Frequently Asked Questions for Faculty and Staff

Login

How do I login to Starfish?
To login, follow this link (https://uri.starfishsolutions.com/starfish-ops/support/login.html) and use your eCampus username and SAKAI password.

My username/password failed. Now what?
We recommend reaching out to the IT Service desk for assistance, as this is most likely an issue with your login credentials. To change your password, you can do so here: https://password.uri.edu. The service desk can also be contacted by phone at (401)874-4357.

I am a faculty or staff member and I have received an error message when I try to login to Starfish.
All faculty with active undergraduate courses have access to Starfish. If you have an issue, please send a note to starfish@etal.uri.edu and we will work to help you.

I've tried all things and still cannot login.
If all else fails, try switching or updating your browser. Using the most up to date browser can often solve most login issues. Beginning 1/2/19 people accessing Starfish must use a web browser that is TLS 1.2 enabled. All versions of major browsers released after 2014 have TLS 1.2 enabled by default.

Instructions for verifying that one’s browser supports TLS 1.2 are available online (https://knowledge.digicert.com/generalinformation/INFO3299.html). Users whose browsers do not support TLS 1.2 will not be able to load Starfish.

Flags, Kudos, and Notes

I raised a flag/kudos for a student. Who else can see that?
The student, as well as other faculty and staff can see Academic Concern and In Danger in Failing flags. When you select the type of flag/kudos, a box will populate at the bottom of the window that will list all the roles that have permission to view that item. UCAS academic advisors reach out to all UCAS students who receive an In Danger of Failing flag. The faculty or staff member who raises the flag/kudos is the one responsible for resolving it.

I raised a flag for a student who has since dropped my course, which removed our connection in Starfish. How do I close their flag?
Starfish is working on a process to auto-drop flags when a student drops a course. In the meantime, all Starfish flags will be bulk-cleared at the end of the semester.

Who can view the notes I write for students?
Most advising and general notes can be seen by a variety of support staff on campus. When you select the note type, a box will populate at the bottom of the window that will list all the roles that have permission to view that note. Starfish does provide an option to make your notes private if the note includes confidential information.

Office Hours

How do I delete an office hour block?
First, head to your appointment calendar and view it in weekly view. Next, hover over the clock in the upper left-hand corner of the appointment block and click "Cancel". If it is a reoccurring block, you can either cancel that one instance, or cancel the series. You will have the option to create a custom message that will be sent to all students who have scheduled appointments with you during the canceled appointment block.

How do I edit an office hour block?
First, head to your appointment calendar and view it in weekly view. Next, hover over the clock in the upper left-hand corner of the appointment block and click "Edit." Then, follow the prompts to edit the block to best suit your needs.

Progress Surveys

What is a progress survey?
A progress survey is a collection of flags and kudos gathered about certain populations of students.

There are multiple instructors for my course. Do we each need to fill out the survey?
We ask that at least one instructor respond to the survey so students can receive feedback. While all the instructors listed on the course do not have to fill out the survey, everyone who receives one is more than welcome to fill it out.

Do students see my feedback?
Yes! Students will receive your feedback as viewable flags and kudos.

How do I know when a progress survey will close?
Starfish will automatically send out reminder emails with the date and time a survey is due.
I missed the due date for a survey. Can I still complete it?
While surveys cannot be reopened, you are welcome to raise flags and kudos for your students at any time.
How do I link Starfish to my Google Calendar?
Directions for how to merge your calendars can be found under the "Email Notifications" tab on your profile.

I have never used Starfish before and want to learn more about it. Who can I speak to about this?
A great place to start is the user guide found on the URI Starfish website. There you can find information about all the basic features of Starfish. The Starfish team is also available to train individuals and groups to meet your needs. You can contact us at any time by emailing starfish@etal.uri.edu.

I can’t find the answer to my question here. Where do I go now?
The Starfish team is available to answer any questions at starfish@etal.uri.edu.