



Getting Started Guide Instructors & Advisors

Version 2.0

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 LMS or your SIS System, Starfish will automatically display all students that you have been assigned or are enrolled in your courses. From there, you can begin raising 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:

1. Raise a flag on one of your students
2. Respond to a Progress Survey for students in your courses
3. Set up Office Hours
4. Setup your profile to help students connect with you

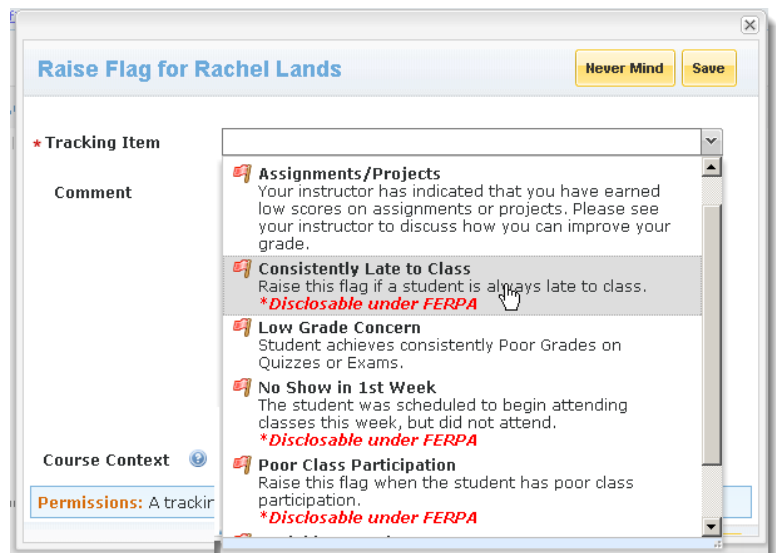
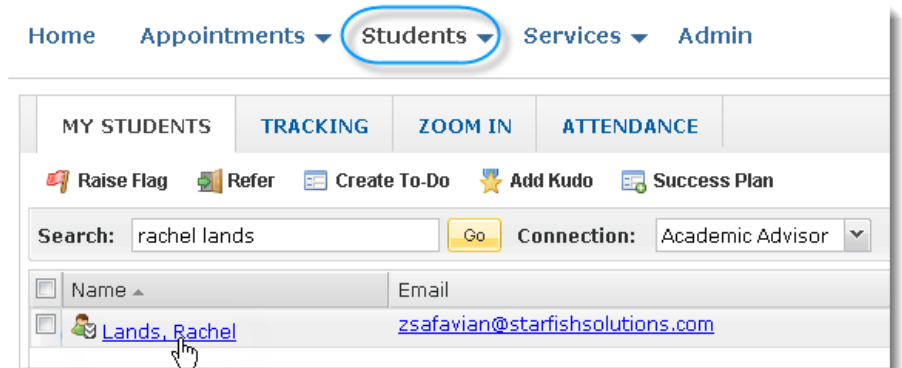
That's it. Simple for you. Empowering for your students.

Raise a Flag on one of your students

When you have a concern with a particular student, raise a flag to communicate your observations.

1. **Click on the Students navigation item** to see your list of students.
2. **Find the desired student** by searching for their name.
3. **Click on the student's name** to bring up the student's folder. Note: Anywhere you see a student's name as a link it will take you to his or her folder.
4. **Click on the Add: Flag option.** A list of flags that can be raised and viewed by you is displayed.
5. **Select the appropriate flag,** from the drop down list, enter comments in the **Comment** box, then click the **Save** button

The appropriate individuals will be automatically notified.



