

Starfish Faculty/Staff Guide

The Basics

Overview

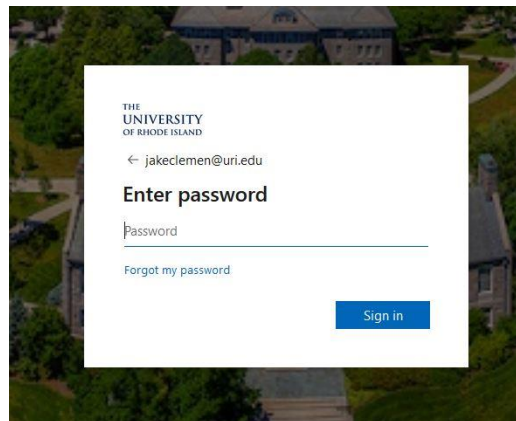
- Logging in – slide 3
- Profile Set-up – slides 4-8
- Office Hours and Appointments – slides 9-13
- Flags and Kudos – slides 14-20
- Notes – slides 21-30
- Direct Links - 31-33

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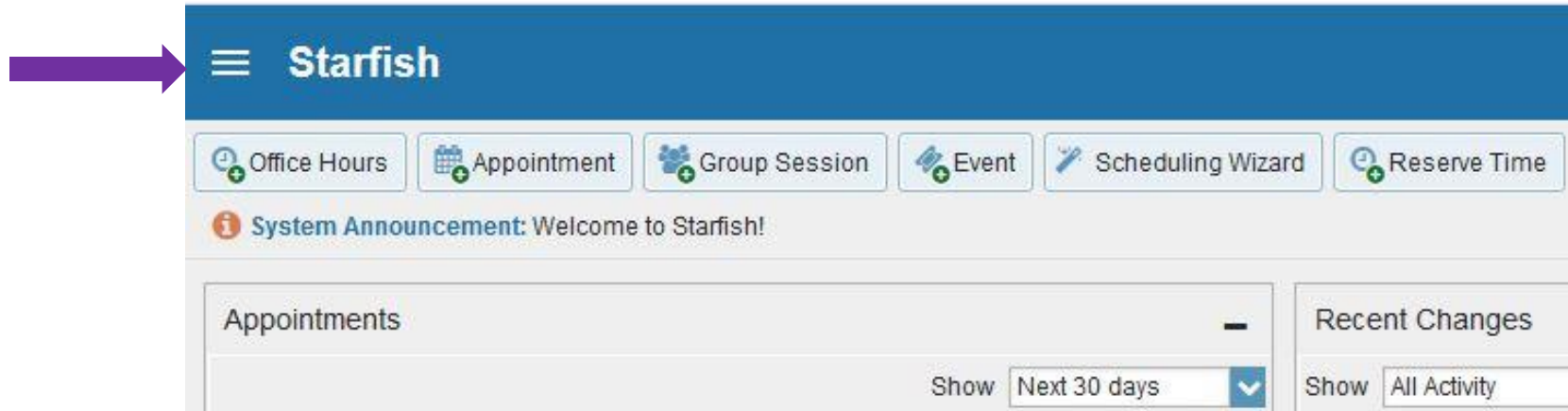
How to Log in to Starfish

- [Starfish Login Page](#) <<< Click here
- Use your single sign-on credentials (URI email and Microsoft 365 password).
- Detailed instructions for setting this up can be found here:
<https://web.uri.edu/its/office-365>.
- You can find other resources and the link to the login page at <http://uri.edu/starfish>



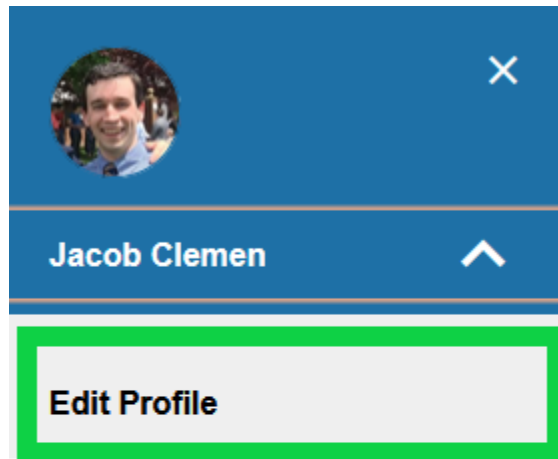
Setting Up Your Profile

To access your profile, you need to go to the menu. The menu can be found by clicking on the **three bars** in the upper left-hand corner.



Setting Up Your Profile

The menu is where you will find most of your settings. To set up your profile, click on **Edit Profile**.



Appointment Preferences

Notifications

Logout

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Setting Up Your Profile

Here, we encourage you to upload a picture of your choosing, update your profile settings, add your office phone number, a general overview of your role on campus, and a brief biography. These elements will help make you approachable to students who want to reach out to you! To save, click **Save Changes** in the lower right-hand corner.

Starfish


Search for Students

EDIT PROFILE

APPOINTMENT PREFERENCES

NOTIFICATIONS


Edit Profile



Jacob Clemen
(He/Him)

Username
jakeclemen

Institution Email
jakeclemen@uri.edu

 [Upload Photo](#)

Profile Settings

Control your login page and shared links.

Preferred Login Page

Default Login Page

[CLEAR CHANGES](#)

SAVE CHANGES

Setting Up Your Profile

Click **Appointment Preferences** to change appointment settings, connect your Starfish calendar to your Google calendar, and add one or multiple office locations for students to see. Click **Save Changes** to save.

[EDIT PROFILE](#)[APPOINTMENT PREFERENCES](#)[NOTIFICATIONS](#)

Appointment Preferences

Customize your appointment default settings, add locations, and designate calendar managers.

Office Hour Defaults

Customize appointment scheduling settings.

Minimum Appointment Length

15 minutes ▼

Scheduling Deadline

Set a deadline for students to schedule appointments prior to the start of your office hours.

☒ No Deadline

[CLEAR CHANGES](#)[SAVE CHANGES](#)

Setting Up Your Profile

The last tab is **Notifications**. Here you can customize notifications and set appointment reminders. Then, click **Save Changes**. You can alter your preferences anytime.

Starfish

Search for Students

EDIT PROFILE

APPOINTMENT PREFERENCES

NOTIFICATIONS

Notifications

Customize notifications of Starfish Activity and verify the accuracy of contact information in your profile.

