# Welcome to Starfish®

Starfish gives you a convenient way to keep track of your students – raising flags when you observe a pattern of behavior that concerns you, ensuring that the people on campus who can intervene are aware. It also allows your students to easily book an appointment with you or someone else who can help.

Getting started is easy. Accessible through a tab in Blackboard, Starfish will automatically display all students that you have been assigned or are enrolled in your courses.

From there, you can raise flags about students, review flags that have been raised about your students, and provide additional information.

This guide highlights the steps for completing four common tasks in Starfish:

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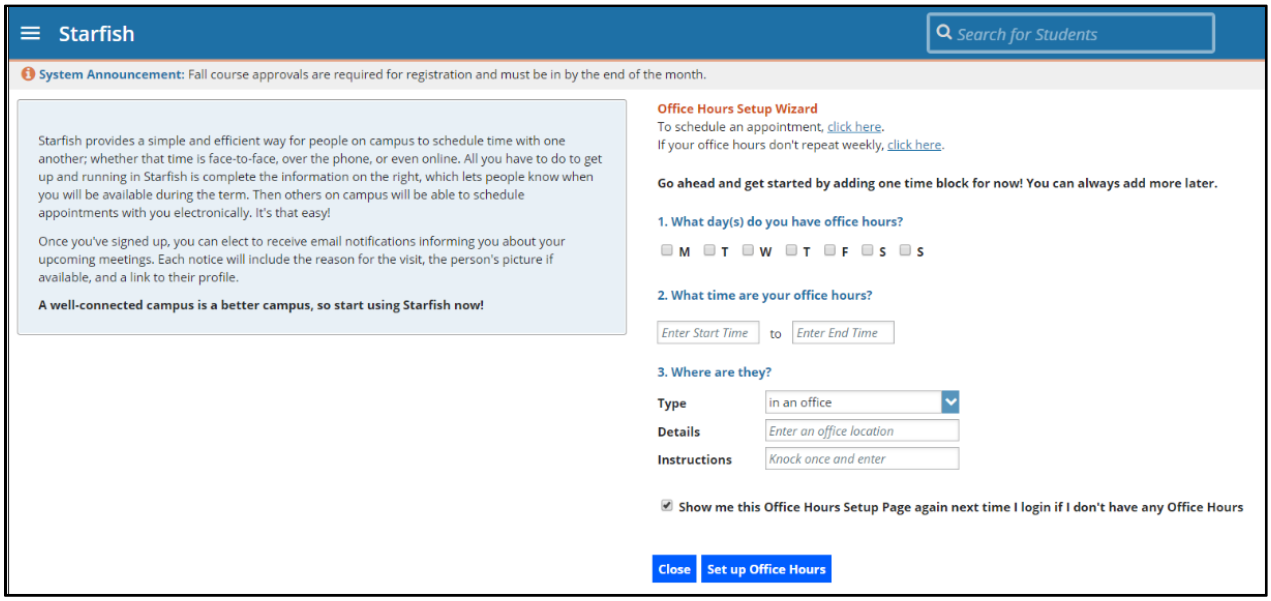
# Setup your first Office Hours block




The first time you log in to Starfish, Starfish will provide a 'wizard' to walk you through setting up your office hours, which enables students to schedule time with you. If you do not wish to complete the wizard just yet, check the box labeled "**Show me this Office Hours Setup Page again next time I login if I don't have any Office Hours**", and then click the **Close** button.

If your office hours are different week to week, follow the "**If your office hours don't repeat weekly, click here**" link at the top of the page.

If your office hours recur:

1. Complete the fields presented to specify:
    - **What day(s) do you have office hours?** - check the boxes for each day.

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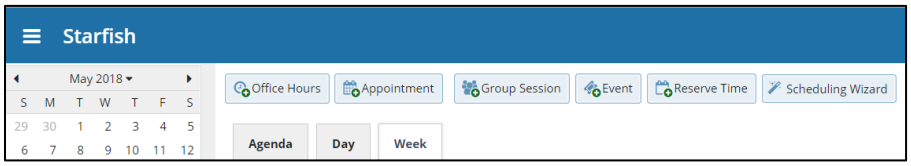
- **What time are your office hours?** - enter a start and end time.
- **Where are they?** - select the **Type** of setting and enter the **Details** in the field provided (e.g., the building and room number of your office). If relevant, provide **Instructions** for students who make appointments with you.

2. Click the **Set-up Office Hours** button to save your office hours.

## Notes:




To setup additional office hours or make any changes, use the buttons on your **Home** or **Appointments** page to **Add Office Hours, Add Appointment, Add Group Session, Event, Reserve Time** or use the **Scheduling Wizard.**

Be sure to watch the Update your Office Hours video on the Starfish Help Center for additional details.

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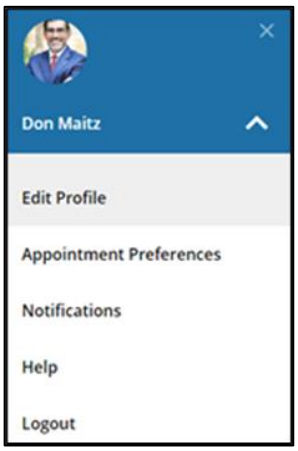
# Setup your Profile

Some of your profile, such as your contact information, is imported from your LMS or SIS.

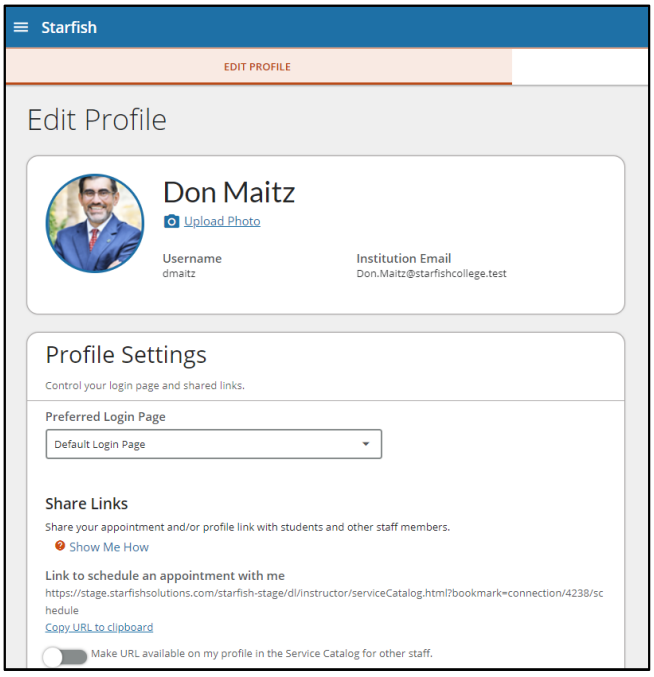
1. Click on your name in the Top Navigation bar and select the **Edit Profile** tab.




