How to receive referrals and resolve them
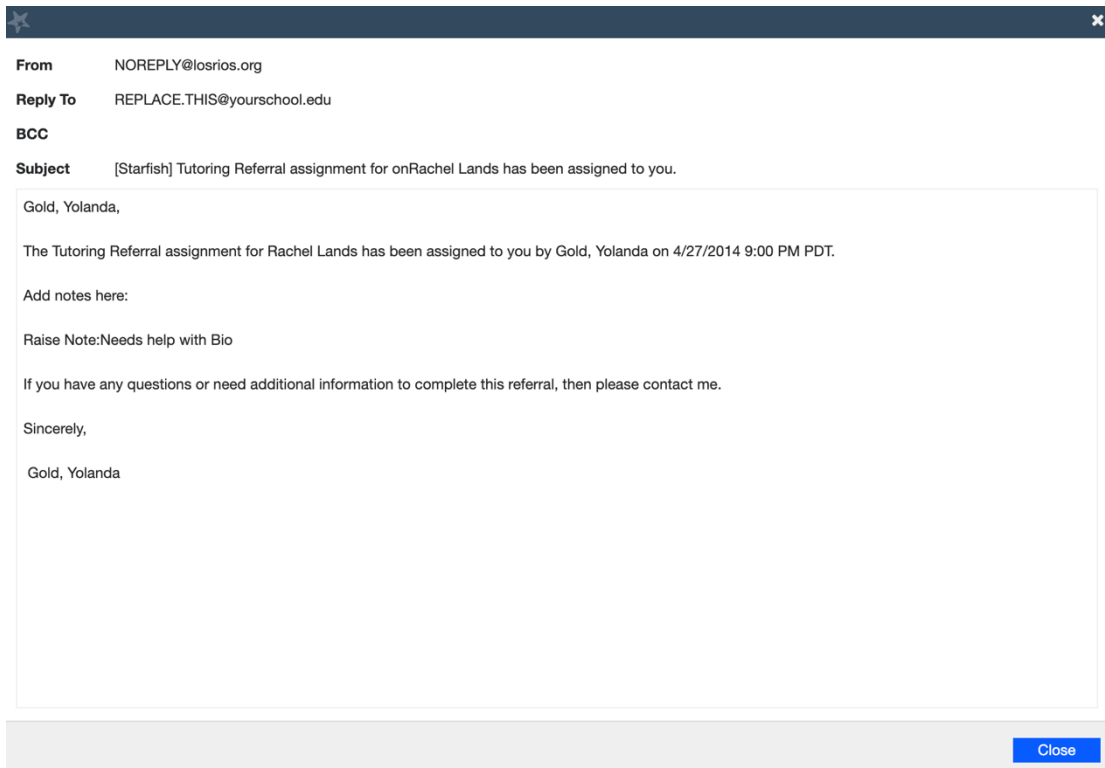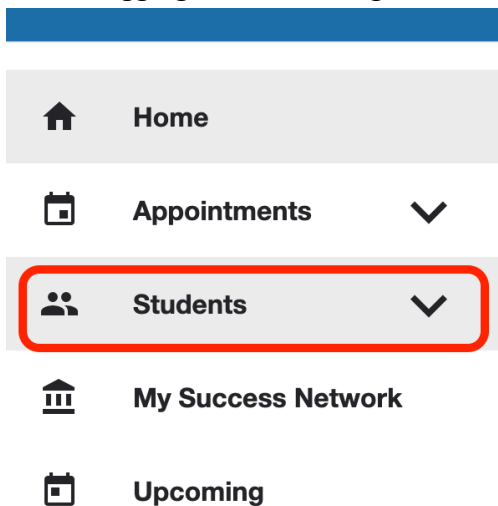
Step 1: Once a referral has been assigned to you, you will receive a similar to the one below.

From	NOREPLY@losrios.org
Reply To	REPLACE.THIS@yourschool.edu
BCC	
Subject	[Starfish] Tutoring Referral assignment for onRachel Lands has been assigned to you.

