

## 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 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.

Log into your [Starfish homepage](http://mountunion.starfishsolutions.com/starfish-ops/) [http://mountunion.starfishsolutions.com/starfish-ops/]

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

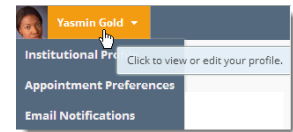
This guide highlights the steps for completing four common tasks in Starfish:

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## Setup your 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

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: Default 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: (GMT-05:00) Eastern Time

Display all time zones

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.

#### 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 needs 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 George Mason University in Virginia.

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](#)

## 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:

- 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.

**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

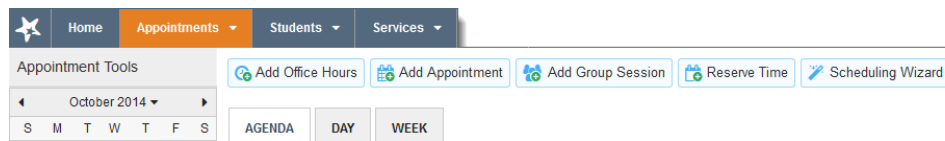
Show me this Office Hours Setup Page again next time I login if I don't have any Office Hours

Close Set up Office Hours

- 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**, **Reserve Time** or use the **Scheduling Wizard**.

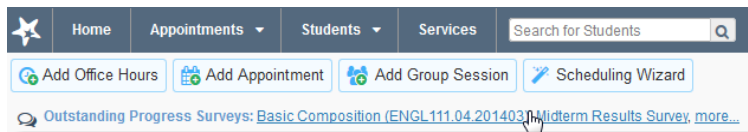


Each of these options is discussed in greater detail in the [End Users’ Guide to Connect](#). You may also find this Two Minute Tip on [How to Create Office Hours](#) helpful.

## Respond to a Progress Survey for students in your courses

You will receive an email reminder when there is a new survey for you to complete. Each individual survey presents a student roster for one course section on whom you can raise flags.

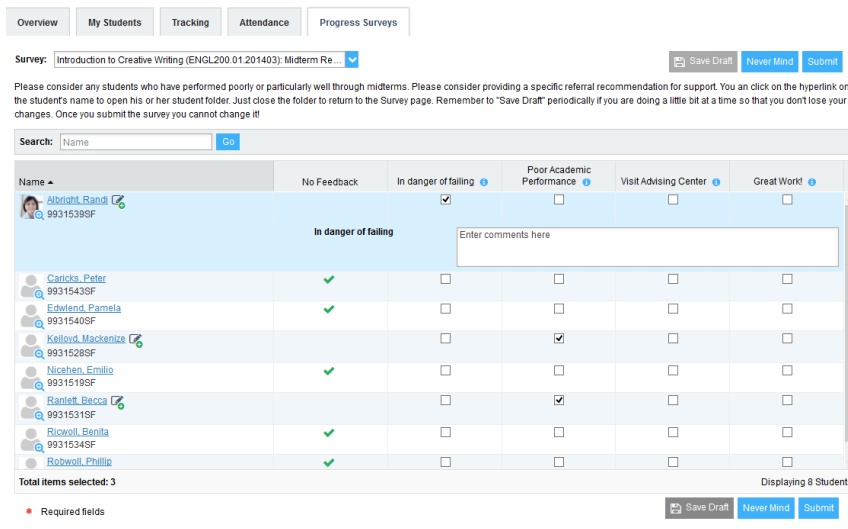
1. Select the progress survey link on your Starfish **Home** page to go the **Progress Surveys** tab. (only visible when you have active surveys).



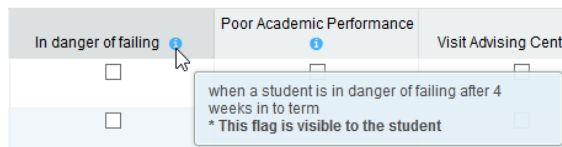
The selected survey opens, listing your students on the left, and items you may raise across the top.

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 (i) associated with an item to verify whether or not the student can view the flag and related comments.



3. Click the **Submit** button *only* when you are finished providing feedback. 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. Use the **Save Draft** option if you aren't ready to submit your survey.