☐ Email Notifications

Send to my Institution Email:
krandall@uri.edu

You can [provide a valid alternate email](#) to receive notifications to a preferred inbox.

You will receive emails about Starfish activity, such as appointment reminders and tracking item updates, depending on your institution's settings and your preferences.

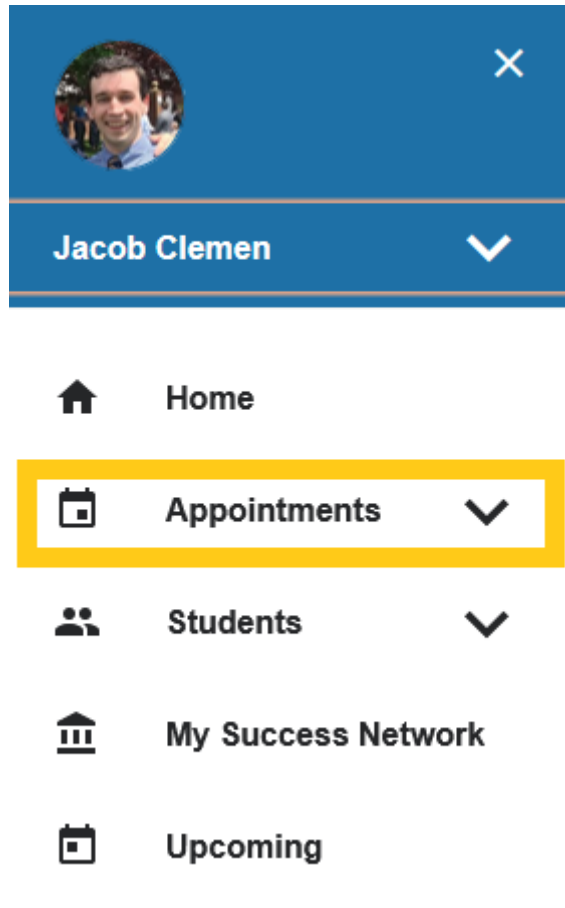
Preferences

[CLEAR CHANGES](#)[SAVE CHANGES](#)

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Adding Office Hours

To add office hours,
return to the menu and
click **Appointments**.



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Adding Office Hours

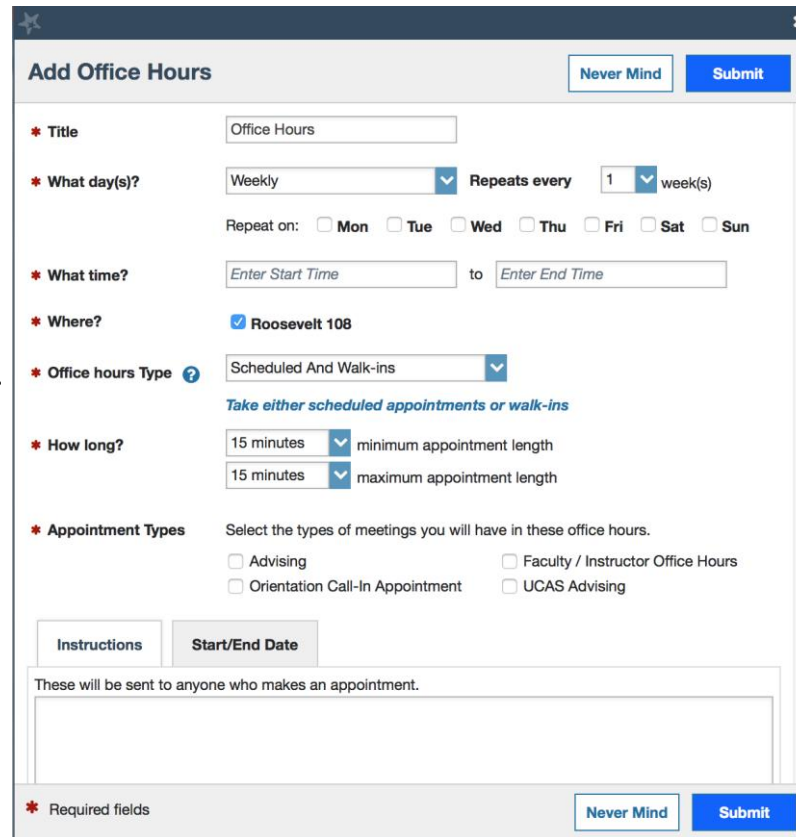
Here you will be able to see your Starfish calendar. Next, click on the **Week** view, and then click the **Add Office Hours** button.

The screenshot shows the Starfish web application interface. At the top, there is a blue header bar with the 'Starfish' logo on the left and a search bar on the right. Below the header, there is a navigation bar with several buttons: 'Office Hours' (highlighted with a purple box), 'Appointment', 'Group Session', 'Event', 'Reserve Time', and 'Scheduling Wizard'. To the left of the main calendar area, there is a calendar for September 2021, with the 9th highlighted. Below the calendar, there is a 'Today' button. The main calendar area is currently in 'Week' view (highlighted with a green box). It shows a grid of time slots from 8:00 am to 10:45 am for the days Monday, September 06, Tuesday, September 07, Wednesday, September 08, Thursday, September 09, and Friday, September 10. The 'Time Scale' is set to '5 day'.

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Adding Office Hours

When you click on “Add Office Hours”, this window will appear. Here, you can customize your office hours to fit your needs.



The screenshot shows a web form titled "Add Office Hours" with a close button (X) in the top right corner. The form contains several sections:

- Title:** A text input field with "Office Hours" entered.
- What day(s)?:** A dropdown menu set to "Weekly". To its right, "Repeats every" is set to "1" with a dropdown arrow, followed by "week(s)". Below this, "Repeat on:" is followed by checkboxes for Mon, Tue, Wed, Thu, Fri, Sat, and Sun.
- What time?:** Two text input fields labeled "Enter Start Time" and "Enter End Time" separated by "to".
- Where?:** A checkbox labeled "Roosevelt 108" which is checked.
- Office hours Type:** A dropdown menu set to "Scheduled And Walk-ins". Below it, a blue link says "Take either scheduled appointments or walk-ins".
- How long?:** Two dropdown menus, both set to "15 minutes". The first is labeled "minimum appointment length" and the second is labeled "maximum appointment length".
- Appointment Types:** A section titled "Select the types of meetings you will have in these office hours." with four checkboxes: "Advising", "Faculty / Instructor Office Hours", "Orientation Call-In Appointment", and "UCAS Advising".
- Instructions:** A tab labeled "Instructions" and another labeled "Start/End Date". Below the tabs, a text area contains the text "These will be sent to anyone who makes an appointment."
- Buttons:** At the top right, there are "Never Mind" and "Submit" buttons. At the bottom right, there are also "Never Mind" and "Submit" buttons.
- Footer:** At the bottom left, there is a red asterisk icon and the text "Required fields".