2. Help students put a face to your name by using the **Upload Photo** link beneath your existing photo or placeholder to upload a photo. Browse to a photo file (.jpg, .png, or .gif), and then click the **Upload Now** button to update your photo.

3. Select the **Preferred Login Page** from the dropdown.

4. Toggle the **Share Links** option(s) if you would like to share your appointment and/or profile link with students and staff. (More on **Share Links** below.)

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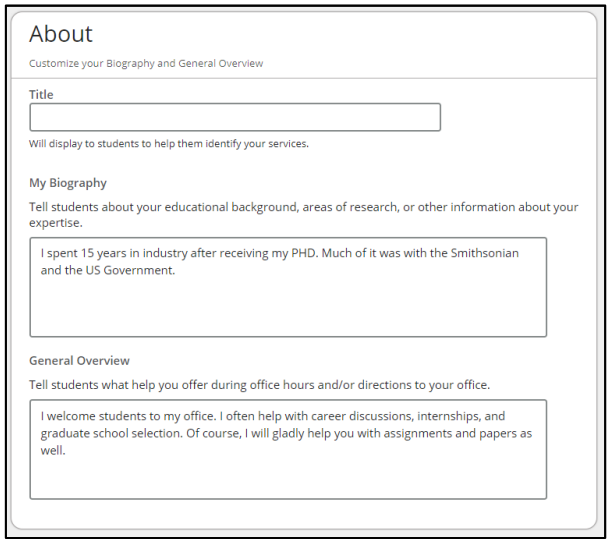
5. View and update your **Contact Information.**
6. Double check that the **Time zone** selected matches your time zone. This time zone will be used when including appointment times in emails from Starfish.
7. Add information to the **About** section to let students know a bit more about you.
   This information displays to students who can make appointments with you in Starfish.




8. Click **Submit** to save your changes.

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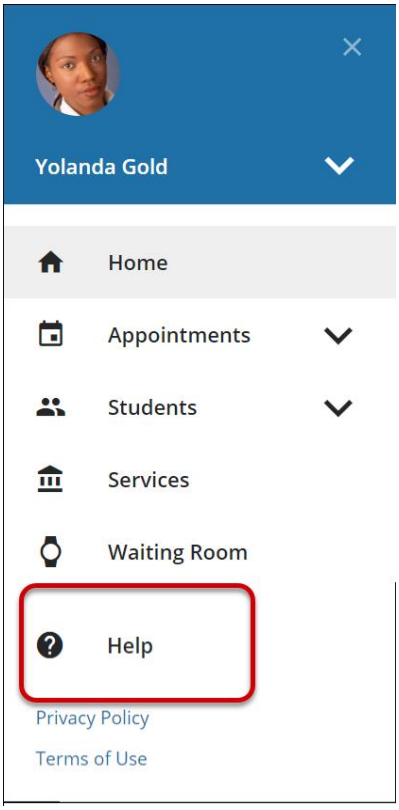
**Notes:** For more information and additional profile settings, reference the Starfish Help Center.




# Contact Information

## Username

This field is pre-populated in Starfish and can be edited by your Starfish Administrator only.

## Institutional Email

1. This field is pre-populated in Starfish and can be edited by your Starfish Administrator only.
2. Select the Send notifications to my institution email address checkbox if you'd like notifications from Starfish to be delivered to your institution's email address.

## Alternate Email

1. Enter another email address if you would like a different email to receive messages other than your institutional email.
2. Select the Send notifications to my alternate email address checkbox.

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Important

Select at least one email address you want to receive notifications.

## Phone

The cell phone number field accepts standard phone numbers, both US and international. You can use any standard phone number characters (like "–", "(" and ".").

## Cell Phone

1. The cell phone number text box accepts standard phone numbers, both US and international.
2. Select the Send text notifications to my cell phone checkbox if you want to opt-in for text messaging.

Important

Please note, this field must include the country code (a +1 for US numbers) and display in the following format +17035551212. Only US cell phone numbers are eligible for text messages.

## Video Phone

If you have a video phone number include it here.

## Time zone

Click the drop down to view a narrowed list of time zones. The time zone field will default to the time zone associated with your institution, but you can change it if you are working in a different time zone.

Important

Make sure this is accurate. If it is not, students will not see the right times when they try to make appointments with you.

Select the **Display all time zones** then click the time zone drop down to see an extensive list of time zones.

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# About

This section allows you to customize your Biography and General Overview.

## Title

You can enter a title in the Title field. This can be especially helpful to update this field if you have two roles at your institution (e.g., Program Chair/Academic Leadership, Dean/Academic Leadership). This section displays to students to help them identify your services.

## My Biography

A brief biography can help students get to know you. Tell students about your educational background, areas of research, or other information about your expertise. Note that this section only displays if you have Starfish Connect.

## General Overview

Tell students what help you offer during office hours and/or directions to your office.

Be sure to **Save Changes** when finished.

# Share Links

There are some institutions that make it possible for staff members to share links with one another so that staff and students can read their profiles and schedule appointments.

