

Starfish Faculty/Staff Guide

The Basics



Overview

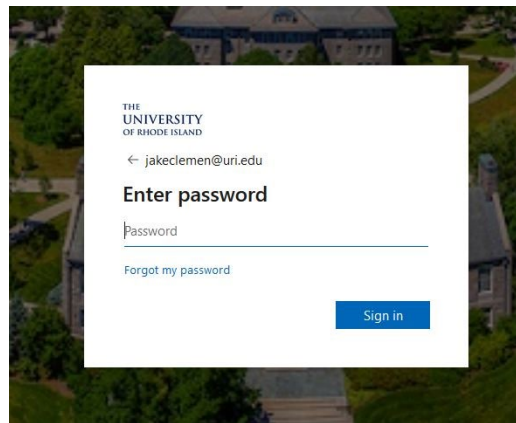
- Logging in – slide 3
- Profile Set-up – slides 4-8
- Office Hours and Appointments – slides 9-13
- Flags and Kudos – slides 14-20
- Notes – slides 21-30
- Direct Links - 31-33

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How to Log in to Starfish

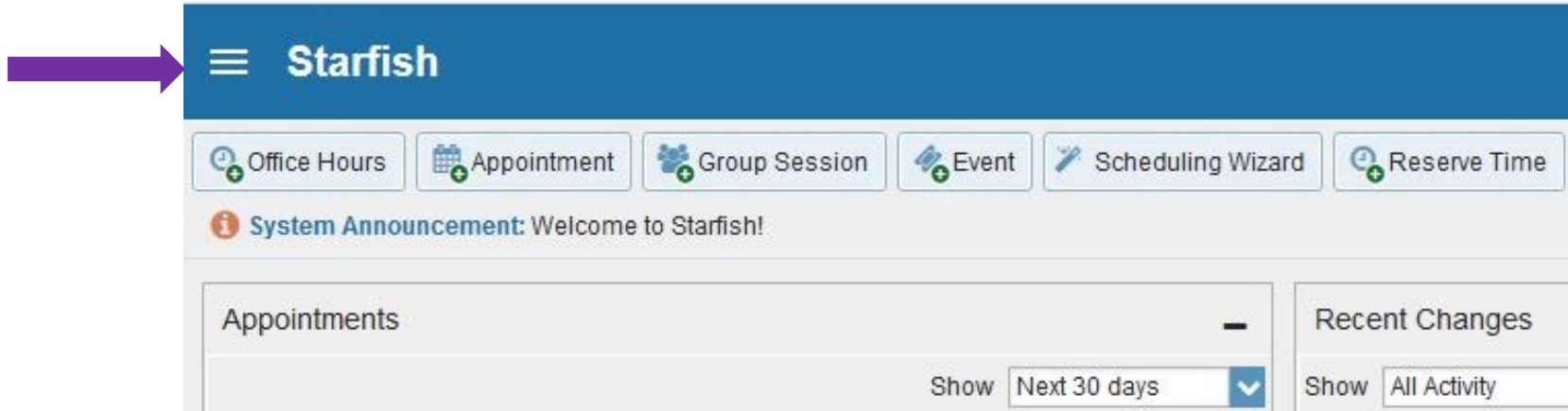
- [Starfish Login Page](#) <<< Click here
- Use your single sign-on credentials (URI email and Microsoft 365 password).
- Detailed instructions for setting this up can be found here:
<https://web.uri.edu/its/office-365>.
- You can find other resources and the link to the login page at <http://uri.edu/starfish>



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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.

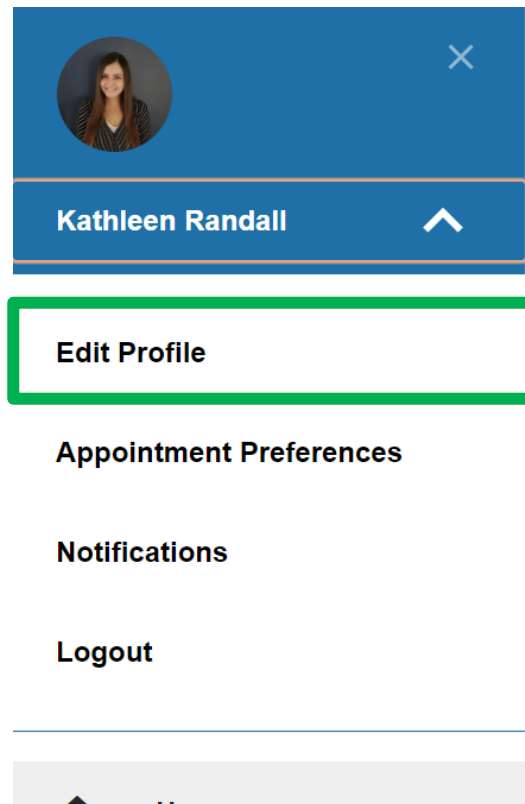


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Setting Up Your Profile

The menu is where you will find most of your settings. To set up your profile, click on [Edit Profile](#).




