Starfish Report
Trends & Documented Encounters
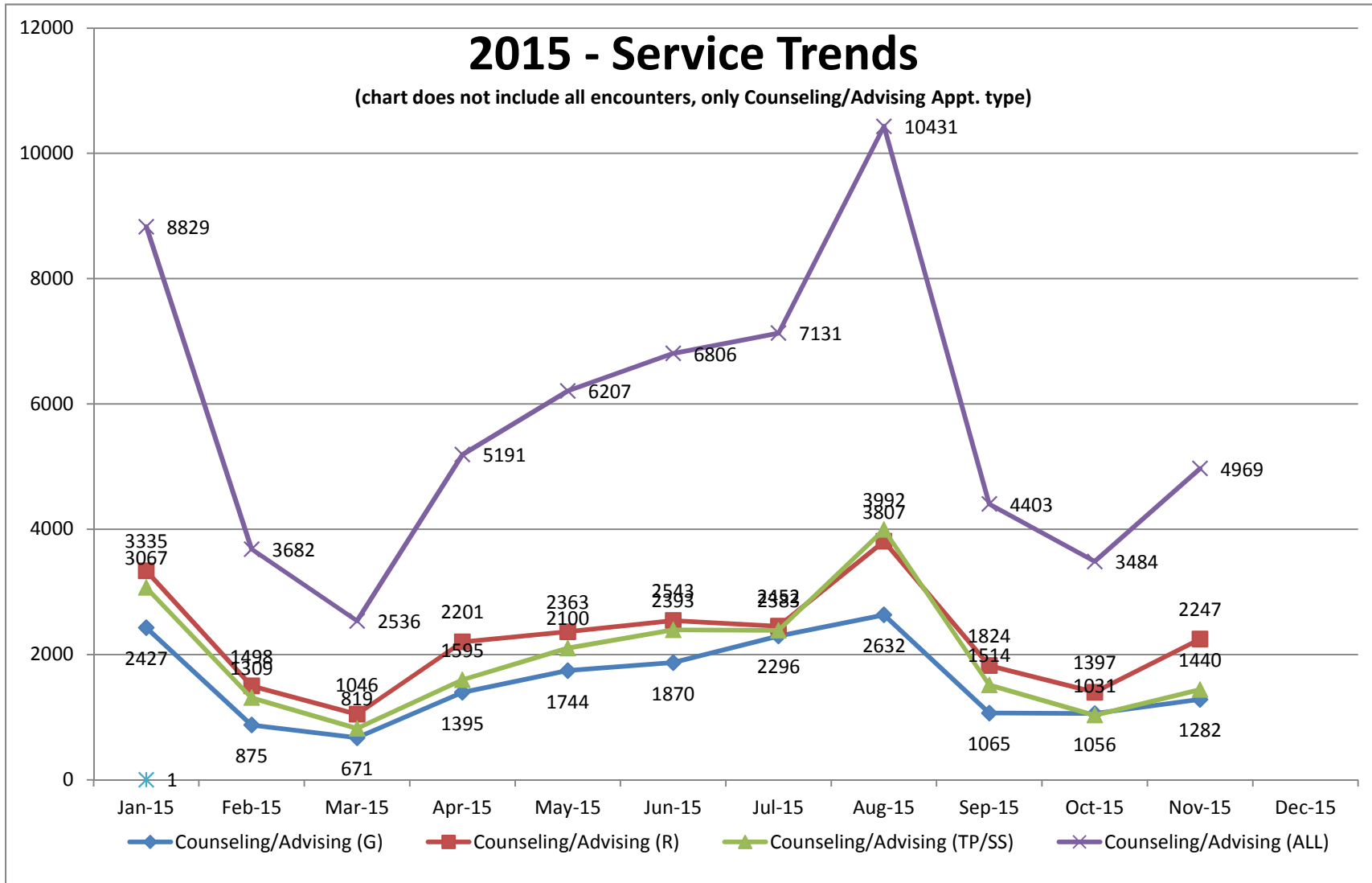# (January 2015-November 2015)

<mark>NOTES:</mark>

<mark>The data included does not represent all counseling/advising encounters, only those documented in Starfish (e.g., phone calls, emails, and other meetings not easily documented). Records are continuously updated/amended, so information only reflects data pulled on the date noted below.</mark>

<mark>Summary charts only reflect counseling/advising appointment type available in service calendar. Many other appointment types exist within Starfish.</mark>

* compiled by the Starfish Team on 12/8/15 from the Starfish Meeting Reports (cancelled appointments removed from counts)

