Starfish | Student Success Platform

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.
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)

   ![Search for Students]

2. Type in the student’s name or Banner ID

3. Starfish will bring up the student. Click on the students name

   ![Student Name/ID]

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

   ![Student Name]

5. A message box will pop-up
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 students 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
4. 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”)

   ![Sent and Read sections](image)

   *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:

1. Click the menu button!
2. From the menu list, select **Students**
3. Make sure you are on the **My Students** tab

   ![My Students tab](image)

4. 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

   ![Connection drop-down](image)
5. Once your connection is selected, the students within that connection will appear in the list

![Student List](image)

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

![Student List](image)

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

![Message Button](image)

8. A message box will pop-up
9. Input a subject line for your message
10. Input your message to the students in the Email section
11. Click Submit