### Notes:

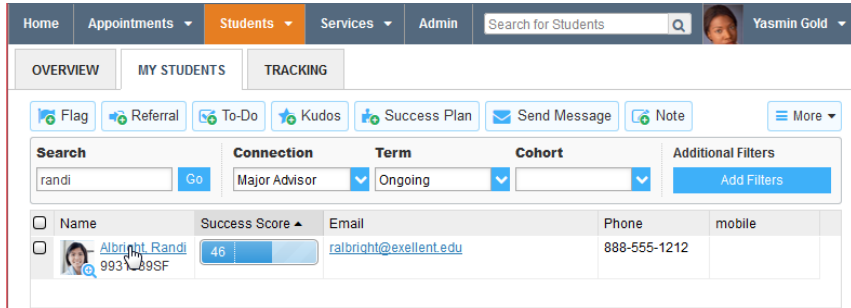
You may be asked to submit more than one course survey if more than one of your courses has been included in the survey plan for your institution. They will be listed in the drop-down menu on the **Progress Surveys** tab.

Watch the [Two Minute Tip on completing a progress survey](#) for a demonstration of this feature.

## Raise a Flag on one of your students

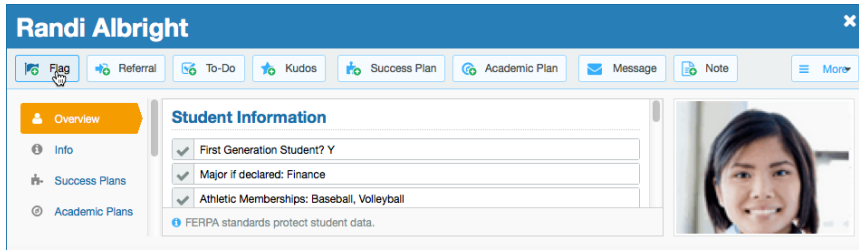
When you have a concern with a particular student, raise a flag, to-do, or referral to communicate your observations. The appropriate individuals will be automatically notified when you save the item.

1. Click on the **Students** navigation item to see your list of students.



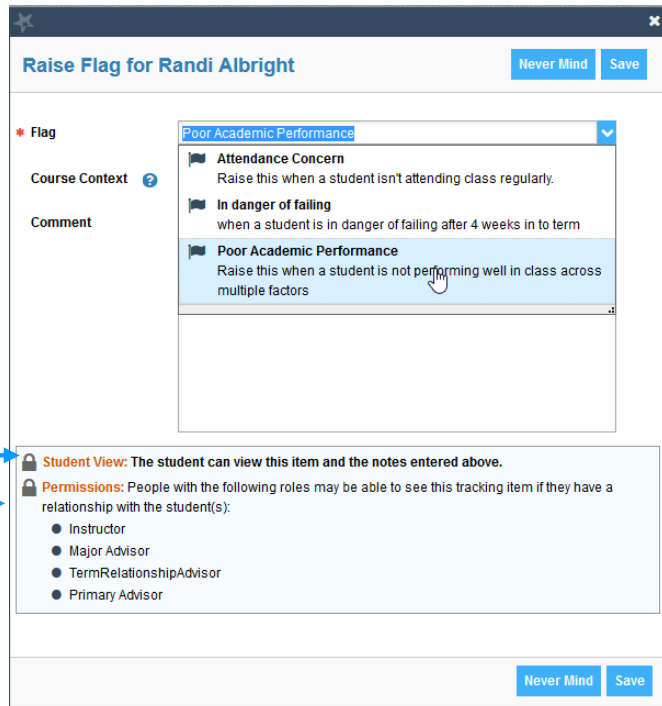
2. Find the desired student by typing the name into the **Search** box.

3. Click on the student's name to bring up 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.
6. If relevant, select a course from the **Course Context**, drop down list, and enter notes in the **Comment** box.



7. Click the **Save** button.

### Notes:

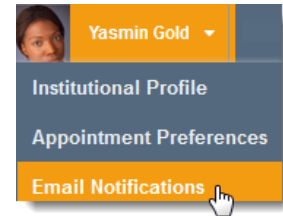
The **Student View**: indicates whether the student can view the flag and the notes you include in the **Comment** box.

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?