2015 Counseling/Advising Appointment Type

	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	2015
Counseling/Advising (G)	2427	875	671	1395	1744	1870	2296	2632	1065	1056	1282		17313
Counseling/Advising (R)	3335	1498	1046	2201	2363	2543	2452	3807	1824	1397	2247		24713
Counseling/Advising (TP/SS)	3067	1309	819	1595	2100	2393	2383	3992	1514	1031	1440		21643
Counseling/Advising (ALL)	8829	3682	2536	5191	6207	6806	7131	10431	4403	3484	4969		63669

2015 - Service Trends
(chart does not include all encounters, only Counseling/Advising Appt. type)

January 2015
Encounters Logged in Starfish

Appointment Type	Did Not Attend	Attended	Total
Academic Orientation (IMAP)	72	224	296
Academic Orientation (MAP)	14	77	91
ACE Session	3	64	67
Athletic Advising (TP/SS)		4	4
Counseling/Advising (G)	369	2058	2427
Counseling/Advising (R)	488	2847	3335
Counseling/Advising (TP/SS)	368	2699	3067
Dean of Student Services		3	3
Default		5	5
F-1 Appointment		5	5
MC Scholars	2	8	10
Mentoring Program Advising		1	1
Office Hours		1	1
SAP - Financial Aid Appeal	1	12	13
STSU Class Appointments		2	2
Vance Scholars		2	2
	1317	8012	9329
	16.50%		

February 2015
Encounters Logged in Starfish

Appointment Type	Did Not Attend	Attended	Total
Academic Orientation (IMAP)		40	40
Academic Orientation (MAP)		1	1
Athletic Advising (TP/SS)		1	1
Career Planning (G)	1	5	6
Counseling/Advising (G)	139	736	875
Counseling/Advising (R)	249	1249	1498
Counseling/Advising (TP/SS)	176	1133	1309
Dean of Student Services		1	1
F-1 Appointment		19	19
MC Scholars		2	2
Mentoring Program Advising		8	8
Office Hours		5	5
Rockville Athletic/BTM Advising		1	1
SAP - Financial Aid Appeal	1	16	17
STSU Class Appointments	1	26	27
Transfer Planning		5	5
	567	3248	3815

17.50%

March 2015
Encounters Logged in Starfish

Appointment Type	Did Not Attend	Attended	Total
Academic Orientation (IMAP)		53	53
Academic Orientation (MAP)		20	20
Career Planning (G)		3	3
Counseling/Advising (G)	79	592	671
Counseling/Advising (R)	133	913	1046
Counseling/Advising (TP/SS)	78	741	819
Dean of Student Services		1	1
F-1 Appointment		8	8
MC Scholars		3	3
Mentoring Program Advising		7	7
Office Hours	1	7	8
Online/Email Advising		119	119
SAP - Financial Aid Appeal		21	21
STSU Class Appointments	7	79	86
Vance Scholars		2	2
	298	2569	2867
	8.60%		

April 2015
Encounters Logged in Starfish

Appointment Type	Did Not Attend	Attended	Total
Academic Orientation (IMAP)	17	119	136
Academic Orientation (MAP)	16	63	79
Athletic Advising (TP/SS)		1	1
Career Planning (G)	1	3	4
Counseling/Advising (G)	199	1196	1395
Counseling/Advising (R)	290	1911	2201
Counseling/Advising (TP/SS)	228	1367	1595
Dean of Student Services		4	4
F-1 Appointment	1	24	25
MC Scholars	3	11	14
Mentoring Program Advising	1	8	9
Office Hours	1	38	39
Online/Email Advising		305	305
SAP - Financial Aid Appeal	1	13	14
STSU Class Appointments	12	108	120
Transfer Planning		10	10
Vance Scholars		7	7
	770	5188	5958

13.00%

May 2015
Encounters Logged in Starfish

Appointment Type	Did Not Attend	Attended	Total
Academic Orientation (IMAP)		215	215
Academic Orientation (MAP)	28	117	145
Athletic Advising (TP/SS)		1	1
Counseling/Advising (G)	304	1440	1744
Counseling/Advising (R)	360	2002	2362
Counseling/Advising (TP/SS)	301	1799	2100
F-1 Appointment	1	13	14
MC Scholars	2	11	13
Office Hours	1	114	115
Online/Email Advising	1	90	91
Rockville Athletic/BTM Advising		1	1
SAP - Financial Aid Appeal	1	6	7
STSU Class Appointments	4	63	67
Transfer Planning		15	15
	1003	5887	6890