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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

 **Kathleen Randall**
[Upload Photo](#)

Username
krandall

Institution Email
krandall@uri.edu

Profile Settings
Control your login page and shared links.

Preferred Login Page
Default Login Page

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

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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.

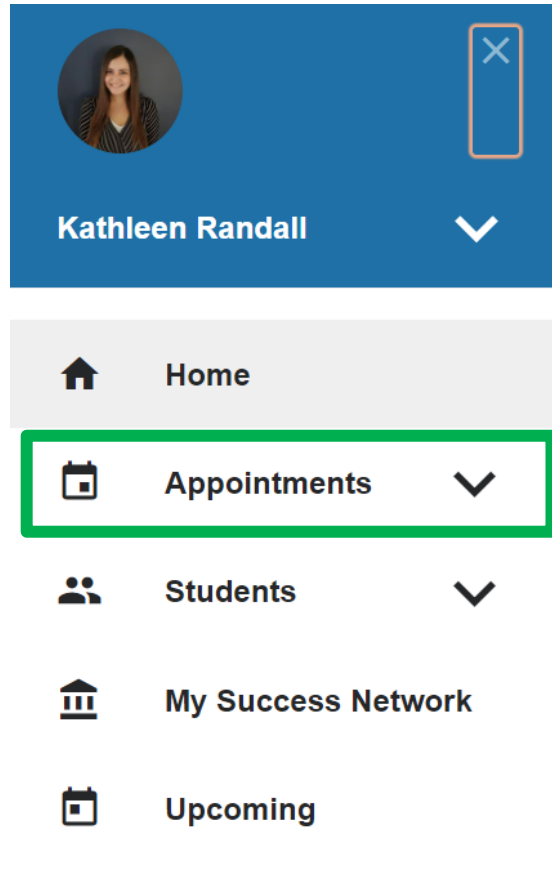
The screenshot shows the 'Starfish' profile settings interface. At the top, there are three tabs: 'EDIT PROFILE', 'APPOINTMENT PREFERENCES', and 'NOTIFICATIONS'. The 'NOTIFICATIONS' tab is highlighted with a green border. Below the tabs, the page title is 'Notifications', followed by a subtitle: 'Customize notifications of Starfish Activity and verify the accuracy of contact information in your profile.' The main content area is titled 'Email Notifications' and contains the following text: 'Send to my Institution Email: krandall@uri.edu'. Below this, there is a link: 'You can [provide a valid alternate email](#) to receive notifications to a preferred inbox.' and another paragraph: 'You will receive emails about Starfish activity, such as appointment reminders and tracking item updates, depending on your institution's settings and your preferences.' At the bottom left, there is a link for 'CLEAR CHANGES'. At the bottom right, there is a blue button labeled 'SAVE CHANGES' which is highlighted with a red border.

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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 calendar interface. At the top, there is a blue header with the Starfish logo and a search bar labeled "Search for Students". 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". Below the navigation bar, there is a calendar view for September 2021. The "Week" view button is highlighted with a green box. The main calendar area shows a grid for the week of September 06 to 09, 2021. The time scale is set to "5 day". The grid shows time slots from 8:00 am to 10:00 am in 15-minute increments. A "Today" button is visible at the bottom left of the calendar view.

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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.

Add Office Hours [Never Mind] [Submit]

* Title: Office Hours

* What day(s)?: Weekly [v] Repeats every: 1 [v] week(s)

Repeat on: Mon Tue Wed Thu Fri Sat Sun

* What time?: Enter Start Time to Enter End Time

* Where?: Roosevelt 108

* Office hours Type: Scheduled And Walk-ins [v]
Take either scheduled appointments or walk-ins

* How long?: 15 minutes [v] minimum appointment length
15 minutes [v] maximum appointment length

* Appointment Types: Select the types of meetings you will have in these office hours.
 Advising Faculty / Instructor Office Hours
 Orientation Call-In Appointment UCAS Advising

Instructions | Start/End Date

These will be sent to anyone who makes an appointment.