Options include differentiating between walk-in hours and scheduled appointments, length of your time blocks, and the type of appointment you will take during your office hours (appointment type restricts which students can make an appointment during the scheduled time).

Remember to click submit when you are finished!

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Adding Office Hours

The screenshot displays a scheduling application interface. On the left is a calendar for June 2017, with the 6th highlighted. The main area shows a weekly agenda for the week of 06-04-2017 to 06-10-2017. The agenda is organized by day (Mon 6/5, Tue 6/6, Wed 6/7, Thu 6/8, Fri 6/9) and time slots (from 9:00 am to 1:00 pm). The 'Office Hours' section is active, showing 'Add' buttons for each time slot on Monday and Wednesday. On Tuesday, a 'Walk-in Meeting' is scheduled from 12:00 pm to 1:00 pm, with an 'Add Walk-in Meeting' button. The interface includes navigation tabs for 'Office Hours', 'Appointment', 'Group Session', 'Event', 'Reserve Time', and 'Scheduling Wizard'. A 'Time Scale' selector is set to '5 day'.

Once you have added your office hours, your calendar will look something like this. Note that the Monday and Wednesday hours have spaces to add appointments, as they are scheduled hours, and the Tuesday hours are set to be walk-ins.

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THE
UNIVERSITY
OF RHODE ISLAND



Editing and Canceling Office Hours

The screenshot shows a web interface for managing office hours. On the left is a calendar for June 2017, with the 6th highlighted. The main area is a weekly agenda view for the week of June 4-10, 2017. The 'Day' view is selected, showing a grid of time slots. A red arrow points to a clock icon on the Monday, June 5th, 9:00 am slot, which is labeled 'Office Hours'. Other 'Office Hours' blocks are visible on Wednesday, June 7th, and Tuesday, June 6th, 12:00 pm. The interface includes navigation tabs for 'Office Hours', 'Appointment', 'Group Session', 'Event', 'Reserve Time', and 'Scheduling Wizard'. A 'Time Scale' selector is set to '5 day', and the date range is '06-04-2017 to 06-10-2017'.

To edit or cancel your office hours, hover over the **clock icon** on an office hour block.

Editing and Canceling Office Hours

The screenshot displays a web interface for managing office hours. At the top, there are three tabs labeled 'Office Hours'. The active tab shows a detailed view of a specific office hour. On the left, the details include the date and time (06-08-2017 at 9:00 am), the location (Roosevelt 20B), and a description: 'Come prepared with any questions you may have regarding tests, quizzes, or assignments.' On the right, there is a section titled 'Participants' which is currently empty. At the bottom left of the main content area, there are two buttons: 'Edit' (with a pencil icon) and 'Cancel' (with an 'x' icon). The 'Edit' button is highlighted with a green border, and the 'Cancel' button is highlighted with a red border. Below these buttons, there are three 'Add' buttons, each with a green plus icon.

This window will appear. Click **Edit** in the bottom left to make changes to this time block. To cancel, click the **Cancel** button to either cancel all office hours in that series, or just once. This will also prompt you to send an email to all students who may have an appointment with you to notify them of the change.

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Raising Flags and Kudos

Flags and Kudos are a way for you to let the students you are connected to know how they are doing. To do this, click on Students from the main menu. On this page, you can see all of your students based on your **Connection** to them, such as your academic advisees or students in a specific course.

StarfishSearch for Students

MY STUDENTSTRACKINGINTAKEZOOM INATTENDANCE

FlagReferralTo-DoKudosSuccess PlanMessageNoteDownload

Search




Student Name, Username, or IDGo

ConnectionAll My Students

TermActive

Cohort

Additional FiltersAdd Filters


<input type="checkbox"/>	Name ▲	Email	Phone	Cell Phone
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				

Selected: 0Displaying 1 - 25 of 36735 Students



Raising Flags and Kudos

Next, select each student you want to raise an item for by clicking the **check box** next to their name.

 **Starfish**

Search for Students

MY STUDENTS

TRACKING

INTAKE

ZOOM IN

ATTENDANCE

Flag

Referral

To-Do

Kudos

Success Plan

Message

Note

Download

Search

Student Name, Username, or ID

Go

Connection

All My Students




Term

Active

Cohort

Additional Filters

Add Filters

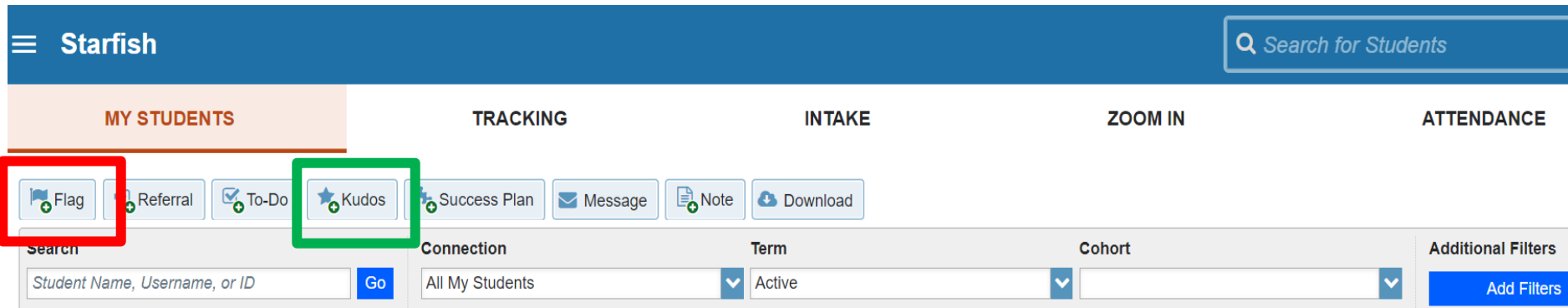
<input type="checkbox"/>	Name ▲	Email	Phone	Cell Phone
<input type="checkbox"/>				
<input checked="" type="checkbox"/>				
<input type="checkbox"/>				

Selected: 1

Displaying 1 - 25 of 36735 Students









Raising Flags and Kudos

Next, click the **Add Flag** or **Add Kudos** button.