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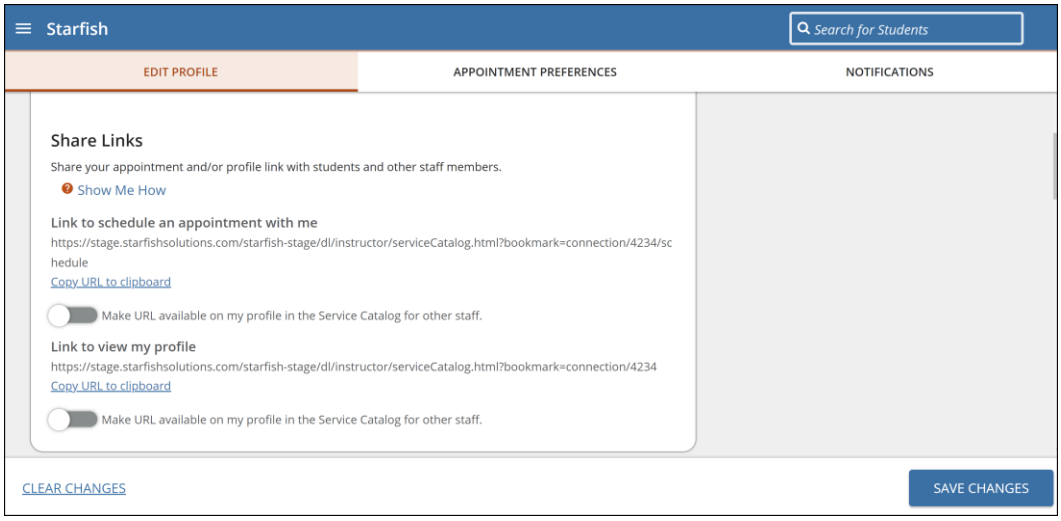
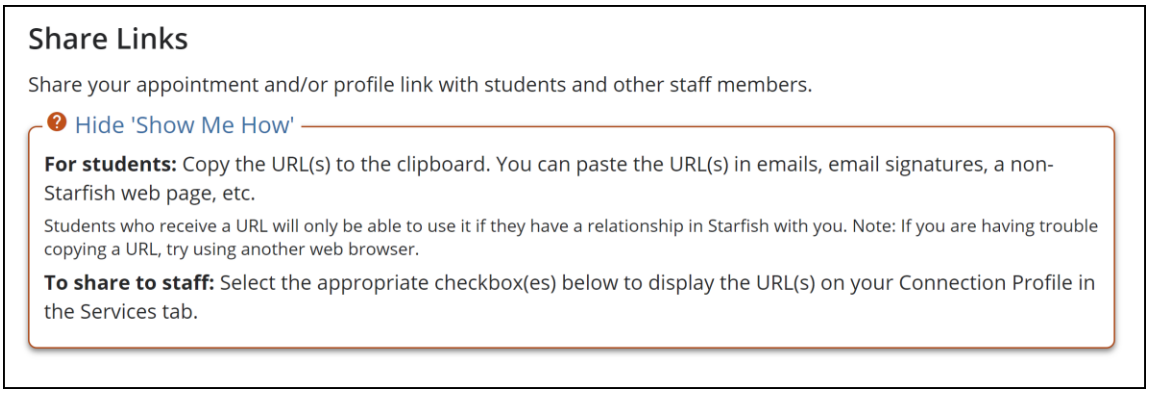



## Show Me How

Click on **Show Me How** for details about Share Links.




You can share your links in a few different ways. You can make your URL for appointments, your profile, or both display in the Service Catalog that you are a member of. Toggling these options on or off only affects the Service Catalog that you belong to.  You can also copy your URL for appointments, your profile, or both to share within an email, email signatures, non-Starfish webpages, etc.

### Link to schedule an appointment with me

When you toggle the **Make URL available on my profile in the Service Catalog for other staff** the appointment link becomes

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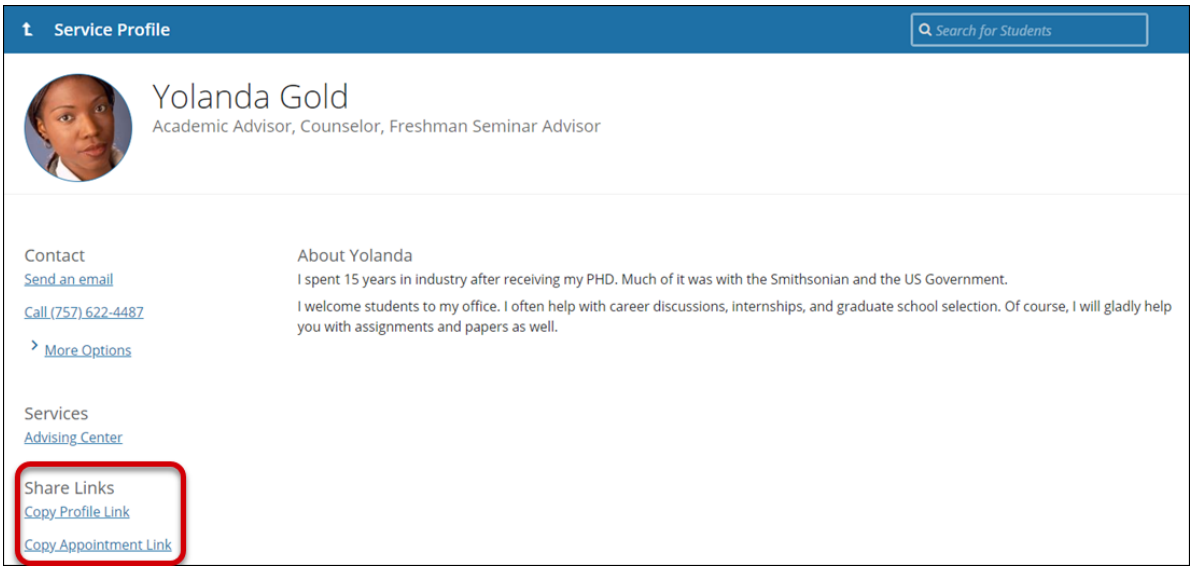
available in the Services Catalog to copy to clipboard for others to share.

## Link to view my profile

When you toggle the **Make URL available on my profile in the Service Catalog for other staff** the profile link becomes available in the Services Catalog to copy to clipboard for others to share.




When you select **Copy URL to clipboard** in the "Link to schedule an appointment with me" or "Link to view my profile" section, you can copy the link(s) and paste it into your email, email signature, and non-Starfish webpage, etc.