* Required fields [Never Mind] [Submit]

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 interface. On the left is a calendar for June 2017 with the 6th highlighted as 'Today'. The main area shows a weekly agenda for the period 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, and Fri 6/9. The time scale is set to 5 days. On Monday (6/5) and Wednesday (6/7), there are 'Office Hours' blocks from 9:00 am to 10:45 am, each with a 'Clock' icon and an 'Add' button. On Tuesday (6/6), there is a 'Walk-in Meeting' block from 12:00 pm to 1:00 pm, also with a 'Clock' icon and an 'Add Walk-in Meeting' button. The interface includes navigation buttons for Office Hours, Appointment, Group Session, Event, Reserve Time, and Scheduling Wizard.

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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Editing and Canceling Office Hours

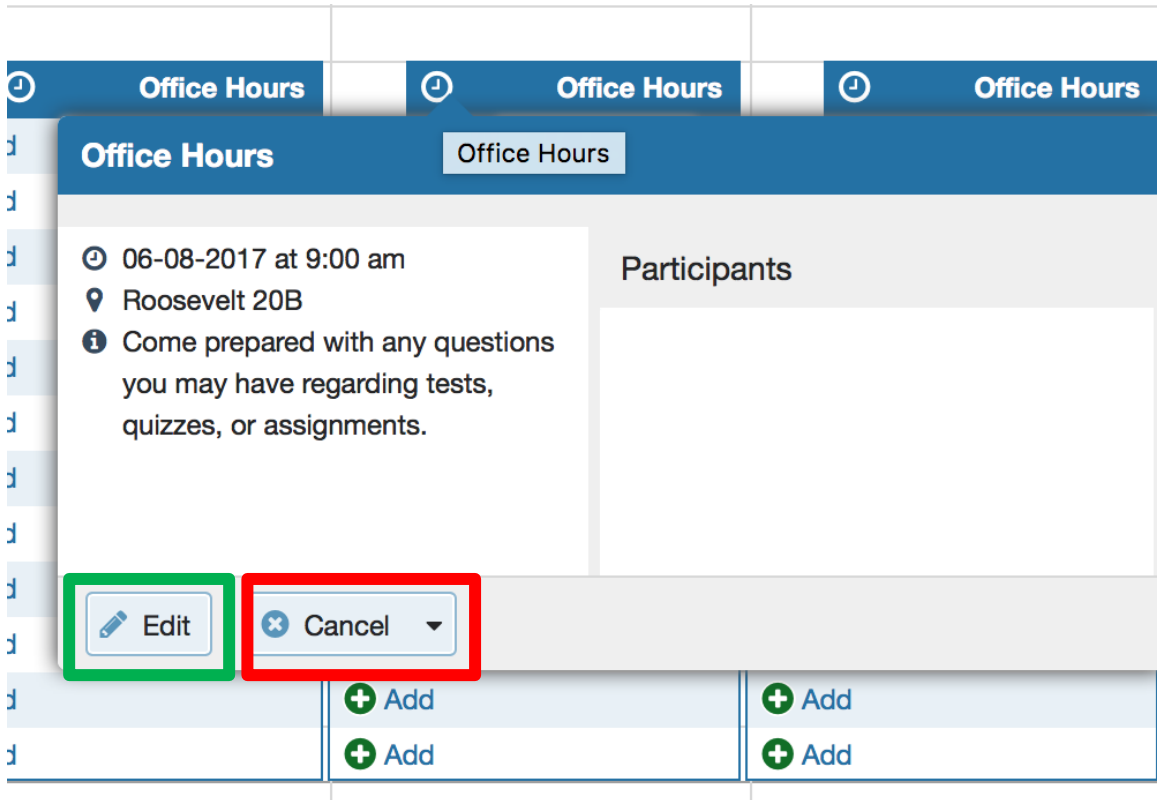
The screenshot displays a scheduling interface for June 2017. On the left is a calendar view with the 6th of June highlighted. The main area is a weekly agenda for the period from 06-04-2017 to 06-10-2017. The interface includes navigation tabs for 'Office Hours', 'Appointment', 'Group Session', 'Event', 'Reserve Time', and 'Scheduling Wizard'. Below these are tabs for 'Agenda', 'Day', and 'Week'. The 'Day' view is active, showing a grid with time slots from 9:00 am to 1:00 pm. Office hours are scheduled for Monday, June 5th (9:00 am - 10:00 am) and Wednesday, June 7th (9:00 am - 10:00 am). A red arrow points to a clock icon on the Monday office hours block. Other blocks include 'Walk-in Meeting' on Tuesday, June 6th (12:00 pm - 1:00 pm). The interface also features a 'Time Scale' selector (5 day / 7 day) and a date range selector.

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

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Editing and Canceling Office Hours



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.