Starfish

MY STUDENTS TRACKING INTAKE ZOOM IN ATTENDANCE

 Flag  Referral  To-Do  Kudos  Success Plan  Message  Note  Download

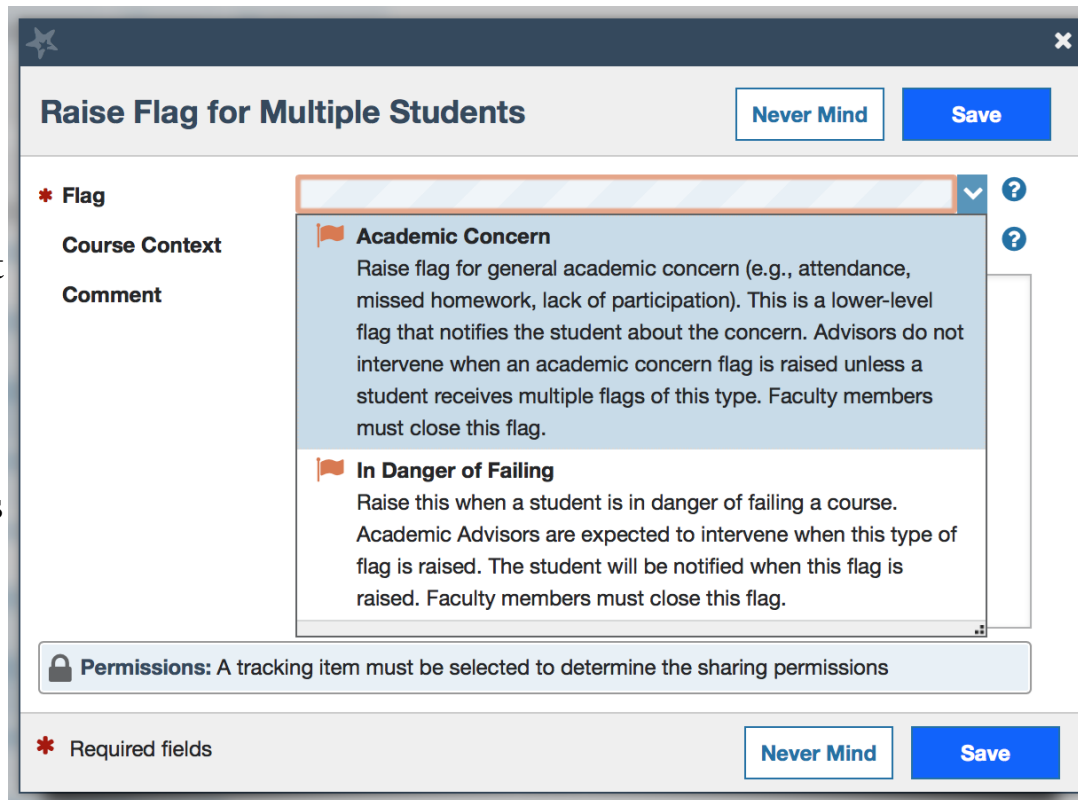
Search

Connection: All My Students Term: Active Cohort: Additional Filters:

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Raising a Flag

There are two types of flags. The “Academic Concern” flag is typically for students who are underperforming, but not necessarily in danger of failing. The “In Danger of Failing” flag is a higher level flag. UCAS students who receive this flag will hear from their academic advisor. Student support roles on campus, like academic advisors and Assistant Deans, can see flags and kudos.



The screenshot shows a web form titled "Raise Flag for Multiple Students". At the top right are "Never Mind" and "Save" buttons. The form has two main sections: "Flag" and "Comment". The "Flag" section has a dropdown menu with two options: "Academic Concern" and "In Danger of Failing". The "Academic Concern" option is selected and highlighted. Below the dropdown, there is a text area for the "Comment". At the bottom of the form, there is a "Permissions" section with a lock icon and a message: "A tracking item must be selected to determine the sharing permissions". At the very bottom, there is a "Required fields" section with "Never Mind" and "Save" buttons.

Raise Flag for Multiple Students [Never Mind] [Save]

* Flag

Course Context

Comment

Academic Concern
Raise flag for general academic concern (e.g., attendance, missed homework, lack of participation). This is a lower-level flag that notifies the student about the concern. Advisors do not intervene when an academic concern flag is raised unless a student receives multiple flags of this type. Faculty members must close this flag.

In Danger of Failing
Raise this when a student is in danger of failing a course. Academic Advisors are expected to intervene when this type of flag is raised. The student will be notified when this flag is raised. Faculty members must close this flag.

Permissions: A tracking item must be selected to determine the sharing permissions

* Required fields [Never Mind] [Save]

Please note that students receive a general message when a flag is raised that includes your comments. In your comments, feel free to provide students with action items to help them get back on track when raising the flag.

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Raising Kudos

Like flags, there are several types of kudos to choose from. Students will also get an email notification when you give them kudos.

✱

Create Kudos for Multiple Students

Never Mind

Save

✱ Kudos

Course Context

Comment

▼

?

?

★ **Keep Up the Good Work**
Raise this kudo for students who are performing well.

★ **Outstanding Academic Performance**
Raise this kudo when a student has outstanding academic performance.

★ **Showing Improvement**
Raise this kudo when a student has shown improvement.

🔒

Permissions: A tracking item must be selected to determine the sharing permissions

✱ Required fields

Never Mind

Save

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Filtering Flags

To manage which flags and kudos you see, you can sort these by your connection to students. To begin, click on Students from the main menu. Next, select the **Tracking** tab and **Connection**. From here, you can change which students' flags/kudos are visible by the role (i.e. connection) you have with those students (e.g. Academic Advisor, Instructor, etc.)