Gold, Yolanda,

The Tutoring Referral assignment for Rachel Lands has been assigned to you by Gold, Yolanda on 4/27/2014 9:00 PM PDT.

Add notes here:

Raise Note:Needs help with Bio

If you have any questions or need additional information to complete this referral, then please contact me.

Sincerely,

Gold, Yolanda

Close

Step 2: After logging into Starfish, go to **Students** in the drop-down menu on the left.

- 🏠 Home
- 📅 Appointments ⌄
- 👥 **Students** ⌄
- 🏛 My Success Network
- 📅 Upcoming

Step 3: Go to **Tracking** to the right of my students

MY STUDENTS   TRACKING

👍 Resolve   💬 Comment   👤 Assign   🚩 Flag   📇 Referral   ☑ To-Do   ⭐ Kudos   👫 Success Plan   ✉ Send Message   ☁ Download

Step 4: Go to the **View** drop-down menu and click on **'Assigned to me'.** Alternatively, you could also use additional filters to do this.

Student	View	C
Student Name, Username, or ID **Go**	▼	A

No items to display

days.

Created by Me
Any active or resolved items created by me, sorted by creation date.

Active and Resolved
All active and resolved items sorted by creation date.

Completed Plans
Displays all items that are part of a completed plan.

In-progress Plans
Displays all items that are part of an open plan.

Assigned to Me
Any active items assigned to me, sorted by creation date.

Unassigned
Any active or resolved items with no assignee, sorted by creation date

Step 5: Click on the student's name you wish to view.

Smoff, Alice
W1493752

➡️ SCC Academic Support Referral
Context: Freshman Seminar
(SCC_INDIS_FA2020_313_20695_LEC_FT_WESTSAC)

Step 6: Go to **Tracking** on the left-hand side. From here you will be able to see tracking items raised on a student. Go to the referral you want to view and then click the **plus icon** to the left of the referral and read the comments to learn why a referral was created for the student. From here you can decide on the best course of action to resolve a concern with a student.

Item Name	Status	Created ▲
☑ SCC Success Plan - Review Academic Plan	Active	
☑ SCC Success Plan - Enroll in courses	Active	
☑ SCC Success Plan - Complete Fresh Start Workshop	Active	
⇥ SCC Academic Support Referral	Active	

View: Inbox   Status: ● Active ○ Resolved ○ Both

Journal

12-09-2020   **Create Comment** Sample referral.

- Overview
- Info
- Success Plans
- Courses
- Tracking
- Meetings
- Notes
- Network

Step 7: After you've resolved the referral, you should go to back to the tracking page and click the box to the left of the student's name and click resolve.

MY STUDENTS

👍 Resolve   💬 Comment   👤 Assign   🚩 Flag   ⇥ Referral   ☑ To-Do   ⭐ Kudos   Suc

Student		View		Conn
smoff	Go	Custom	▼	Stude

☐	Student	Item Name
☑	Smoff, Alice W1493752	⇥ SCC Academic Support Referral **Context:** Freshman Seminar (SCC_INDIS_FA2020_313_20695_LEC_FT_WESTSAC)

Step 8: Once you resolve a referral, you will see the following options. You can choose whichever option fits best to the situation and add any comments. Keep in mind, the comments will be visible for other counselors and those who have the permission level to view it.

Show referral details

Select a reason for clearing this referral: *

- ⦿ The referral was successfully addressed
- ○ The referral was not successfully addressed
- ○ The referral is no longer relevant
- ○ The referral was created by mistake
- ○ Insufficient information to complete referral

Add a comment:

Provide some more details about why you're clearing this referral.

☑ Send a message to ▉▉▉▉▉ to close the loop

To ▉▉▉▉▉   Copy my comment

Type a message for ▉▉▉▉ about clearing this referral.

* Required fields   Never Mind   **Submit**