June 2015
Encounters Logged in Starfish

Appointment Type	Did Not Attend	Attended	Total	
Academic Orientation (IMAP)		225	225	
Academic Orientation (MAP)	34	137	171	
ACE Session	1	4	5	
Career Planning (G)		1	1	
Counseling/Advising (G)	252	1618	1870	
Counseling/Advising (R)	408	2135	2543	
Counseling/Advising (TP/SS)	295	2098	2393	
F-1 Appointment		9	9	
MC Scholars		3	3	
Front Desk Counseling Department (TP/SS)		5	5	
Online/Email Advising		217	217	*
SAP - Financial Aid Appeal	3	8	11	**
STSU Class Appointments		20	20	
Transfer Planning		12	12	
	3	6492	7485	

13.38%

*~150 TP/SS e-mails not yet logged
**191 SAP speednotes

July 2015
Encounters Logged in Starfish

Appointment Type	Did Not Attend	Attended	Total	
Academic Orientation (IMAP)		218	218	
Academic Orientation (MAP)	26	141	167	
ACE Session		13	13	
Counseling/Advising (G)	370	1926	2296	
Counseling/Advising (R)	332	2120	2452	
Counseling/Advising (TP/SS)	332	2051	2383	
F-1 Appointment		1	1	
Front Desk Counseling Department (TP/SS)		118	118	
MC Scholars		2	2	
Online/Email Advising		185	215	*
SAP - Financial Aid Appeal	3	15	8	**
STSU Class Appointments	2	44	46	
Transfer Planning		6	6	
	1065	6840	7925	

7.50%

*~many e-mails not logged; # much lower than reality
**156 SAP speednotes

August 2015
Counseling Department - Encounters Logged

Appointment Type	Did Not Attend	Attended	Total	
Academic Orientation (IMAP)	7	183	190	*
Academic Orientation (MAP)	33	148	181	
ACE Session	2	41	43	
Counseling/Advising (G)	359	2273	2632	
Counseling/Advising (R)	425	3382	3807	
Counseling/Advising (TP/SS)	426	3566	3992	
F-1 Appointment		4	4	
Front Desk Counseling Department (TP/SS)		101	101	
Online/Email Advising (D)		400	400	
Transfer Planning		1	1	*
	1252	10099	11351	

*~many encounters/e-mails still not logged; # much lower than reality

September 2015
Counseling Department - Encounters Logged

Appointment Type	Did Not Attend	Attended	Total	
Academic Orientation (IMAP)	12	108	120	*
ACE Session	0	0	0	
Career Planning (G)	0	1	4	
Counseling/Advising (G)	156	909	1065	
Counseling/Advising (R)	195	1629	1824	
Counseling/Advising (TP/SS)	236	1278	1514	
F-1 Appointment	0	7	7	
Front Desk Counseling Departm	0	4	4	
MC Scholars	0	1	3	
Online/Email Advising (D)	0	82	82	
SAP - Financial Aid Appeal	0	4	8	**
STSU Class Appointments	1	66	120	
Transfer Planning	0	5	5	
	600	4094	4756	

*~many encounters/e-mails still not logged; # much lower than reality

October 2015
Counseling Department - Encounters Logged

Appointment Type	Did Not Attend	Attended	Total	
Academic Orientation (IMAP)	2	35	37	*
ACE Session	0	0	0	
Career Planning (G)	1	5	4	
Counseling/Advising (G)	125	931	1056	
Counseling/Advising (R)	159	1238	1397	
Counseling/Advising (TP/SS)	120	911	1031	
F-1 Appointment	0	11	11	
MC Scholars	0	21	3	
Online/Email Advising (D)	0	59	59	
SAP - Financial Aid Appeal	3	20	8	**
STSU Class Appointments	24	242	120	
Transfer Planning	0	18	18	
	434	3491	3744	

*~many encounters/e-mails still not logged; # much lower than reality

November 2015
Counseling Department - Encounters Logged

Appointment Type	Did Not Attend	Attended	Total	
Academic Orientation (IMAP)	0	78	78	*
Academic Orientation (MAP)	0	18	18	
ACE Session	0	0	0	
Career Planning (G)	0	4	4	
Counseling/Advising (G)	242	1040	1282	
Counseling/Advising (R)	318	1929	2247	
Counseling/Advising (TP/SS)	205	1235	1440	
F-1 Appointment	0	13	13	
MC Scholars	0	21	3	
Online/Email Advising (D)	0	184	184	*
SAP - Financial Aid Appeal	1	19	8	**
STSU Class Appointments	12	126	138	
Transfer Planning	3	43	46	
	781	4710	5461	

*~many encounters/e-mails still not logged; # much lower than reality

**also counted in counseling/advising #s