MY STUDENTS

TRACKING

INTAKE

ZOOM IN

ATTENDANCE

Resolve

Comment

Assign

Flag

Referral

To-Do

Kudos

Success Plan

Send Message

Download

Student

View

Connection

Cohort

Additional Filters

Student Name, Username, or ID

Go

Inbox

All My Students

Add Filters

<input type="checkbox"/>	Student	Item Name	Status	Created	Assigned	Due
<input type="checkbox"/>						
<input type="checkbox"/>						
<input type="checkbox"/>						

Selected: 0

Displaying 76 - 90 of 90 Items

Resolving Flags

Resolving a flag makes the flag disappear in Starfish – this is good to do once the concern which prompted the flag creation is no longer pertinent. In the **Tracking** tab, **click the box** next to the student whose flag you want to remove. This creates a checkmark in that box. Lastly, select **Resolve**.

The screenshot displays the Starfish interface with the **TRACKING** tab selected. A red box highlights the **TRACKING** tab, and a purple box highlights the **Resolve** button. A green box highlights the checkbox next to a student in the list, which is currently checked. The interface includes a top navigation bar with tabs: **MY STUDENTS**, **TRACKING**, **INTAKE**, **ZOOM IN**, and **ATTENDANCE**. Below the tabs is a toolbar with buttons: **Resolve**, **Comment**, **Assign**, **Flag**, **Referral**, **To-Do**, **Kudos**, **Success Plan**, **Send Message**, and **Download**. The main area shows a table with columns: **Student**, **Item Name**, **Status**, **Created**, **Assigned**, and **Due**. The table lists three items, with the second item selected. The bottom status bar indicates **Selected: 1** and **Displaying 76 - 90 of 90 Items**.

Student	Item Name	Status	Created	Assigned	Due
<input type="checkbox"/>	[Redacted]				
<input checked="" type="checkbox"/>	[Redacted]				
<input type="checkbox"/>	[Redacted]				

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Making Notes

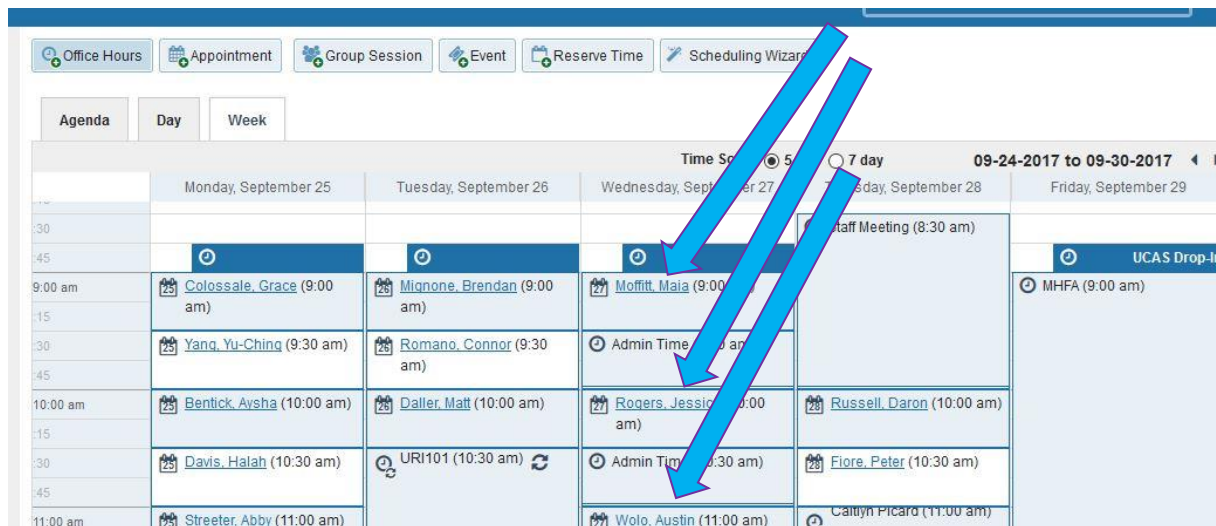
First, find the student you wish to make a note for by finding them in your student list (as you did for flags and kudos), or by using the **search bar** in the upper right-hand corner. You can search by first name, last name, or student ID number.



The screenshot shows the Starfish interface. At the top left is the 'Starfish' logo. Below it is a navigation bar with buttons for 'Office Hours', 'Appointment', 'Group Session', 'Event', 'Scheduling Wizard', 'Reserve Time', and 'Record Attendance'. A system announcement reads 'System Announcement: Welcome to Starfish!'. On the right, a search bar contains the text 'Brianna Vega'. Below the search bar, a dropdown menu displays the following information: a profile picture of a woman, the name 'Vega, Brianna', the email 'vbrianna96@my.uri.edu', and the student ID '100527254'.

Making Notes

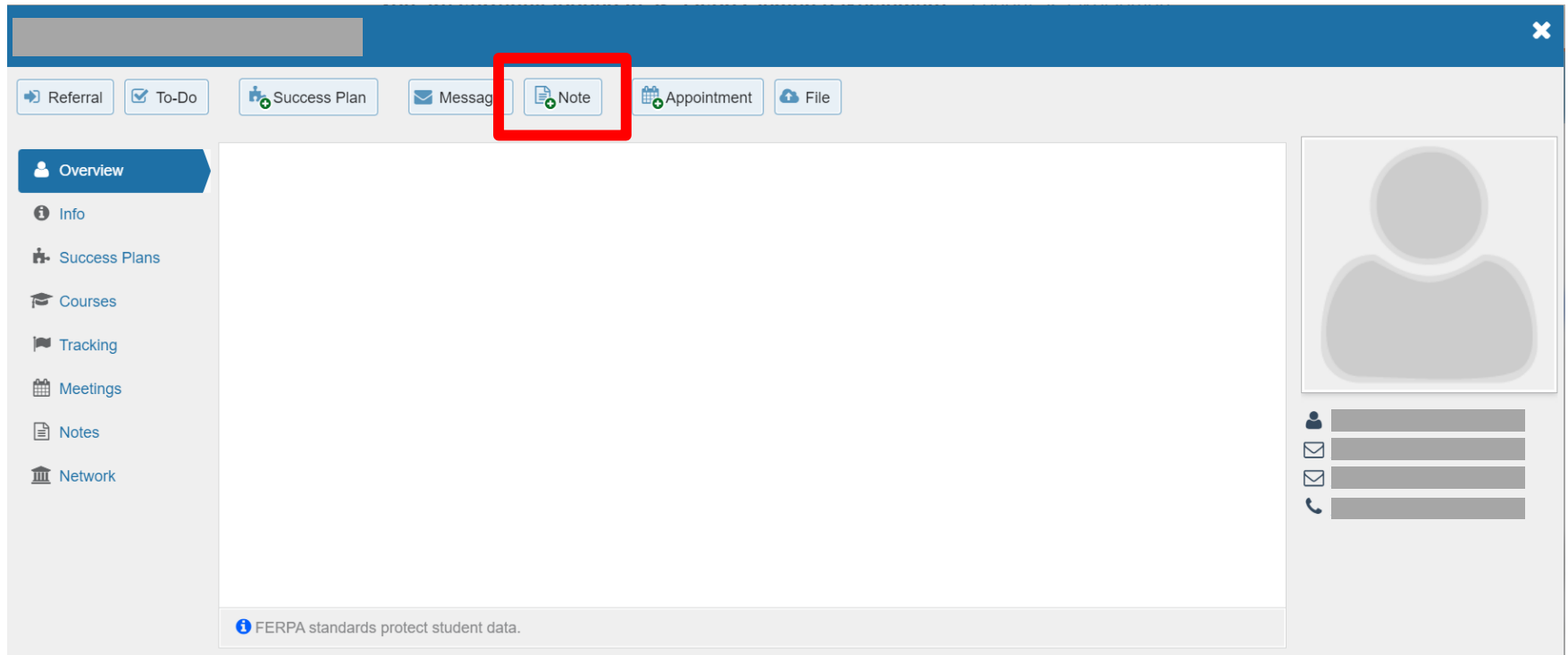
Alternatively, you can find a student and open their profile to make a note by viewing your appointments calendar. Click the **student's name** and their profile will appear.