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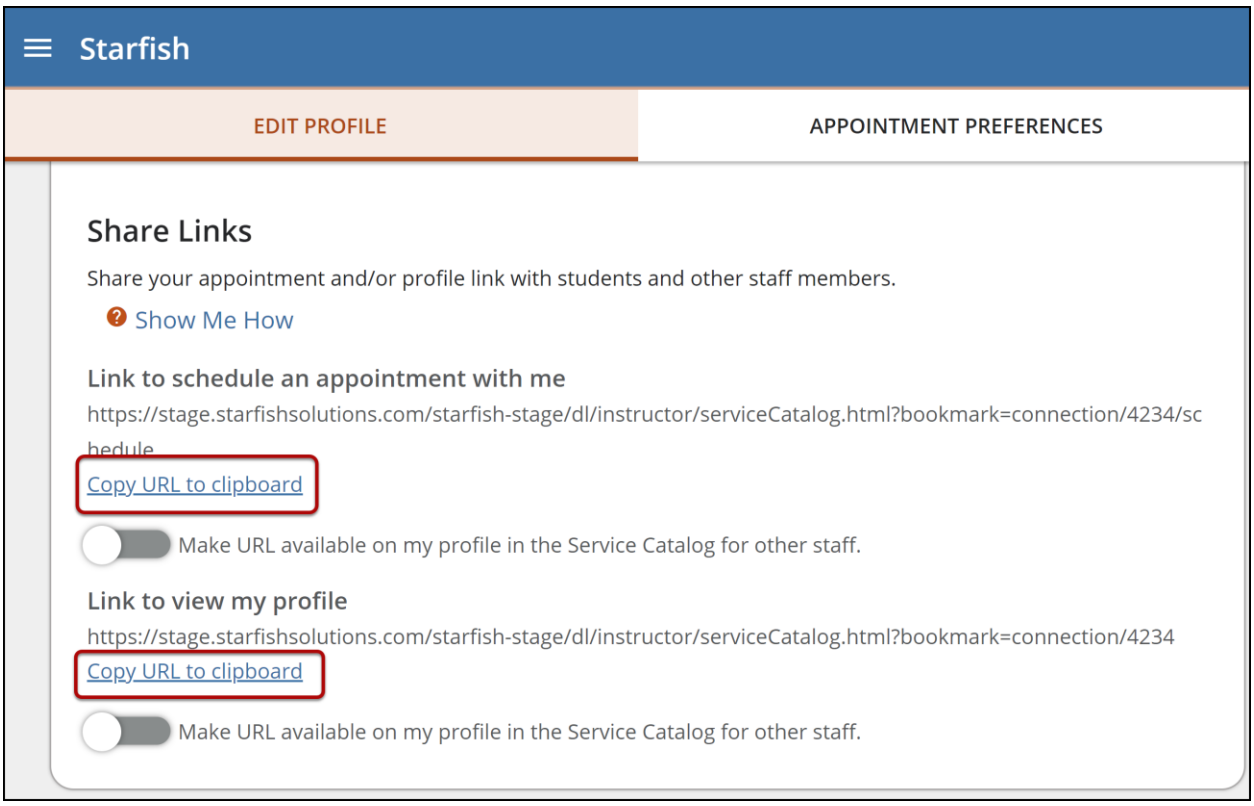
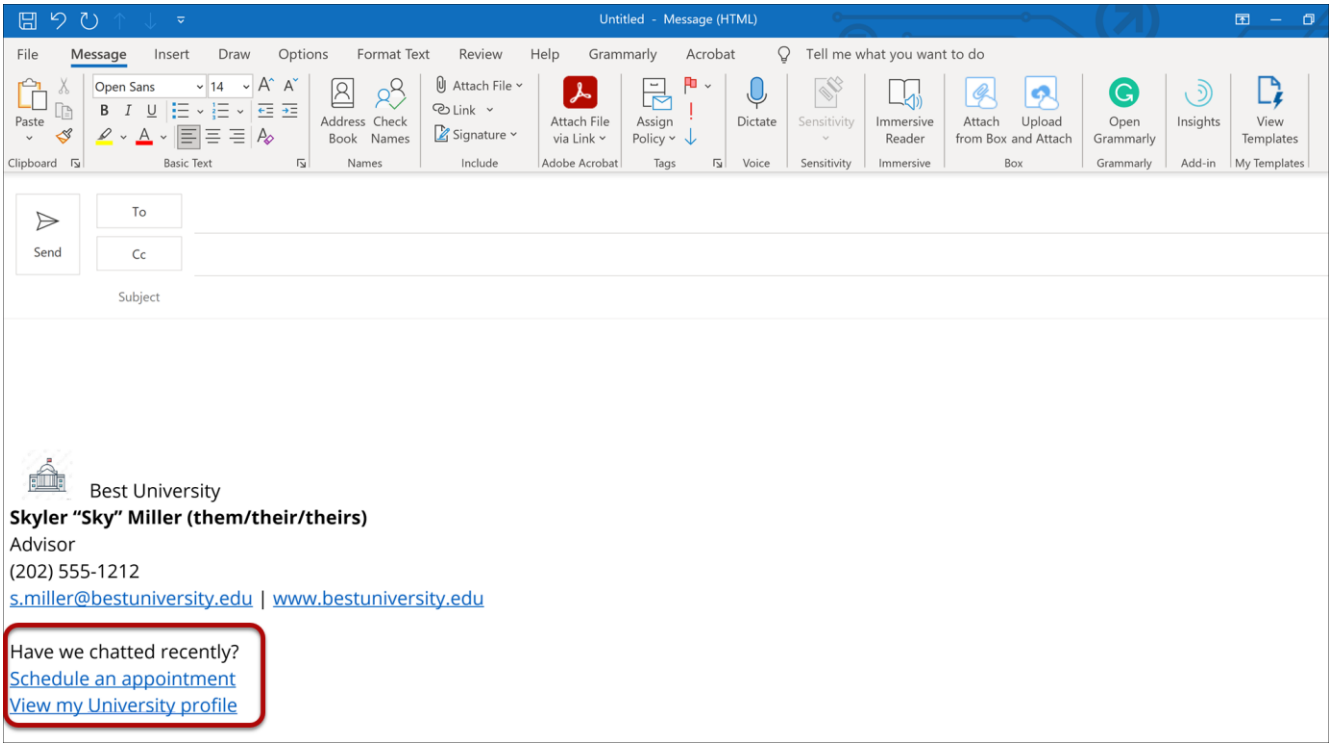



The result could look like the image below.

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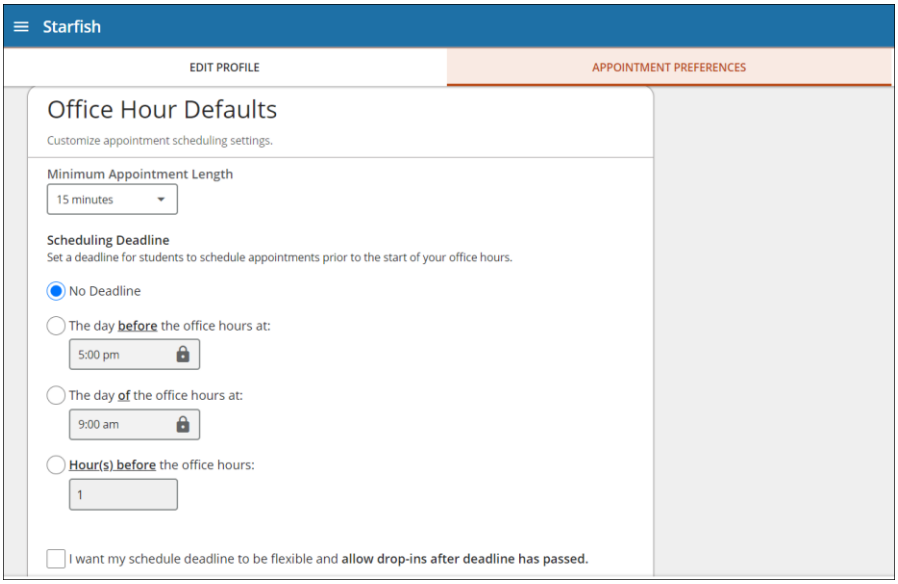
# Appointment Preferences

You can customize your appointment default settings, add, or remove virtual and physical locations, and designate calendar managers from the Appointment Preferences tab.

