



Getting Started Guide for Faculty & Staff

Starfish gives you a convenient way to keep track of your students – raising flags when you observe a pattern of behavior that concerns you and 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 your existing systems (often your Learning Management or Student Information system), Starfish will automatically display all students that you have been assigned or are enrolled in your courses.

TO LOGIN VISIT: www.uncw.edu/starfish

This guide highlights the steps in Starfish to:

1. Setup your Profile
2. Setup your first Office Hours block
3. Synch your Outlook Calendar with Starfish

VIDEO Training Resources:

- [How to Update Your Starfish Profile](#)
- [How to Set Up Office Hours](#)
- [How to Update Email Notification Preferences](#)
- [5 Things You can Do in Starfish](#)

Questions? Email starfish@uncw.edu

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 **Institutional 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.

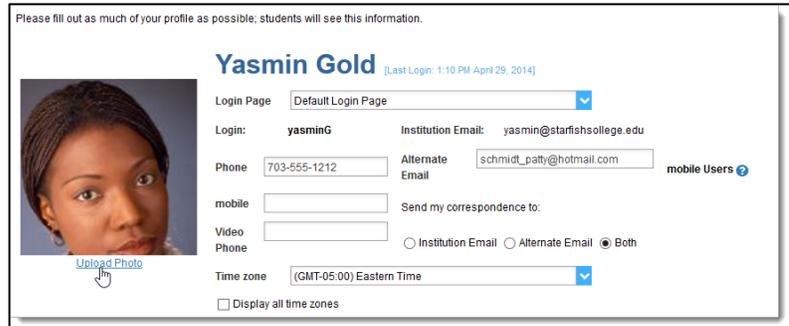
Browse to a photo file (.jpg, .png, or .gif), and then click the **Upload Now** button to update your photo.

3. Edit your **Phone** and add an **Alternate Email** address to have Starfish send email to

an address other than your institution email. Select the **Both** radio button to receive email at both accounts.

4. 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.

5. Add information to the **General Overview** and **My Biography** sections to let students know a bit more about you.



Please fill out as much of your profile as possible, students will see this information.

Yasmin Gold [Last Login: 1:10 PM April 29, 2014]

Login Page:

Login: **yasminG** Institution Email: **yasmin@starfishcollege.edu**

Phone: Alternate Email: mobile Users 

mobile:

Video:

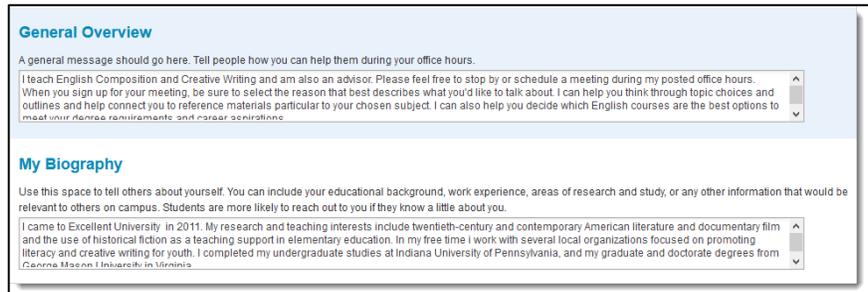
Phone:

Send my correspondence to:

Institution Email Alternate Email Both

Time zone:

Display all time zones



General Overview

A general message should go here. Tell people how you can help them during your office hours.

I teach English Composition and Creative Writing and am also an advisor. Please feel free to stop by or schedule a meeting during my posted office hours. When you sign up for your meeting, be sure to select the reason that best describes what you'd like to talk about. I can help you think through topic choices and outlines and help connect you to reference materials particular to your chosen subject. I can also help you decide which English courses are the best options to meet your degree requirements and career aspirations.

My Biography

Use this space to tell others about yourself. You can include your educational background, work experience, areas of research and study, or any other information that would be relevant to others on campus. Students are more likely to reach out to you if they know a little about you.

I came to Excellent University in 2011. My research and teaching interests include twentieth-century and contemporary American literature and documentary film and the use of historical fiction as a teaching support in elementary education. In my free time I work with several local organizations focused on promoting literacy and creative writing for youth. I completed my undergraduate studies at Indiana University of Pennsylvania, and my graduate and doctorate degrees from Pennsylvania State University in University.

This information will appear to students who can make appointments with you in Starfish.