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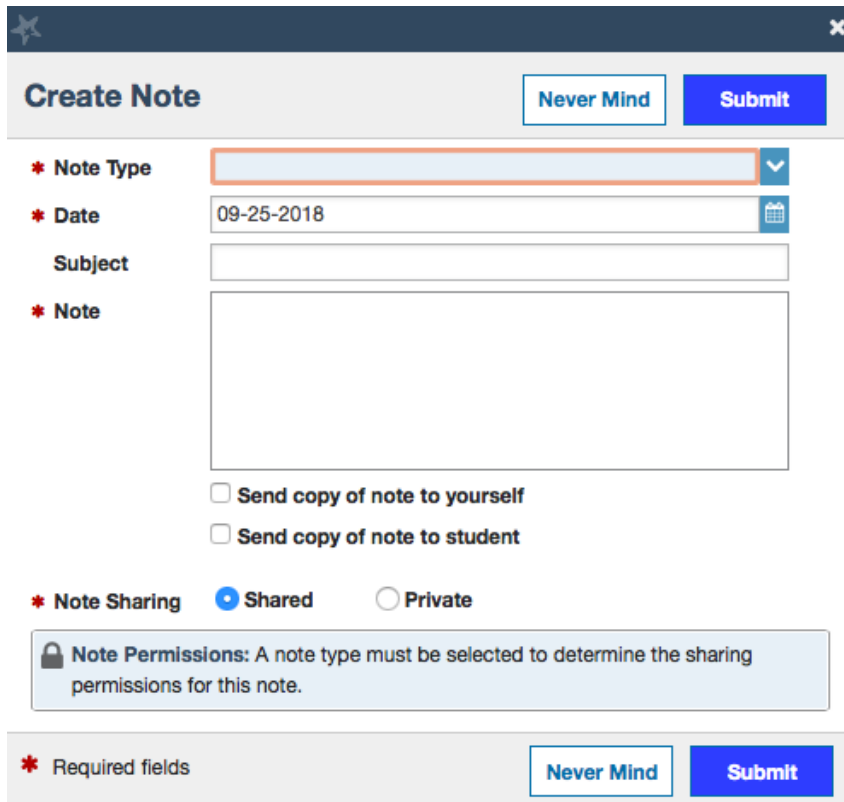
Making Notes

This will bring you to the student's profile. To create the note, click the **Note** button in the upper left-hand corner of the window.



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Making Notes



The 'Create Note' window is a form for creating a new note. It features a title bar with a star icon and a close button. The main content area includes a 'Note Type' dropdown menu, a 'Date' field with a calendar icon, a 'Subject' text field, and a large 'Note' text area. Below the text area are two checkboxes: 'Send copy of note to yourself' and 'Send copy of note to student'. At the bottom, there are 'Note Sharing' options with radio buttons for 'Shared' (selected) and 'Private'. A 'Note Permissions' section contains a lock icon and a message: 'A note type must be selected to determine the sharing permissions for this note.' The window has 'Never Mind' and 'Submit' buttons at the top and bottom.

Create Note [Never Mind] [Submit]

* **Note Type** [Dropdown]

* **Date** 09-25-2018 [Calendar]

Subject [Text Field]

* **Note** [Text Area]

☐ Send copy of note to yourself

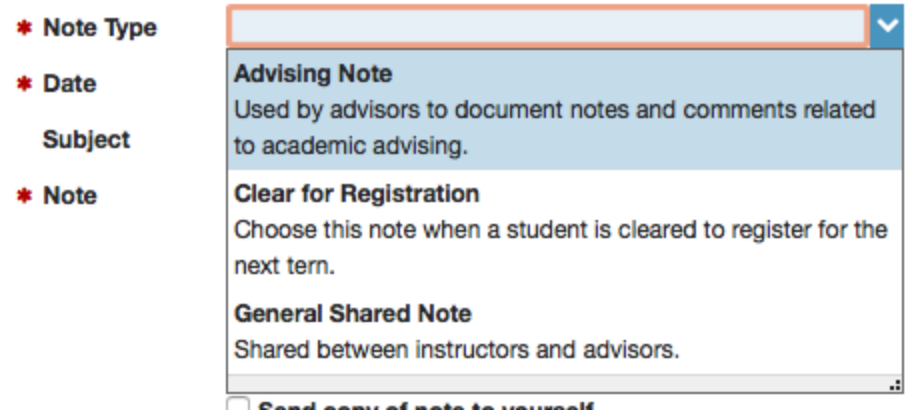
☐ Send copy of note to student

* **Note Sharing** ☒ Shared ☐ Private

Note Permissions: A note type must be selected to determine the sharing permissions for this note.

* Required fields [Never Mind] [Submit]

The window to the left will appear. You will first be asked to select the type of note, which can be seen below.