Respond to a Progress Survey for students in your courses

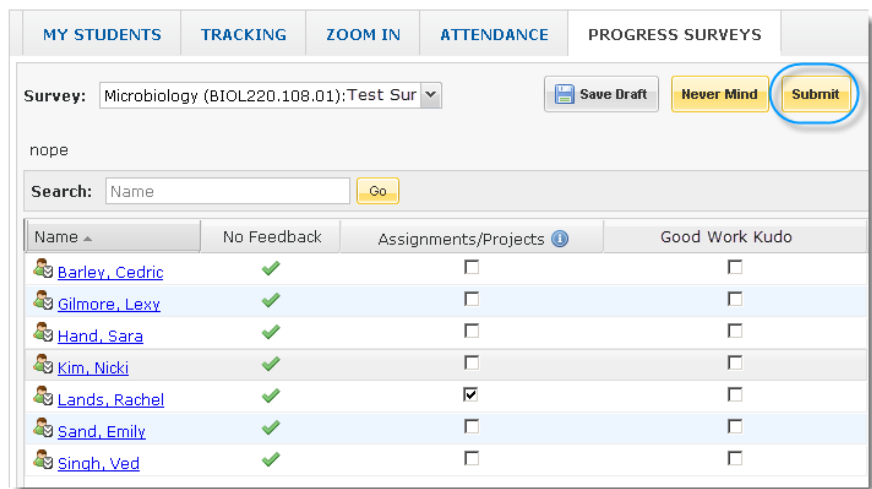
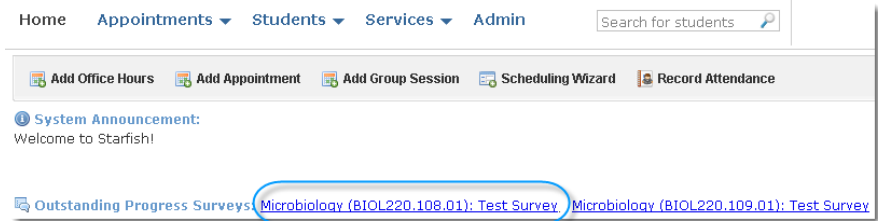
Flags can also be raised by submitting a progress survey. You will receive an email reminder when there is a new survey for you to complete. Each individual survey presents you the roster of students for one course.

1. **Select the link to a progress survey** from your Starfish Dashboard (or select **Students** from the top navigation, then click the **Progress Survey** tab).

Your progress survey opens, listing your student roster for the course, and specific flags for you to consider.

2. **Check the boxes** to raise concerns about students in your course.

3. **Click the Submit button** when you are finished providing feedback. (Use Save Draft to save your work without submitting. **Note:** Once you have submitted the survey you will not have an opportunity to edit it.



Starfish will raise the flags you selected.

Note: 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.

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 link shown with “**If your office hours don’t repeat weekly, click here**”.

If your office hours recur:

- 1. Indicate the day(s) you hold office hours** by checking the boxes for each day of the week.
- 2. Specify the start and end time** for the day(s).
- 3. Set the location of the office hours.** You will be able to setup multiple office hour locations in your profile later. Enter details such as building, room number or phone number. You can also enter special instructions such as a phone conference code.
- 4. Click the Set up Office Hours button.**

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:

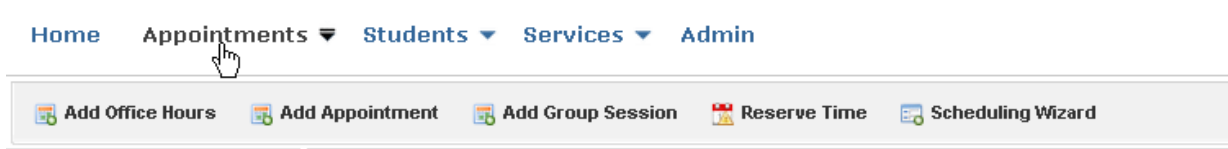
Details:

Instructions:

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

To setup additional office hours or make any changes, click **Appointments** at the top of any page. Here you will find links to **Add Office Hours**, **Add Appointment** and **Add Group Session**.

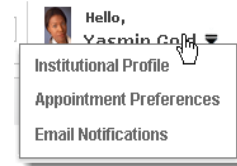
Use the **Scheduling Wizard** to map out your availability for an entire week or the entire term.