6. Click the **Submit** button to save your changes.

Notes:

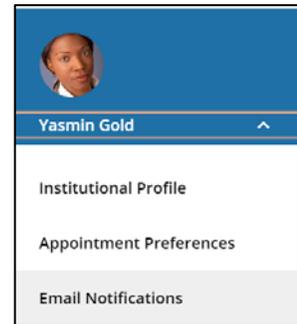
For more information and additional profile settings, reference the [End Users' Guide to Connect](#). You may also find the following Starfish Two Minute Tips helpful:

- [Update your Starfish Profile](#);
- [Update how you are emailed about Flags To-Dos and Referrals](#) ;
- [Update how you are emailed about Appointments](#)

Changing Your Email Preferences:

Starfish will email you a calendar item for each appointment and a summary of flag activity for your students. Use the **Email Notifications** tab of your **Profile** to modify details of how and when you receive these notifications. For more information see:

- [Update how you are emailed about Flags To-Dos and Referrals](#) ;
- [Update how you are emailed about Appointments](#)



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.

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.
- **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.

Office Hours Setup Wizard
If your office hours don't repeat weekly, [click here](#).

Go ahead and get started by adding one time block for now! You can always add more later.

1. What day(s) do you have office hours?
 M T W T F S S

2. What time are your office hours?
Enter Start Time to Enter End Time

3. Where are they?
Type: in an office
Details: Enter an office location
Instructions: Knock once and enter

Show me this Office Hours Setup Page again next time I login if I don't have any Office Hours

Close Set up 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**, **Reserve Time** or use the **Scheduling Wizard**.



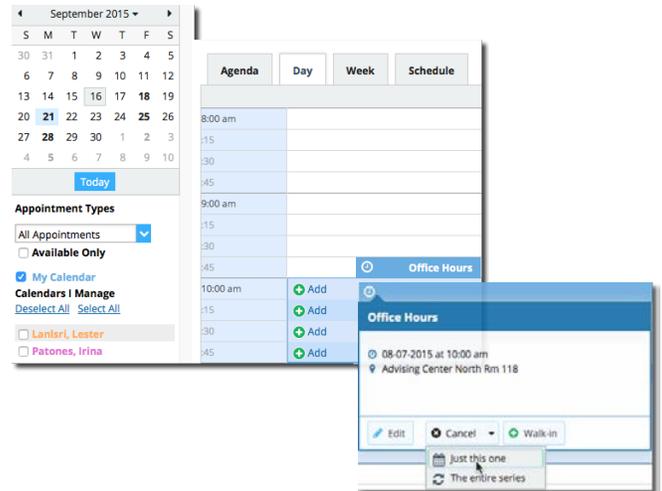
Each of these options is discussed in greater detail in the [End Users' Guide to Connect](#). You may also find this Two Minute Tip on [How to Create Office Hours](#) helpful.

How To 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 (🕒).

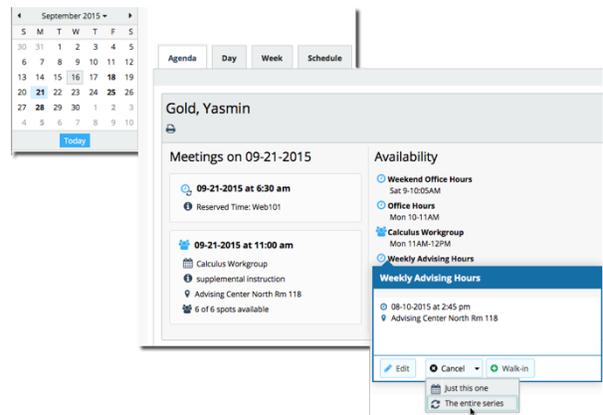
Click the **Cancel button** and select, **"Just this one"** from the pop up **Office Hours** card presented.



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")



Calendar Integration:

Integration with an external calendar allows free/busy information from a staff member's external calendar to be displayed on that staff members' Starfish calendar. Starfish will poll your external

calendar system for shared calendars, and then display the free/busy information from those shared calendars on the corresponding Starfish user's calendar.

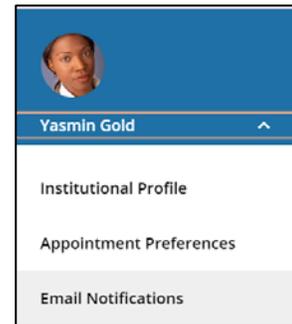
In order for your external calendar's information to be available to the Starfish adapter, you must set up your Email Notification/ Appointment Notification preferences as described below.

Important Notes:

Sharing your calendar with Starfish **does NOT allow students to view** your personal calendar items found on outlook. You can see the details of your calendar, but students cannot.