1. In the Office Hour Defaults section, select the **Minimum Appointment Length** and/or **Scheduling Deadline.** (Visit the Starfish Help Center and search for Scheduling Deadline for more information on how the Scheduling Deadline works.)




2. In the Calendar Sync section, select the appropriate option to **Sync**:
    - *From* your Starfish Calendar *to* your External Calendar
    - *From* your External Calendar *to* your Starfish Calendar

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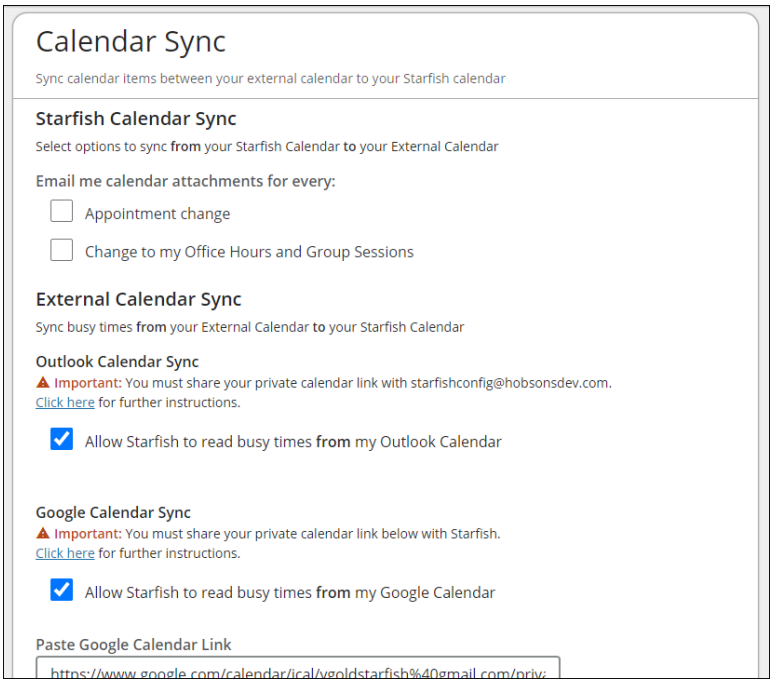
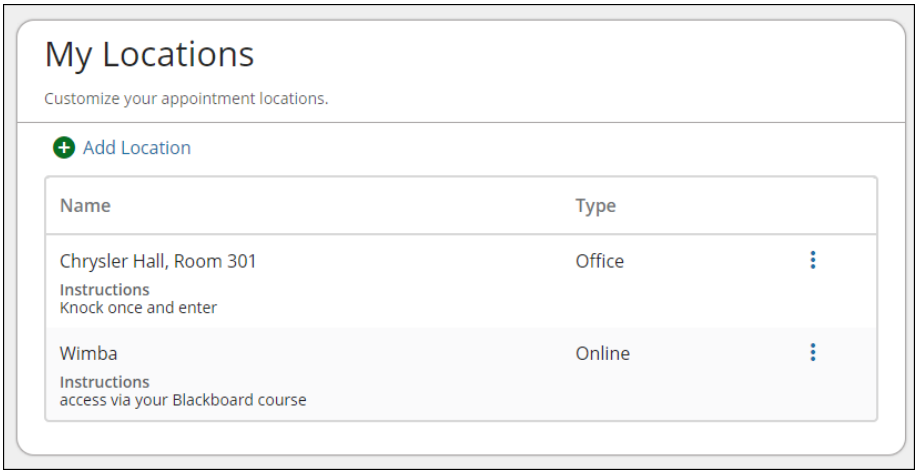



3. In the My Locations section, customize your appointment **Locations**.




4. In the Calendar Management section, customize and view people who **Manage your Calendar**.

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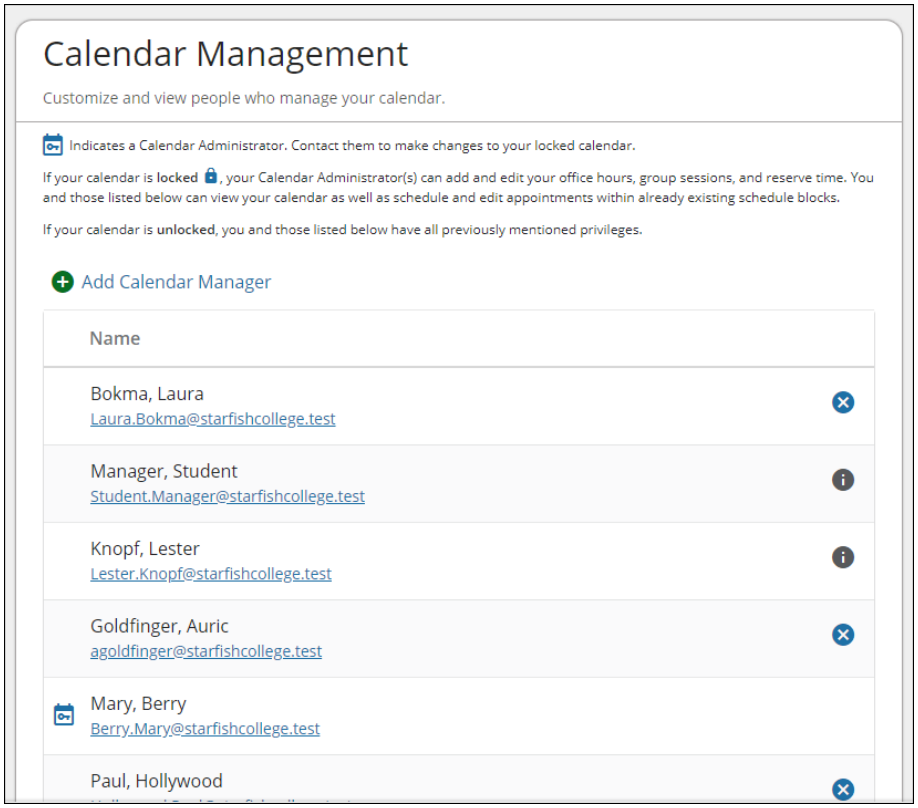


5. **Save Changes** when you are finished.

# Notifications

You can customize notifications of Starfish Activity and verify the accuracy of the contact information in your profile from the **Notifications** tab.

1. In the Email Notifications section, toggle to turn on at least one email address you want to receive **Email Notifications**.