The screenshot shows the Starfish interface with the 'MY STUDENTS' tab selected. The top navigation bar includes 'Starfish' and a search box labeled 'Search for Students'. Below the navigation bar are tabs for 'MY STUDENTS', 'TRACKING', 'INTAKE', 'ZOOM IN', and 'ATTENDANCE'. A toolbar contains icons for 'Flag', 'Referral', 'To-Do', 'Kudos', 'Success Plan', 'Message', 'Note', and 'Download'. The search section includes a search box with the placeholder 'Student Name, Username, or ID', a 'Go' button, and several dropdown filters: 'Connection' (highlighted with a red box and set to 'All My Students'), 'Term' (set to 'Active'), and 'Cohort'. An 'Additional Filters' button is also present. Below the search section is a table with columns for 'Name', 'Email', 'Phone', and 'Cell Phone'. The table contains three rows of student data, each with a checkbox and a person icon. At the bottom left, it says 'Selected: 0' and at the bottom right, 'Displaying 1 - 25 of 36735 Stude'.

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Raising Flags and Kudos

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

The screenshot shows the Starfish interface with a blue header containing the Starfish logo and a search bar. Below the header are navigation tabs: MY STUDENTS (highlighted), TRACKING, INTAKE, ZOOM IN, and ATTENDANCE. A toolbar contains icons for Flag, Referral, To-Do, Kudos, Success Plan, Message, Note, and Download. The main area features a search bar and filter dropdowns for Connection (All My Students), Term (Active), and Cohort. Below these is a table with columns for Name, Email, Phone, and Cell Phone. The first row in the table has a checkbox checked, and this row is highlighted with a red box. The bottom of the interface shows 'Selected: 1' and 'Displaying 1 - 25 of 36735 Students'.

Selected: 1

Displaying 1 - 25 of 36735 Students

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Raising Flags and Kudos

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

The screenshot shows the Starfish interface with the 'MY STUDENTS' tab selected. The 'Flag' button is highlighted with a red box, and the 'Kudos' button is highlighted with a green box. Below the buttons is a search bar and filter options for Connection, Term, and Cohort.

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

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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.

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

* Flag [Dropdown] ?

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.)

The screenshot shows a web interface with a top navigation bar containing tabs: MY STUDENTS, TRACKING (highlighted with a red box), INTAKE, ZOOM IN, and ATTENDANCE. Below the tabs is a toolbar with buttons for Resolve, Comment, Assign, Flag, Referral, To-Do, Kudos, Success Plan, Send Message, and Download. A search bar labeled 'Student' is on the left, and a 'View' dropdown is set to 'Inbox'. A 'Connection' dropdown menu is highlighted with a green box and set to 'All My Students'. To the right of the dropdown is a 'Cohort' dropdown and an 'Additional Filters' button. Below these elements is a table with columns: Student, Item Name, Status, Created, Assigned, and Due. The table contains three rows of student data, each with a checkbox, a profile icon, and a greyed-out item name. At the bottom left, it says 'Selected: 0' and at the bottom right, 'Displaying 76 - 90 of 90 Items'.

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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 highlighted in red. Below the navigation tabs, a row of action buttons is shown, with the 'Resolve' button highlighted in purple. The main content area features a table with columns for Student, Item Name, Status, Created, Assigned, and Due. The second row of the table is selected, indicated by a blue checkmark in the checkbox column, which is highlighted in green. The bottom of the interface shows 'Selected: 1' and 'Displaying 76 - 90 of 90 Items'.

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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.



Starfish

Office Hours Appointment Group Session Event Scheduling Wizard Reserve Time Record Attendance

System Announcement: Welcome to Starfish!

Brianna Vega

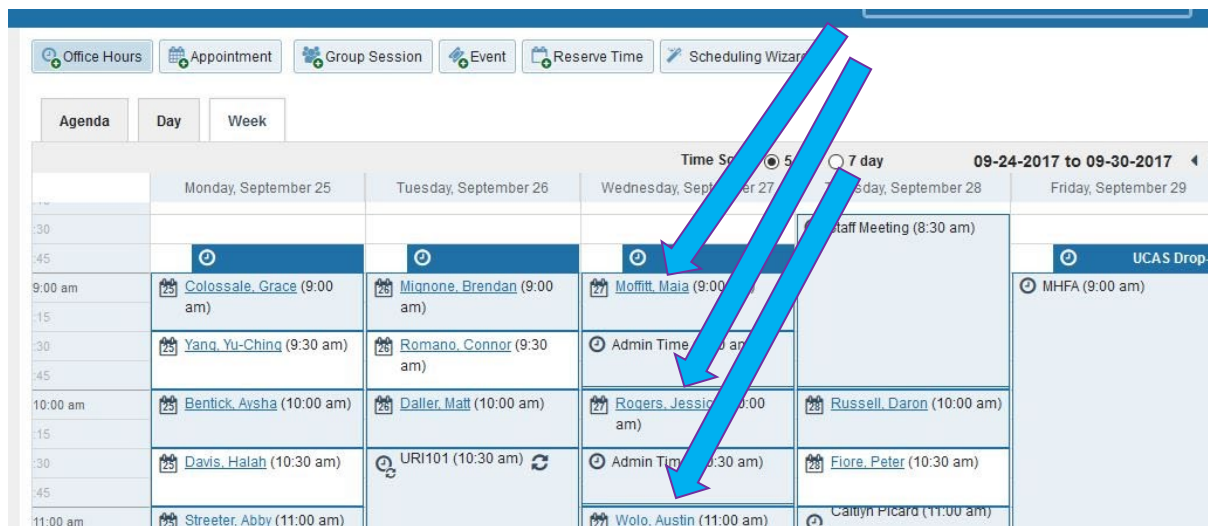
Vega, Brianna
vbrianna96@my.uri.edu
100527254

