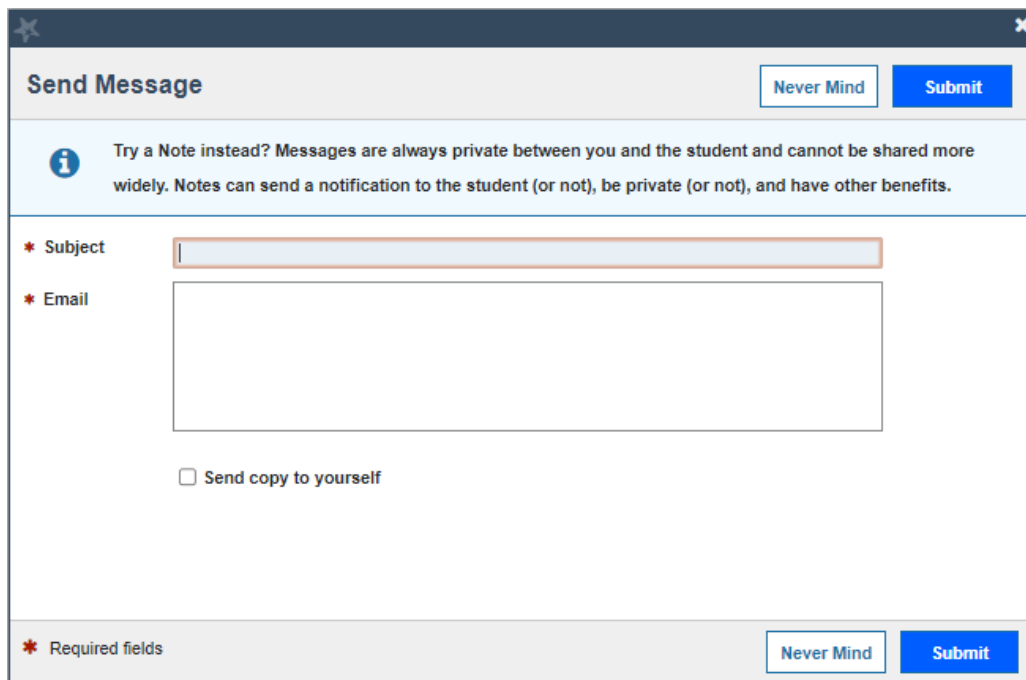
2. Type in the student's name or Banner ID
3. Starfish will bring up the student. Click on the student's name



4. Student's profile will appear. Click on the **Message** button



5. A message box will pop-up

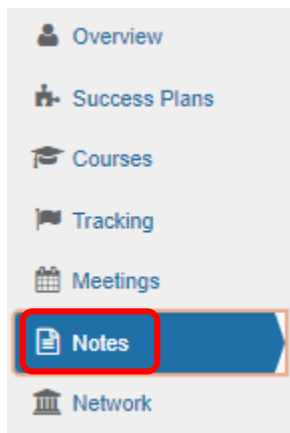


The image shows a 'Send Message' form. At the top, there's a header bar with a star icon and a close button. Below it, the title 'Send Message' is on the left, and 'Never Mind' and 'Submit' buttons are on the right. A light blue informational box contains an 'i' icon and text: 'Try a Note instead? Messages are always private between you and the student and cannot be shared more widely. Notes can send a notification to the student (or not), be private (or not), and have other benefits.' The form has two main input sections: 'Subject' with a single-line text box and 'Email' with a larger multi-line text box. Below the 'Email' box is a checkbox labeled 'Send copy to yourself'. At the bottom, a grey bar contains a red asterisk icon and the text 'Required fields', followed by 'Never Mind' and 'Submit' buttons.