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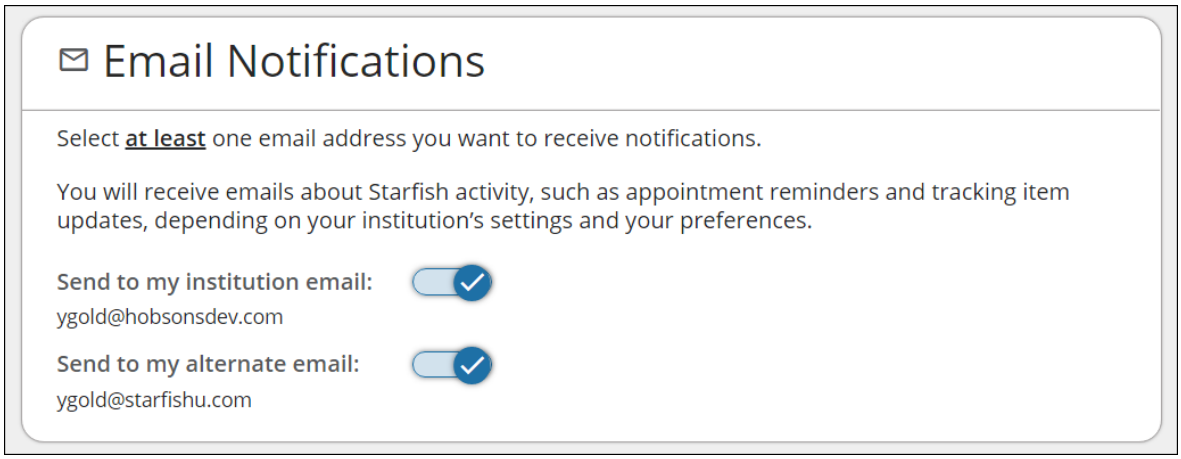
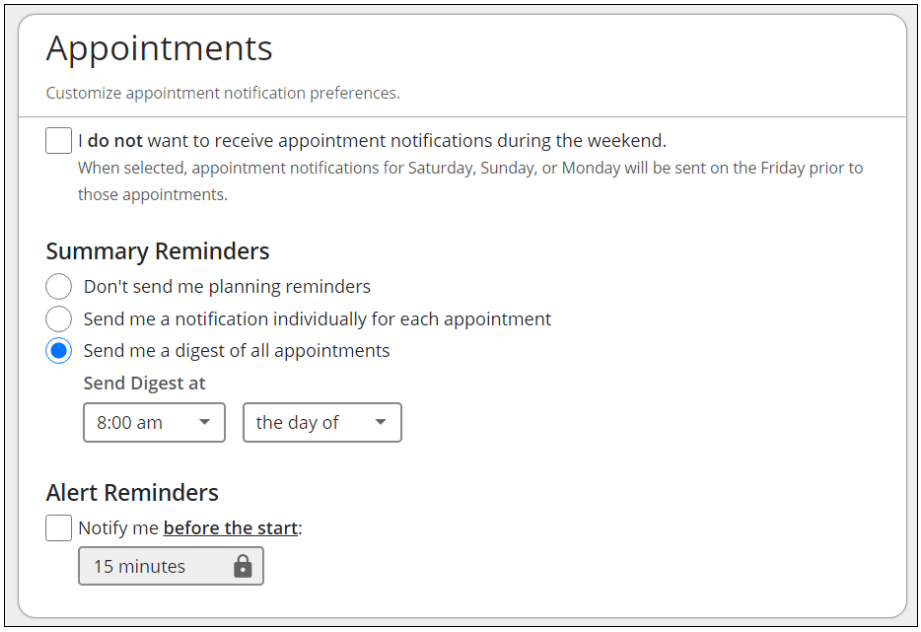



2. In the Appointment Notifications section, select the appropriate **Reminders**.




3. In the Tracking Items section, select the appropriate cadence (Daily, Weekly, None) for Tracking Item activity.

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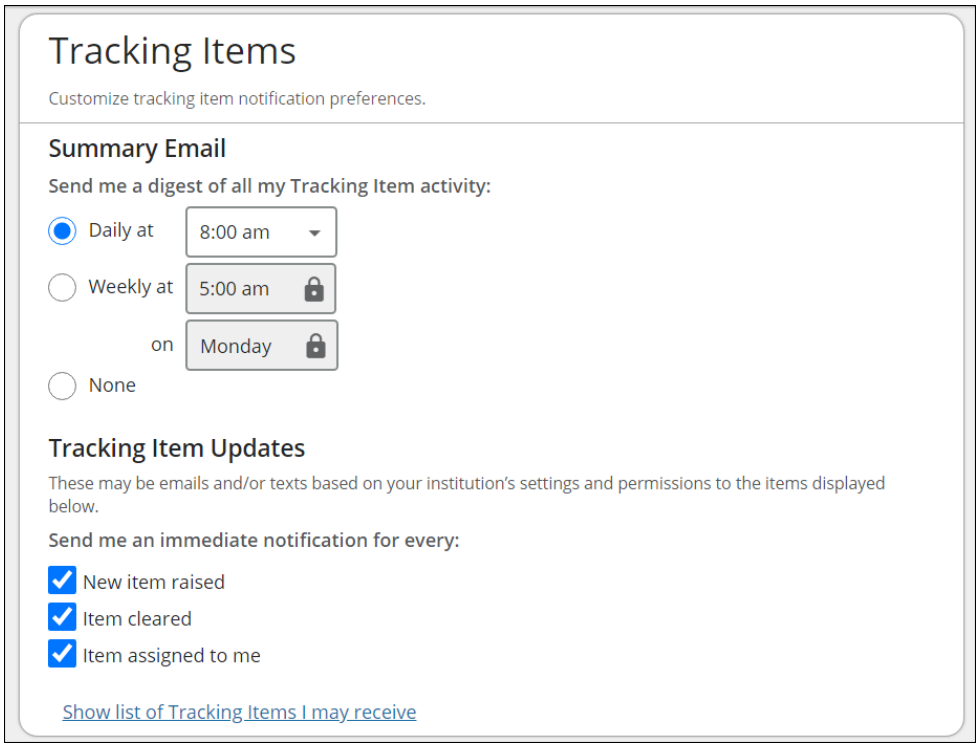


4. **Save Changes** when you are finished.