Setup your Profile

Some of your profile, such as your contact information, is imported from your LMS or SIS. You have the ability to edit other parts of your profile, such as your biography.

1. Click on your name in the Top Navigation bar.



2. Edit your contact information and select the email address where Starfish notifications should be sent

3. Upload a photo to help students put a face to your name:

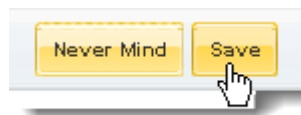
- a. Click the **Upload Photo** link.
- b. Browse for a photo on your desktop (JPG, GIF, or PNG).
- c. Click the **Upload Now** button.

A screenshot of the profile edit form for Yasmin Gold. At the top right, there are two buttons: "Never Mind" and "Save". Below them, a message says "Please fill out as much of your profile as possible; students will see this information." The profile name "Yasmin Gold" is displayed with a "Last Login" timestamp of "10:59 AM September 23, 2011". The form includes fields for "Login" (ygold), "Institution email" (zsafavian@starfishsolutions.com), "Phone" (703-351-1362), "Alternate email" (ygold@starfishsolutions.com), "Cell Phone" (703-555-1212), "Video Phone", and "Time zone" (GMT-05:00 Eastern Time). There are also radio buttons for "Send my correspondence to:" with options for "institution email", "alternate email", and "both". A "Facebook and Mobile Users" icon is also present. At the bottom left of the form, there is an "Upload Photo" link.

4. Provide information about yourself. This information will appear to students who can make appointments with you in Starfish.


A screenshot of the profile bio section. It has a heading "General Overview" and a sub-heading "My Biography". Under "General Overview", there is a text area containing a message: "I welcome students to my office. I've been with the McGraw Center for 14 years. In that time I have helped a number of students with career decisions, internships, and graduate school selection, among other things. Of course, I will gladly help you with assignments and papers as well. Learn more about me!". Under "My Biography", there is a text area containing a message: "I spent 15 years in industry after receiving my PHD. Much of it was with the Smithsonian and the US Government. At Excellent University, I not only teach Biology courses, but I have been an advisor at the McGraw Center for 14 years."

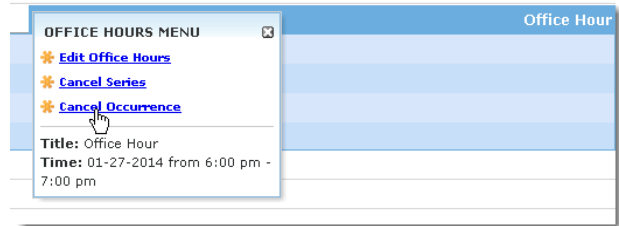
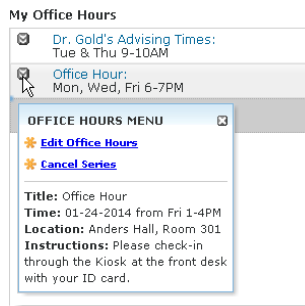
5. Click the **Save** button to save your updates. Note that each tab within the Profile has its own **Save** button. Be sure to save changes on each tab.



Frequently Asked questions

How do I cancel my office hours for one week?

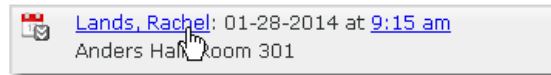
To modify or cancel existing Office Hours select the calendar icon  icon associated with the Office Hours. To cancel the series, select the Office Hours on the Agenda view of your calendar and select **Cancel Series**. To cancel a single occurrence within the series, find the set of hours on the day(s) desired on your calendar, and click cancel occurrence.



How do I get more detail on a student?

Anytime you see a student's name as a hyperlink (e.g. in your student list, on an appointment or in a progress survey) this hyperlink takes you to the student's folder.

Upcoming Appointments



How do I change how and when I am emailed by Starfish?

Starfish will email you a calendar appointment for each appointment you have, and a summary of flag activity for your students. You can change the details of when you receive these notifications by clicking **Profile**, and navigating to the **Email Notifications** tab.