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Making Notes

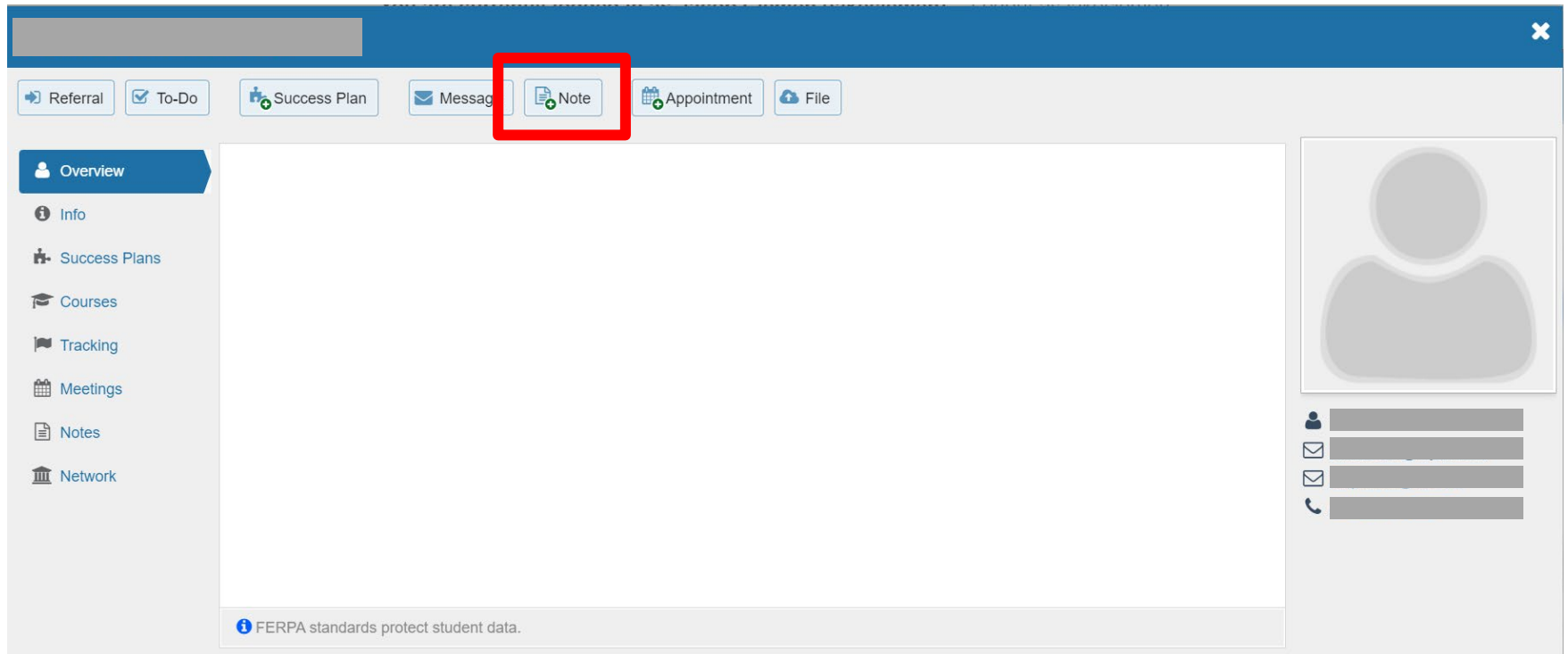
Alternatively, you can find a student and open their profile to make a note by viewing your appointments calendar. Click the **student's name** and their profile will appear.