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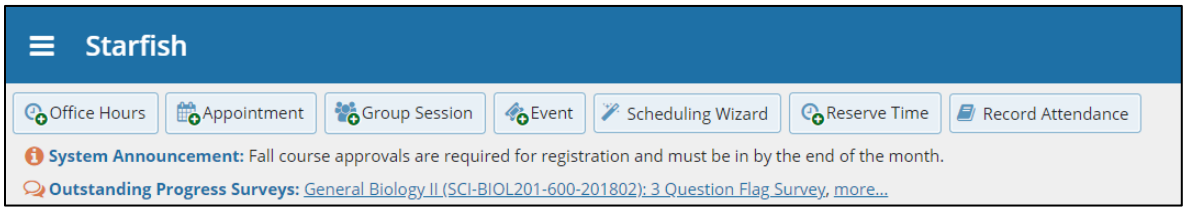
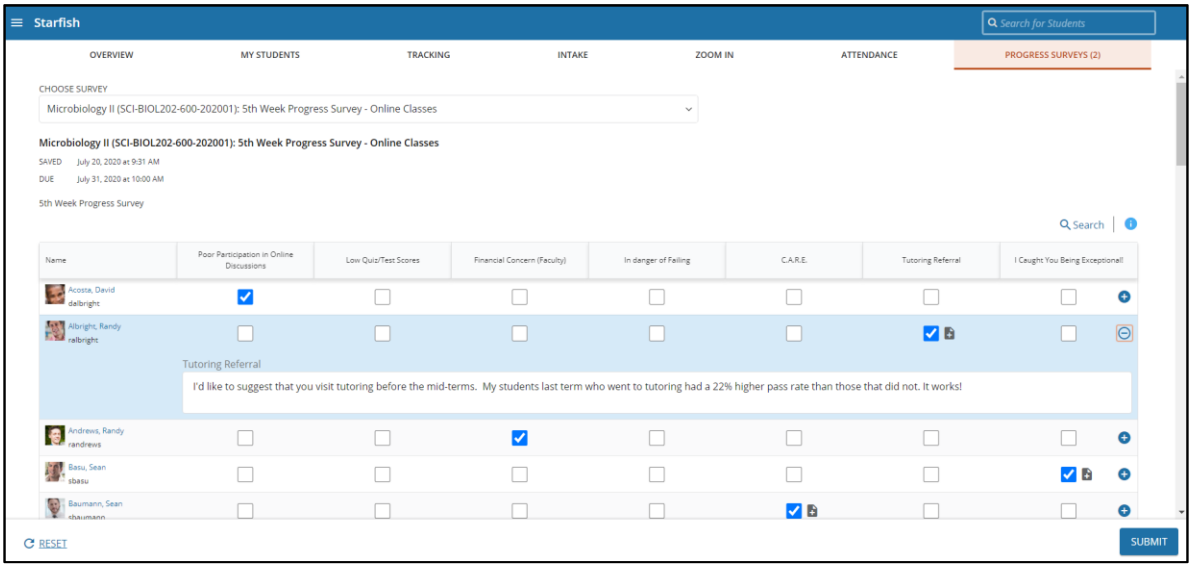
# Respond to a Progress Survey for your Students

When there is a new survey for you to fill out, you will get an email to remind you. Each survey has a list of students for one course section that you can "raise flags" on.

1. Select the Outstanding Progress Surveys link on your Starfish **Home** page to go the **Progress Surveys** tab. (Note: This is only visible when you have active surveys).




The selected survey opens, listing your students on the left, and items you may raise flags on across the top.

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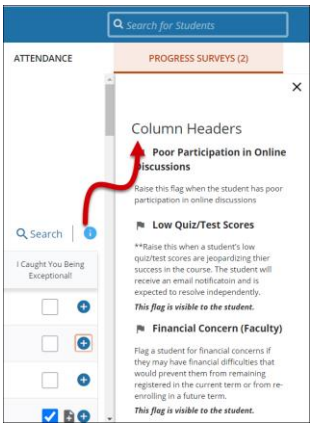
2. Check the box for each desired item/ student combination. Click the comments icon (⊕) to open a text box for your notes.

   Click the information icon (ⓘ) to view detailed information about each feedback item.

   The note icon (📝) displays when you have entered a note for the student. Click the comments icon (⊕) to view/edit your comment.

3. Click the **Submit** button ***only*** <u>when you are finished providing feedback</u>. The items you selected will be raised on your students when you submit the survey.

| Important |
| --- |
| Once you have submitted the survey you will not have an opportunity to add to or undo the items you raised. You can, however, raise a flag for a student at any time during the term. |

## Notes:

You may be asked to submit more than one course survey if more than one of your courses has been included in the survey plan for your institution. They will be listed in the drop-down menu on the **Progress Surveys** tab. Watch the How to Complete a Progress Survey video for more in the Starfish Help Center.

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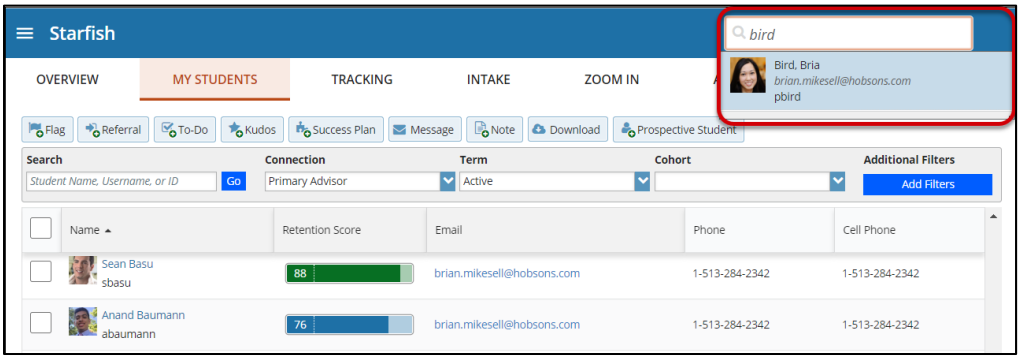
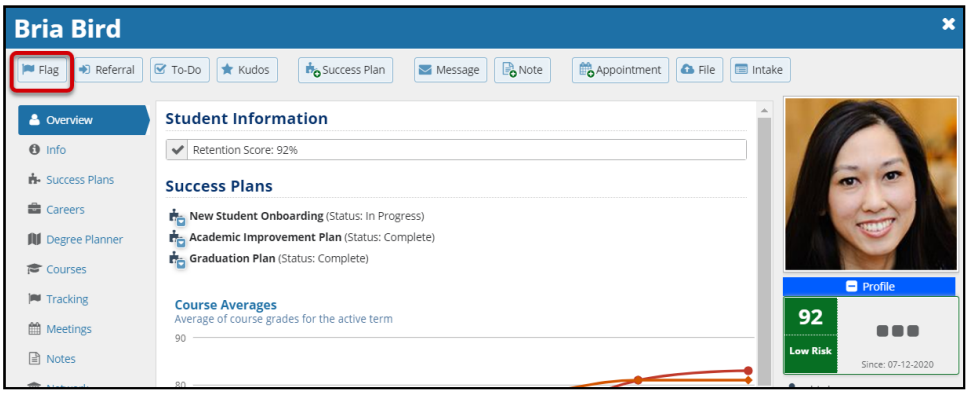
# Raise a Flag on one of your Students




When you have a concern with a student, you can raise a flag, to-do, or referral. The appropriate individuals will be automatically notified when you save the item.