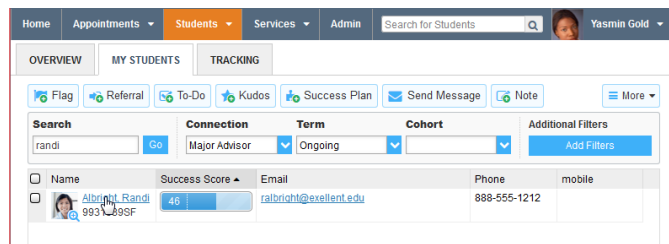
Starfish will email you a calendar item for each appointment and a summary of flag activity for your students. Use the **Email Notifications** tab of your **Profile** to modify details of how and when you receive these notifications. For more information see:



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

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

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

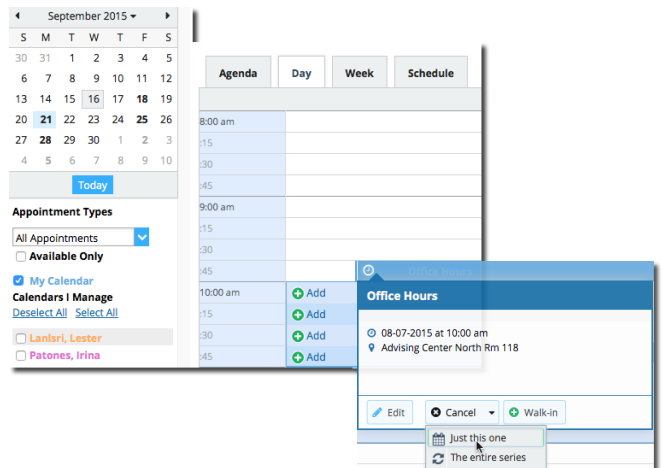


### How do I cancel office hours?

#### 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(🕒).

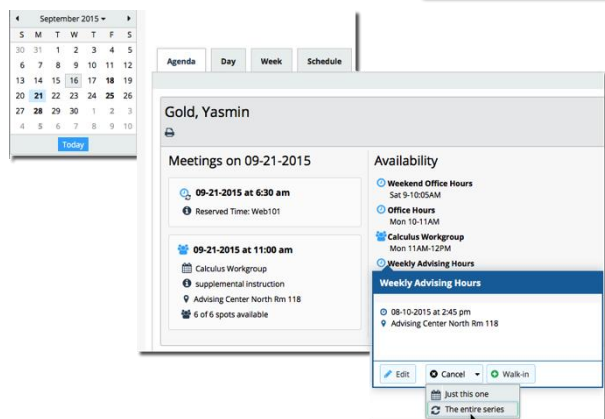
Click the **Cancel** button and select, **"Just this one"** from the pop up **Office Hours** card presented.



#### Cancel a series

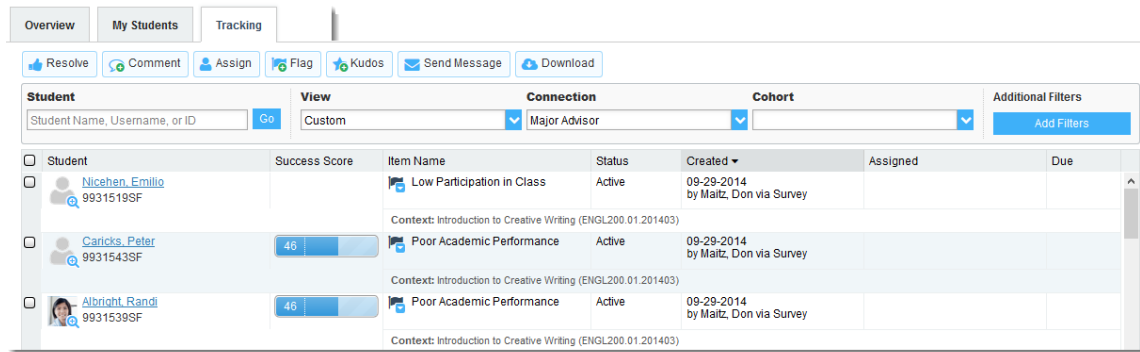
From the **Agenda** view, **hover** (don't click) over the **Office Hours** icon (🕒) next to an office hour title.

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")



Where can I find information about flags raised on my students?

The **Tracking** tab within the **Students** area lists the flags (and kudos) that have been raised on your students. Use the filters provided to filter your list based on your connection to the students. For example you can filter to your role as advisor vs. your role as instructor, or as an instructor to one of your specific course sections.



You can also go into the individual **Tracking** tab of any **Student Folder** to look at details of flags raised on that student. The details of what you see are based on your relationship to the student(s) and the privileges granted to your role.