The 'Note Type' dropdown menu is open, showing a list of note types. The first option is 'Advising Note' with a description: 'Used by advisors to document notes and comments related to academic advising.' The second option is 'Clear for Registration' with a description: 'Choose this note when a student is cleared to register for the next term.' The third option is 'General Shared Note' with a description: 'Shared between instructors and advisors.' The dropdown menu has a close button at the top right.

* **Note Type** [Dropdown]

* **Date**

Subject

* **Note**

Advising Note
Used by advisors to document notes and comments related to academic advising.

Clear for Registration
Choose this note when a student is cleared to register for the next term.

General Shared Note
Shared between instructors and advisors.

☐ Send copy of note to yourself

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Making Notes

Create Note [Never Mind] [Submit]

* **Note Type** Advising Note ▼

* **Date** 09-25-2018

Subject Advising for Fall 2018

* **Note** Bri is planning on majoring in Nursing and will take the following classes:
-COM100
-HIS142
-SPA104
-NUR100
-BIO220

☐ Send copy of note to yourself

☒ Send copy of note to student

* **Note Sharing** ☒ Shared ☐ Private

FERPA Notice: This note is not disclosable under FERPA

Note Permissions: People with the following roles may be able to see this note if they have a relationship with the student(s):

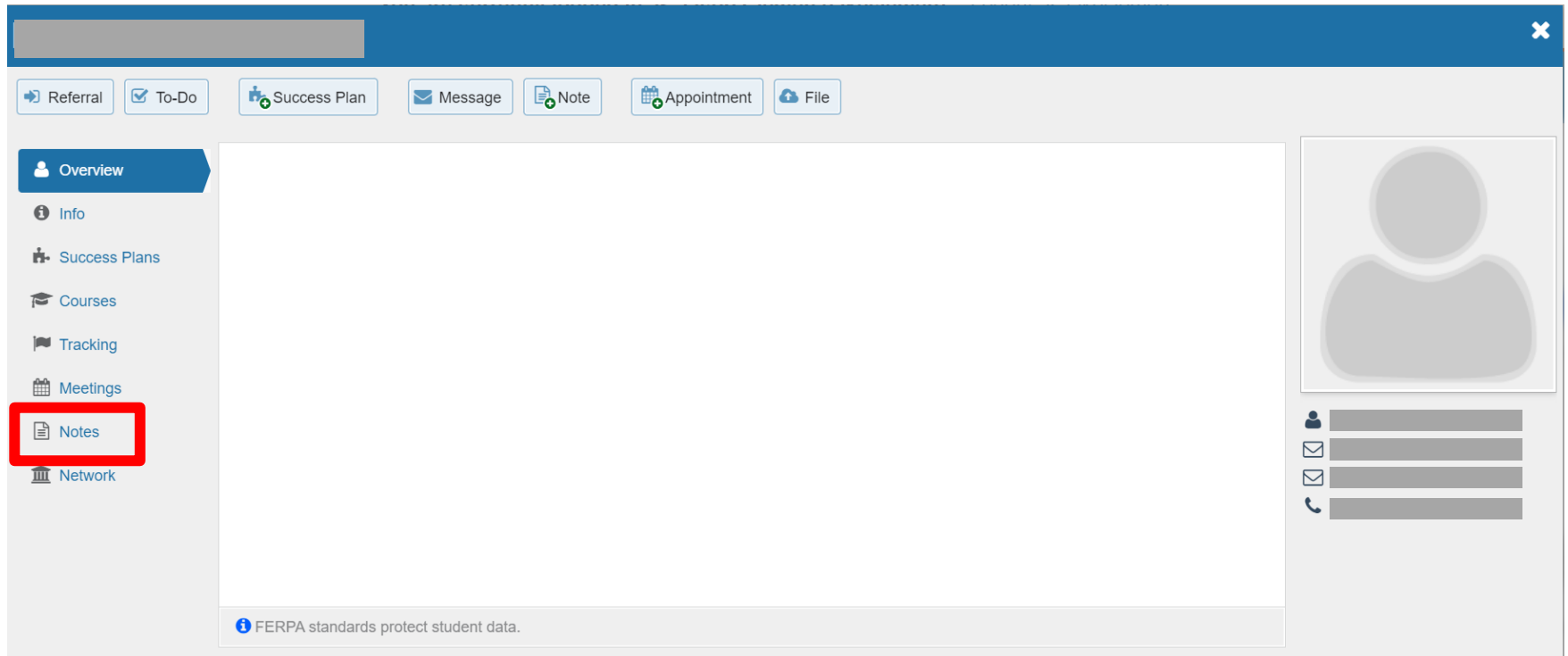
- Academic Advisor
- Academic Enhancement Center
- Academic Leadership
- Assistant Dean
- Athletics Advisor

[More...](#)

* Required fields [Never Mind] [Submit]

You can then fill in the rest of the fields. You may choose to click **Send a copy of the note to student** and they will receive the content of the note via URI email. Click **Submit** when you are done.

Viewing Notes



To view notes you or other staff have created, go to Home screen and put student's ID number or name in the search bar. Once on their profile you will click their **Notes** tab on left sidebar.

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Viewing Notes

To view the content of all notes, click the **+** button under Type and the message will open. Click **-** button to close.

Overview
Info
Success Plans
Courses

Created In Term: Active
Written By: Anyone
Note Type: Any

Type	Subject	Written By	Date
+ Note			08-08-2018
- Advising Note	Individual Pathways Meeting		02-28-2018

Content of the note will be shown here.

Notes About Notes

- Different roles on campus have different permissions to see a variety of notes
- Certain intra-office notes are only visible by the offices that raise them (e.g. Talent Development, Disability Services for Students, etc.)
- You may make notes that are viewable by you only through selecting the **Private** option at the base of the note

* Note Sharing

☐ Shared

☒ Private



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What to Put in a Shared Note

- Do put: academic information that reveals a student's academic and career direction
 - i.e. *“Jake is planning to major in SPA with a possible minor in FRN. Interested in careers around translation and interpreting. Possibly IR. Advised on spring schedule: SPA325, SPA312, FRN104, AFS190, PSC116G. Needs A4 and B3 geneds. Needs 18 more 300+ level credits. Referred to CCEE for career discussion on internships.”*
 - i.e. *“Jake is not sure about his comfort with SPA coursework and career direction. May take LOA Spring semester. Referred to undeclared advisor.”*
 - i.e. *“Struggling in BIO101. Referred to AEC for group/individual tutoring and academic skills consultation. Expressed strong interest in subject area, but struggling on exams.”*