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Making Notes

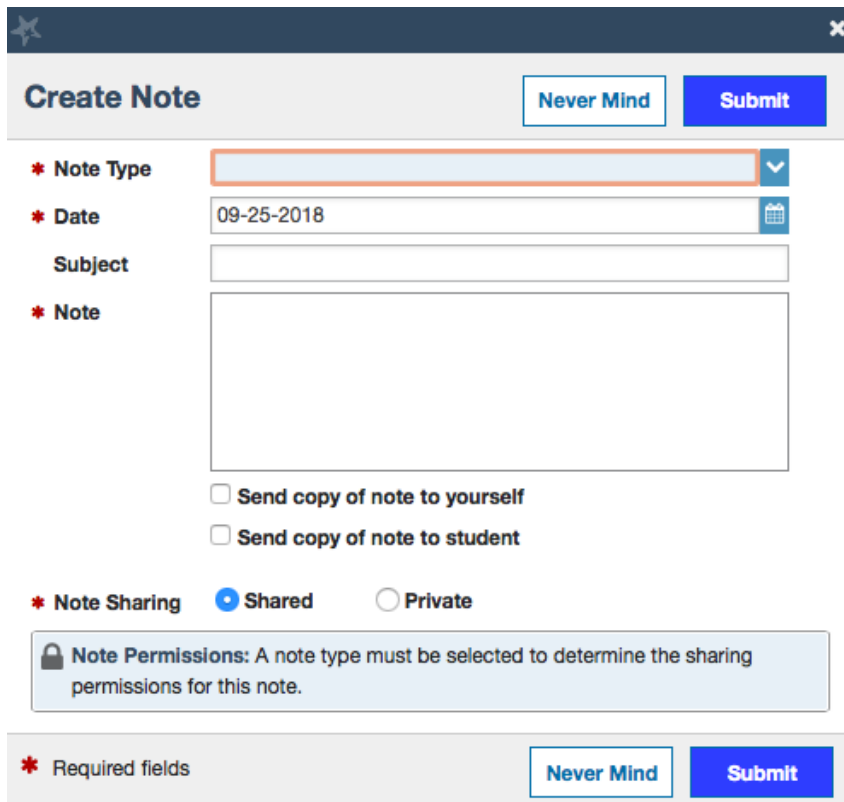
This will bring you to the student's profile. To create the note, click the **Note** button in the upper left-hand corner of the window.



The screenshot shows a web application interface for a student profile. At the top, there is a blue header bar with a close button (X) in the top right corner. Below the header, a horizontal menu contains several buttons: 'Referral', 'To-Do', 'Success Plan', 'Message', 'Note', 'Appointment', and 'File'. The 'Note' button is highlighted with a red rectangular box. On the left side, there is a vertical navigation menu with the following items: 'Overview' (selected), 'Info', 'Success Plans', 'Courses', 'Tracking', 'Meetings', 'Notes', and 'Network'. The main content area is currently empty. On the right side, there is a placeholder for a student profile picture and a list of contact options (email, phone) with corresponding icons. At the bottom left of the main content area, there is a small informational message: 'FERPA standards protect student data.'

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Making Notes

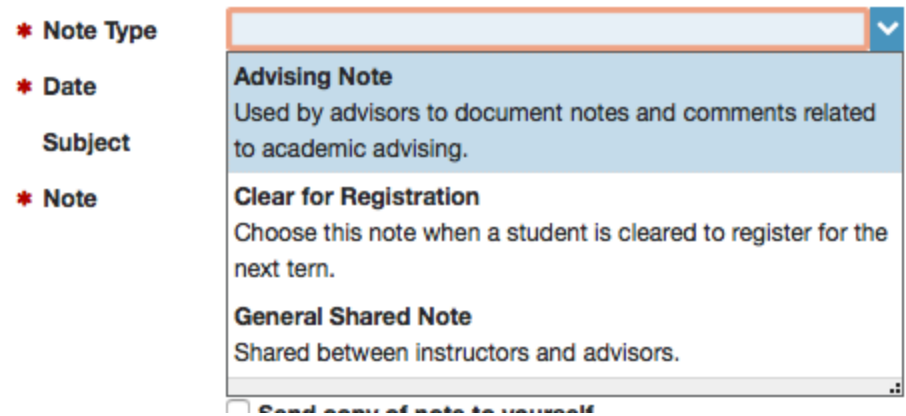


The screenshot shows a 'Create Note' form with the following fields and options:

- Note Type:** A dropdown menu, currently empty.
- Date:** A text field containing '09-25-2018' with a calendar icon.
- Subject:** A text field.
- Note:** A large text area for the note content.
- Send copy of note to yourself:**
- Send copy of note to student:**
- Note Sharing:** Shared Private
- Note Permissions:** A light blue box with a lock icon and text: 'Note Permissions: A note type must be selected to determine the sharing permissions for this note.'