Steps to Configure Calendar Integration:

1. Select the Email Notifications tab from your Profile menu.
2. Under the **Appointment Notifications** heading you will find a check box labeled: "[Read busy times from my external Exchange calendar](#)". Check the box and then follow the "Click here" link for set up steps specific to your type of integration.



Appointments Notifications

Planning Reminders send me a separate email reminder for each appointment
 send one email reminder with all appointments
 don't send me an email reminder

Send Planning Reminders: 5:00 PM the day of the appointments

Appointment Alerts: Send me an email 15 minutes before the start of an appointment

Send me an email with a calendar attachment for every:

change to my appointments change to my office hours/group sessions

Read busy times from my external calendar

Important: In order for this setting to take effect, you must share your calendar with starfish@excellentuniversity.edu. [Click here](#) for further instructions.

3. After you check the "Ready busy times" box in the Appointment Notifications section of your profile, you must paste your personalized Google Calendar private link into the text box provided. You can use the "Click here" link to find these instructions:

To get your **Google Calendar** private link:

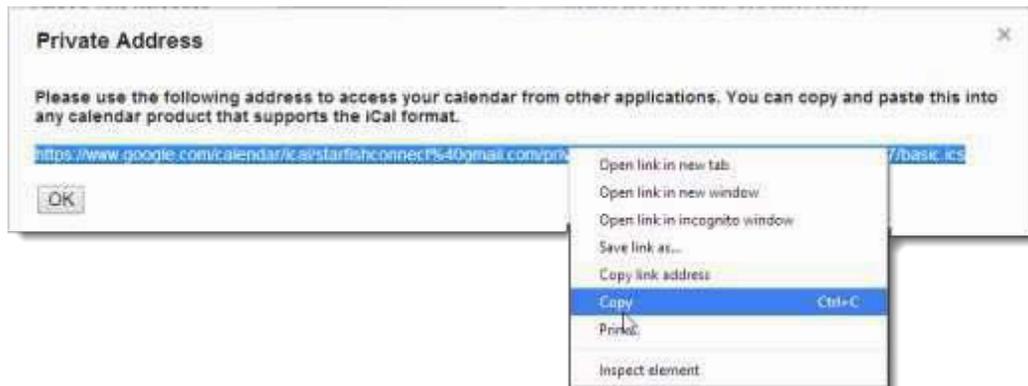
- a. Open your **Google Calendar** and click on the drop down menu icon to the right of the calendar you want to share.
- b. Select the **Calendar Settings** option



- c. Scroll down to the **Private Address** heading and click the **ICAL** button to get your private URL.



- d. Copy the Private URL provided by Google and paste it into the Google Calendar private link field in your profile's **Email Notifications > Appointment Notifications** section.



- e. Be sure to click the **Submit** button on your Profile > **Email Notifications** tab to save changes.

4. Set your profile to read busy times from your Exchange calendar



After you check the “Ready busy times” box in the **Appointment Notifications** section of your profile, you must share your Outlook (or Microsoft 365) calendar with the starfish email address specified in the line labeled **Important** under the “Ready busy times” checkbox.

You will share your calendar with the email address specified and give it the ability to read “full details.”

External Calendar Holds on your Starfish Calendar:

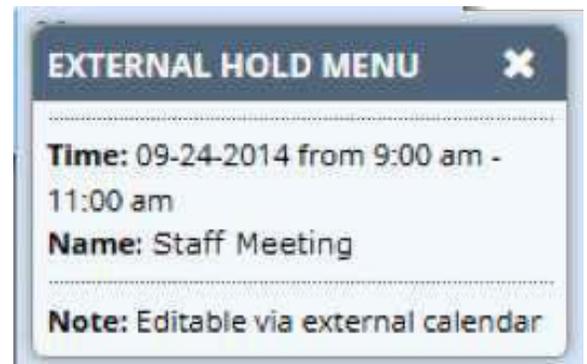
If you have configured Google or Exchange integration as described above, information from your external calendar will begin to appear on your Starfish calendar. Items from your external calendar will appear as **external holds** on your Starfish calendar.

An external hold is distinguishable from a Starfish appointment on your Starfish calendar in two ways:

1. The title on the calendar does not include the hyperlink to the student folder.
2. When you hover over the appointment menu icon ) the **External Hold** card is displayed rather than the Starfish **Appointment** card.



As noted on the **External Hold** card, this item is editable only in the external calendar. You cannot edit or cancel this meeting from within Starfish.



External holds will be respected when a calendar owner or manager is adding an appointment or other reserved time to the calendar.

Time will show as unavailable and appointments will not be able to be added over external holds

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Questions?

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