1. Click on **My Students** menu item to see your list of students.
2. Find the desired student by typing the name into the **Search** box.
3. Click on the student's name to open the **Student Folder**.




4. Click the **Flag** button. A list of flags that you have permission to raise on this student is displayed.
5. Select the desired **Flag** from the list.

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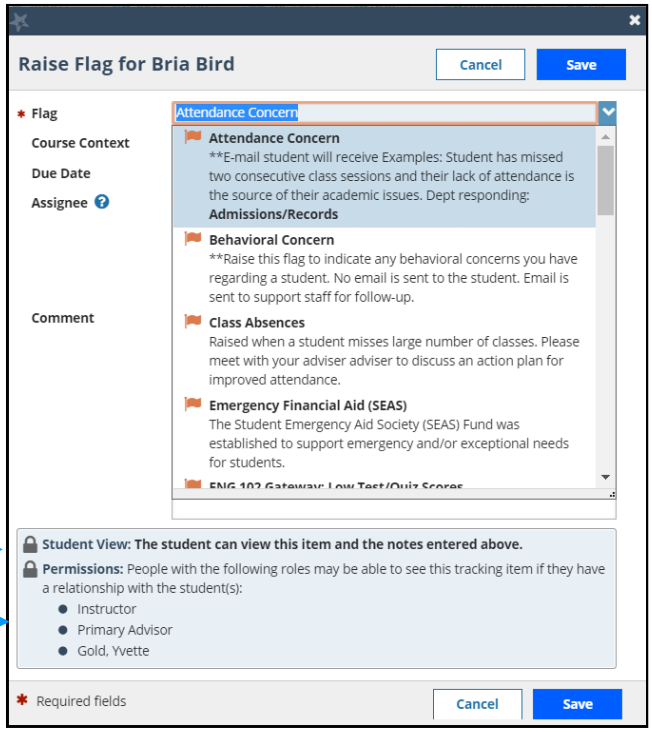
6. If relevant, select a course from the **Course Context**, drop down list, and enter notes in the **Comment** box.
7. Click **Save** when finished.




## Notes:

The **Student View:** indicates whether the student can view the flag and the notes you include in the **Comment** box.

The **Permissions** area lists roles that have permission to view the selected flag and the notes you include in the **Comment** box.

# Frequently Asked Questions

## How do I change how I am emailed by Starfish?

Starfish will email you a calendar item for each appointment and a summary of flag activity for your students. Use the **Notifications** tab of your **Profile** to modify details of how and when you receive these notifications. Please Note: Your institution can override these notification settings in the event of an emergency flag is raised.

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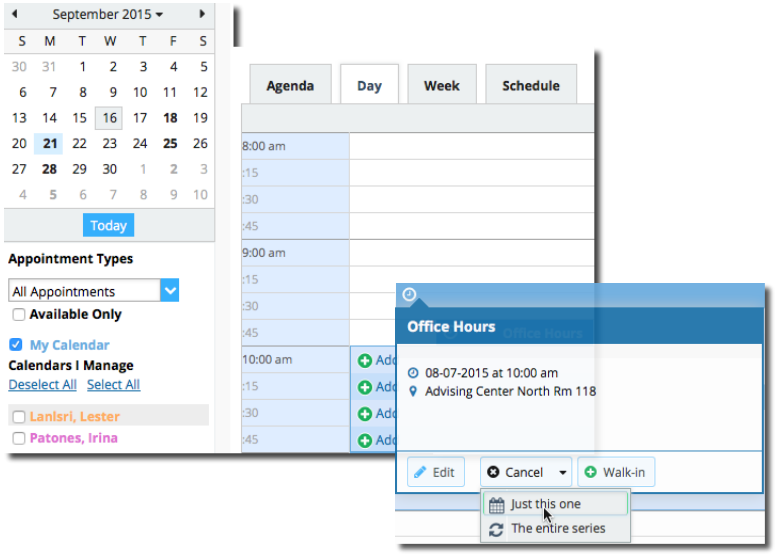
## How do I get more detail on a student?

Click the hyperlink associated with the student's name wherever you find it to open the **Student Folder**. (e.g., in the student list, on an appointment, or in a progress survey).

## How do I cancel office hours?

### Cancel one occurrence

Select the day from the calendar, and ***hover*** (don't click) over the icon associated with the **Office Hours** on the desired day( ).




Click the **Cancel button** and select**, "Just this one"** from the pop up **Office Hours** card presented.

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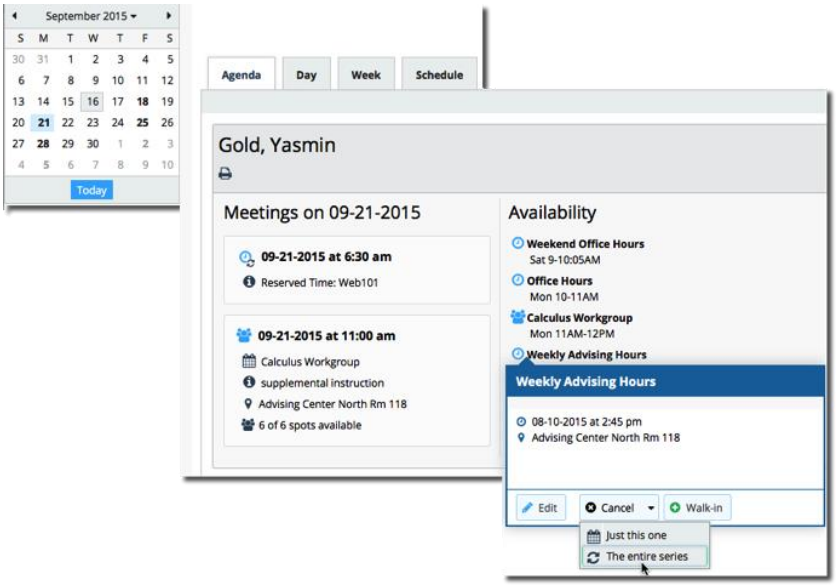
## Cancel a series

From the **Agenda** view, ***hover*** (don't click) over the **Office Hours** icon ( ) next to an office hour title.




Select **Cancel** from the pop up **Office Hours** card presented. (If the day you have selected on the calendar includes an occurrence, you will have the option to cancel "Just this one" or "The entire series")

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