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What Not to Put in a Shared Note

- Do not put: personal information, behavioral information, and summary judgements
 - i.e. *“Jake is not a good fit in the SPA program. Self-identified as struggling with clinical depression. Regularly argues with roommates.”*
 - i.e. *“Has not purchased textbooks for class because states that family cannot afford it. Suggested part-time job on campus, going part-time as a student, and possibly taking LOA. May not be the right time for college.”*
 - i.e. *“Homesick. Not attending classes regularly. Seeing a mental health counselor in Wakefield, but not happy with setup. Recently broke up with partner.”*


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Direct Links

If you head back to Edit Profile in the main menu, you will see a section below your basic info about “Share Links”. This section allows you to send someone a direct link to either your Starfish profile or your appointment calendar. The **first link** directs students directly to the scheduler for them to make appointments with you. The **second link** directs students to your Starfish profile.

Share Links

Share your appointment and/or profile link with students and other staff members.

 [Show Me How](#)

Link to schedule an appointment with me

<https://stage.starfishsolutions.com/starfish-stage/dl/instructor/serviceCatalog.html?bookmark=connection/4234/schedule>

[Copy URL to clipboard](#)



Make URL available on my profile in the Service Catalog for other staff.

Link to view my profile

<https://stage.starfishsolutions.com/starfish-stage/dl/instructor/serviceCatalog.html?bookmark=connection/4234>

[Copy URL to clipboard](#)

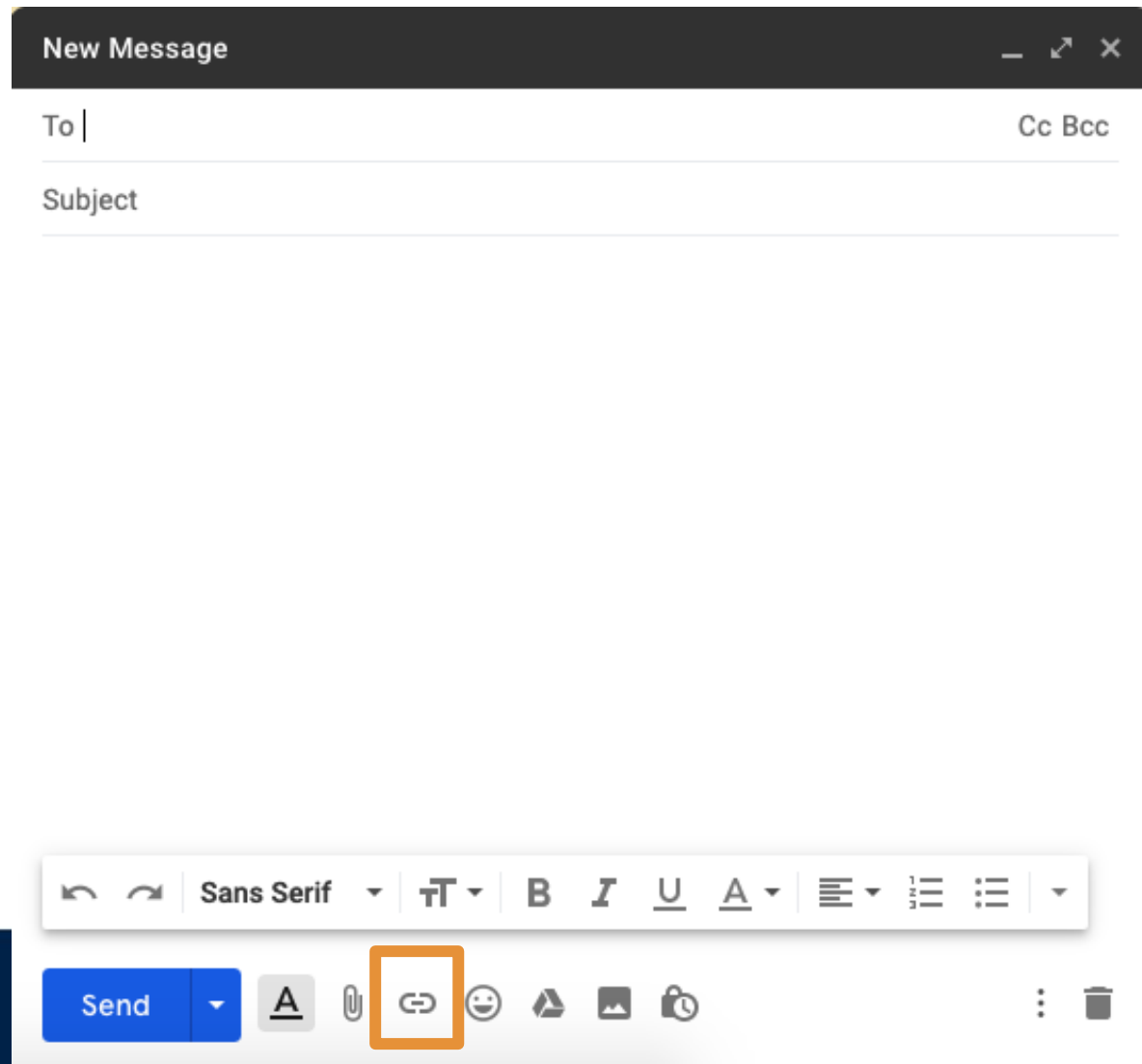


Make URL available on my profile in the Service Catalog for other staff.

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Sharing Direct Links

Your two direct links can be shared with anyone you choose. Want to share it in an email of students? Copy and paste the link just like you would any other URL. Or, add a hyperlink to text in your email. To do this, draft your email. Then, highlight the words you want to add a hyperlink too. Next, click the **Insert Link** button.



Sharing Direct Links

Edit Link

Text to display:

Link to:

☒ **Web address**

☐ [Email address](#)

To what URL should this link go?

[Test this link](#)

Not sure what to put in the box? First, find the page on the web that you want to link to. (A [search engine](#) might be useful.) Then, copy the web address from the box in your browser's address bar, and paste it into the box above.

Cancel OK

Your highlighted text will show in the **Text to Display** section. Then, paste the direct link you want to share in the **Web Address** section. Click OK, and you'll be all set!

Have a Starfish problem or question?

Send us an email at starfish@etal.uri.edu and we would be more than happy to help!