At the bottom, there are 'Never Mind' and 'Submit' buttons, and a 'Required fields' indicator.

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



The dropdown menu is open, showing the following options:

- 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.

Below the menu, there is a checkbox for 'Send copy of note to yourself'.

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Making Notes

Create Note Never Mind Submit

* Note Type

* Date

Subject

* Note

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

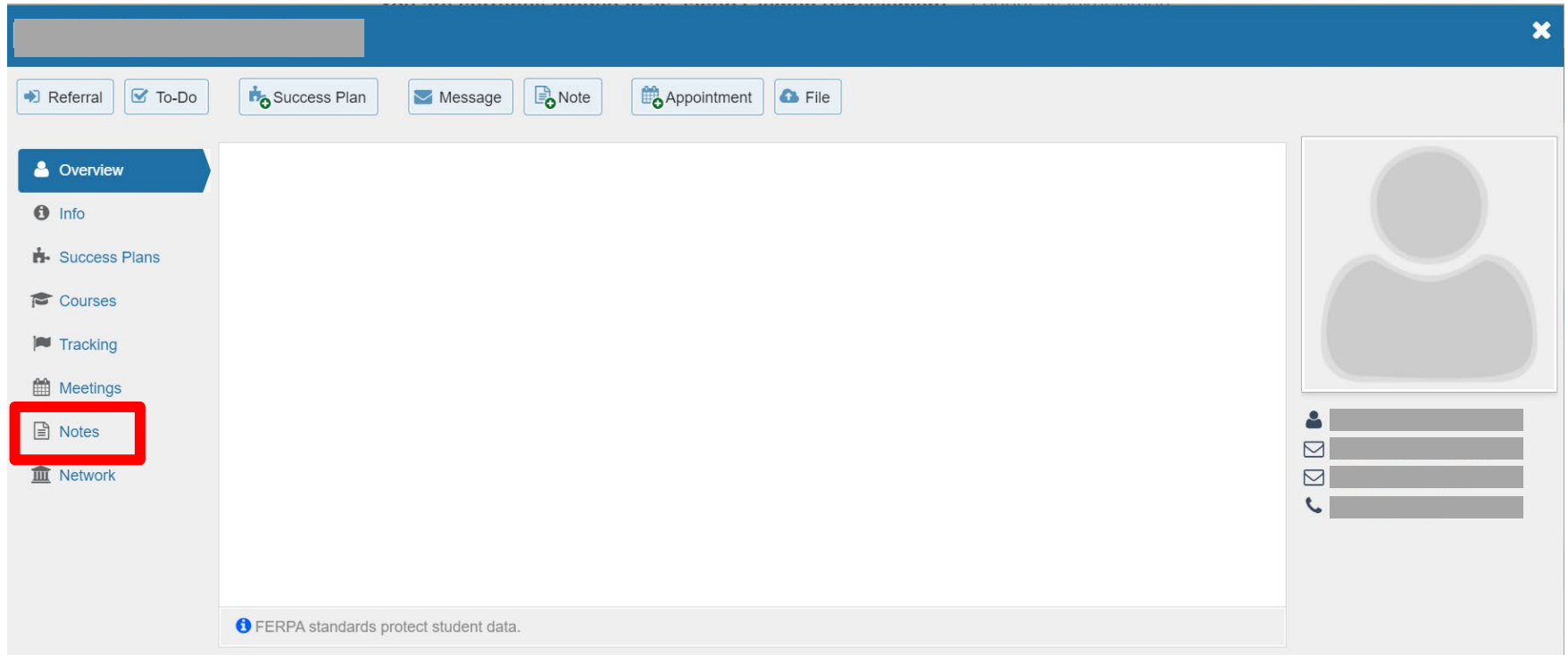
[More...](#)

* 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.

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Viewing Notes



The screenshot shows a user interface for viewing notes. At the top, there is a search bar and a navigation bar with buttons for Referral, To-Do, Success Plan, Message, Note, Appointment, and File. On the left, a sidebar contains menu items: Overview (selected), Info, Success Plans, Courses, Tracking, Meetings, Notes (highlighted with a red box), and Network. The main content area is currently blank. On the right, there is a profile section with a placeholder for a profile picture and several rows of contact information (email, phone, etc.). A footer note at the bottom left states: "FERPA standards protect student data."

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.