6. Input a subject line for your message
7. Input your message to the students in the **Email** section
8. Click **Submit**

\*To track whether or not the student has opened your message follow these steps:


1. Open the student's Starfish profile (follow previous steps 1-4 (above) to access the student's Starfish profile)
2. Click **Notes** from the list of tabs



3. Find the email you sent, and expand the message by clicking the **plus sign**

Type	Subject
 Message	THIS IS A TEST


- Once the message is expanded, you will see a **Sent** section (lists the date and time you sent the message) and a **Read** section (shows “read” or “unread”)

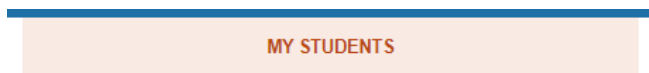
 Message	THIS IS A TEST	Instructor Name Role: Instructor	Today
Email Message THIS IS A TEST		Sent Today at 9:28 am	Read Unread

*In the example above, the student has NOT read the email*

## Messaging your Students in Bulk

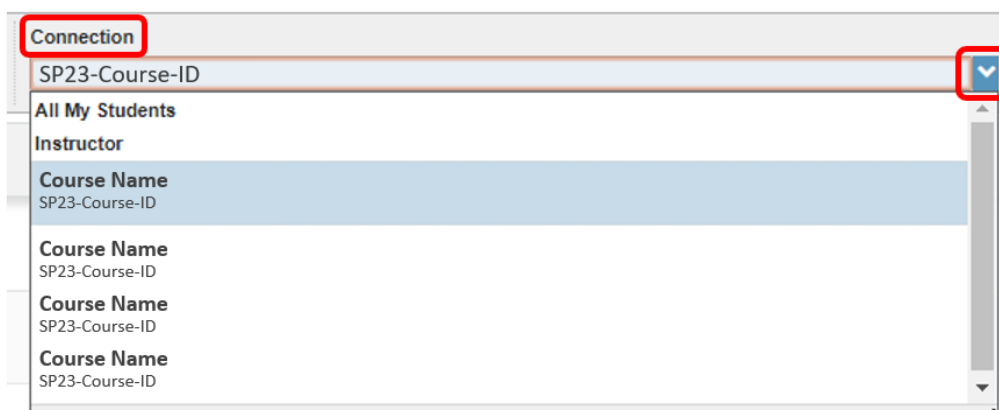
If you wish to message your students in bulk, follow these steps:

- Click the menu button 
- From the menu list, select **Students**
- Make sure you are on the **My Students** tab



- Under **Connection**, select what group of students you would like to message.

For this example, we will be messaging all students in a course we teach, so we will select that specific course from the **Connection** drop-down



5. Once your connection is selected, the students within that connection will appear in the list

Student List

Search		Connection
<input type="text" value="Student Name, Username, or ID"/> <input type="button" value="Go"/>		<input type="text" value="SP23-Course-ID"/>
<input type="checkbox"/>	Name ▲	Email
<input type="checkbox"/>	Student Name Banner ID	studentemail@newpaltz.edu
<input type="checkbox"/>	Student Name Banner ID	studentemail@newpaltz.edu
<input type="checkbox"/>	Student Name Banner ID	studentemail@newpaltz.edu



6. Input a checkmark into the box at the top of the list to select ALL students within that connection

<input checked="" type="checkbox"/>	Name ▲	Email
<input checked="" type="checkbox"/>	Student Name Banner ID	studentemail@newpaltz.edu
<input checked="" type="checkbox"/>	Student Name Banner ID	studentemail@newpaltz.edu
<input checked="" type="checkbox"/>	Student Name Banner ID	studentemail@newpaltz.edu


7. Once all students in the connected are selected, click **Message** button


MY STUDENTS	TRACKING
<input type="button" value="Flag"/> <input type="button" value="Referral"/> <input type="button" value="To-Do"/> <input type="button" value="Kudos"/> <input type="button" value="Success Plan"/> <input checked="" type="button" value="Message"/>	
<div>Search</div> <div>Connection</div>	


8. A message box will pop-up


**Send Message** Never Mind Submit

 Try a Note instead? Messages are always private between you and the student and cannot be shared more widely. Notes can send a notification to the student (or not), be private (or not), and have other benefits.

 Subject

 Email

☐ Send copy to yourself

 Required fields Never Mind Submit

9. Input a subject line for your message
10. Input your message to the students in the **Email** section
11. Click **Submit**