The screenshot displays a user interface for managing notes. On the left is a sidebar with navigation options: Overview, Info, Success Plans, and Courses. The main area features a filter bar with three dropdown menus: 'Created In Term' (set to 'Active'), 'Written By' (set to 'Anyone'), and 'Note Type' (set to 'Any'). Below the filters is a table with columns for 'Type', 'Subject', 'Written By', and 'Date'. The first row shows a note with a '+' icon in the 'Type' column, a document icon, the subject 'Individual Pathways Meeting', a redacted 'Written By' field, and the date '08-08-2018'. A green arrow points to the '+' icon. Below the table, a red arrow points to a detailed view of an 'Advising Note' with the subject 'Individual Pathways Meeting' and date '02-28-2018'. The content area of this note is highlighted in light blue and contains the text: 'Content of the note will be shown here.'

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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>

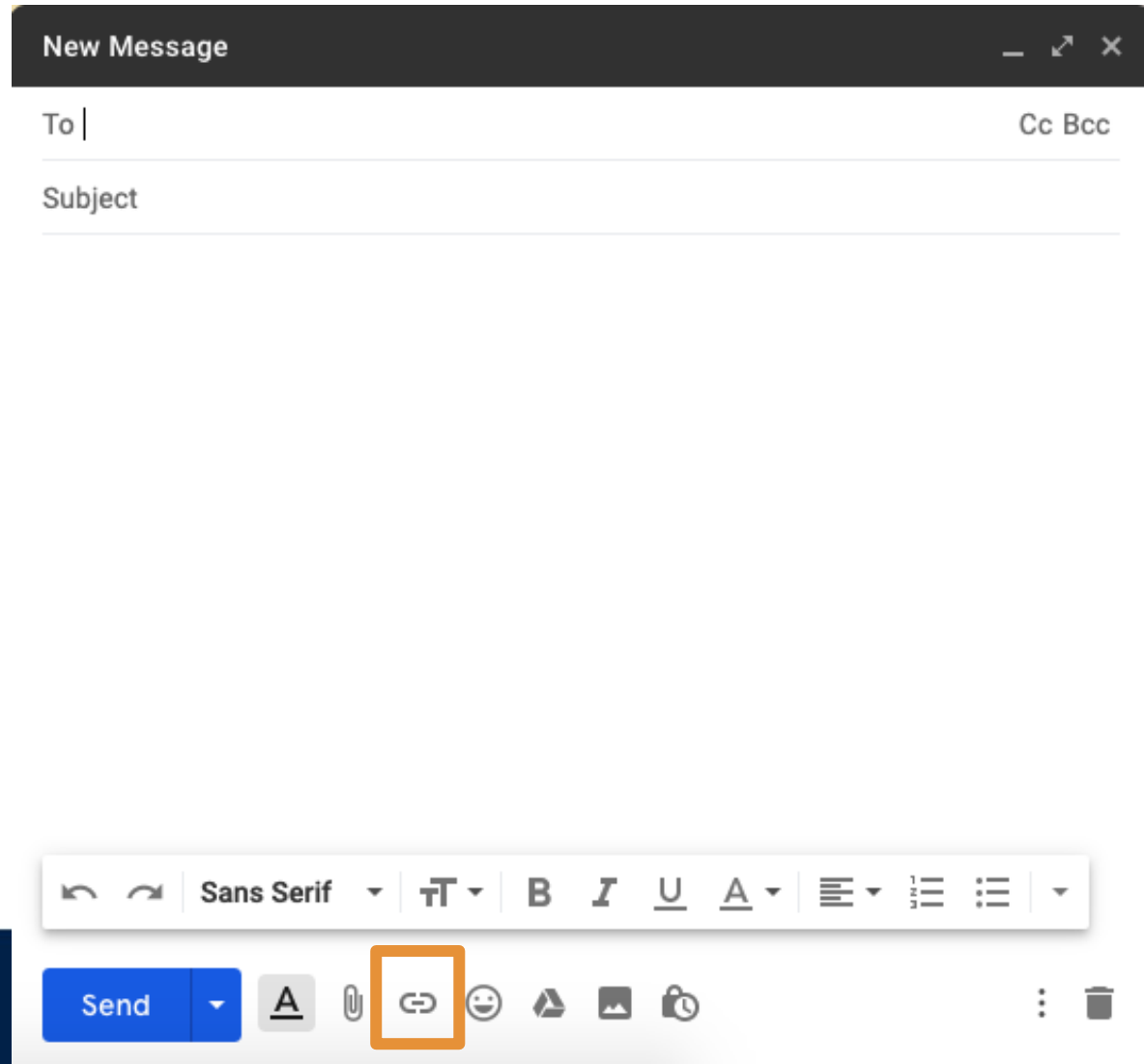
[Copy URL to clipboard](#)

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 [Close]

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!

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Have a Starfish problem or question?

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

