

# Instructor & Advisor Getting Started Guide

## Starfish Retention Solutions



Easier than ever to connect with students who need support

### Welcome to Starfish®.

Starfish gives you a convenient way to keep track of students who need help. It also allows your students to easily book an appointment with you or someone else who can help.

**Getting started is easy.** Accessible through Eagle Net (through Systems Logins), Starfish will automatically display all students that you have been assigned. From there, you can walk through a system wizard to help you set up your office hours in three simple steps. Students will then be able to use the system to schedule meetings with you – at a time that is best for you.

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

### >> Setup Your First Office Hours Block

On your first visit, Starfish will walk you through setting up your first time block, which enables student to then schedule time with you.

1. Login to EagleNet and click the Starfish tab under Systems logins.
2. Indicate the day(s) you hold office hours.
3. Specify the start and end time for the day(s).
4. 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.
5. Click the **Set up Office Hours** button.



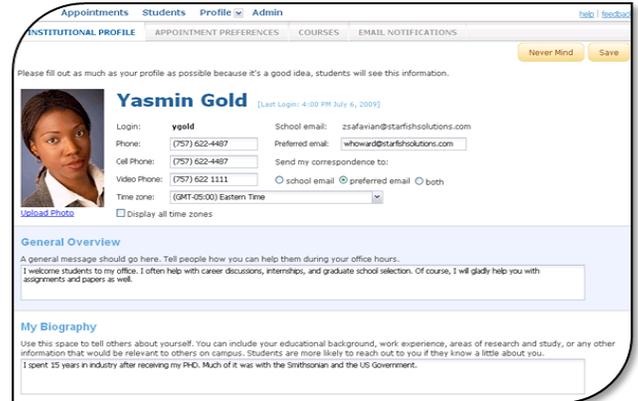
Once completed, you will receive an on-screen confirmation message. Click the **Go To Calendar** link to view your calendar or setup additional office hours. Or you may proceed to setting up your **Profile**.



## >> Setup Your Profile

Your profile encourages hesitant or intimidated students to schedule one-on-one time with you. Some of your profile, such as your contact information, is imported from Blackboard. Other parts of your profile, such as your biography, can be entered by you.

1. Click the **Profile** link in the Starfish navigation at the top of every page.
2. Enter a phone number and/or cell phone number, if you wish to share them.
3. You may enter an alternative address in the Preferred Email field. Select the address(es) where Starfish should send email about appointments.
4. Upload a photo to help your students put a face to your name.
  - a. Select the **Upload Photo** link.
  - b. Browse for a photo on your desktop.
  - c. Click the **Upload Now** button.
5. Complete the General Overview and My Biography sections.
6. Click the **Save** button.
7. Review the various settings in the **Appointment Preferences** and **Email Notifications** tabs to customize where students can meet with you, for how long, as well as what time and how often you will receive email notifications from Starfish.

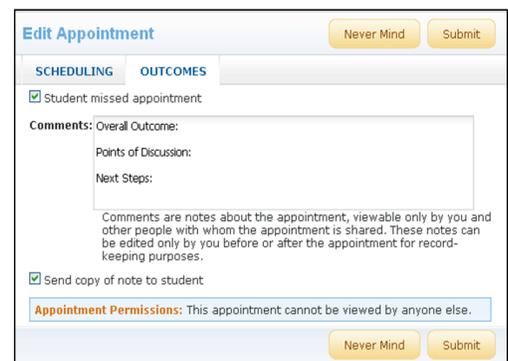


The screenshot shows the Starfish Profile page for Yasmin Gold. The page has a navigation bar with 'Appointments', 'Students', 'Profile', and 'Admin'. Below the navigation bar are tabs for 'INSTITUTIONAL PROFILE', 'APPOINTMENT PREFERENCES', 'COURSES', and 'EMAIL NOTIFICATIONS'. The main content area displays the user's profile information, including a photo upload button, login details, contact information, and sections for 'General Overview' and 'My Biography'.

## >> Record Appointment Outcomes

Starfish gives you a convenient way to record the outcomes of an appointment scheduled through the system. These notes will be shared with the dean of the appropriate department and the student's other advisors.

1. Either you or the student schedules a meeting time through Starfish.
2. After the meeting, login to Starfish and go to Appointments.
3. Click the  icon next to the appointment and then select **Edit Appointment**.
4. You will see an appointment pop-up window. Go to the **Outcomes** tab on this pop-up.
5. Here you can record your notes from the session, indicate if the student missed the appointment, and/or send a copy of your notes to the student.
6. Click Save.



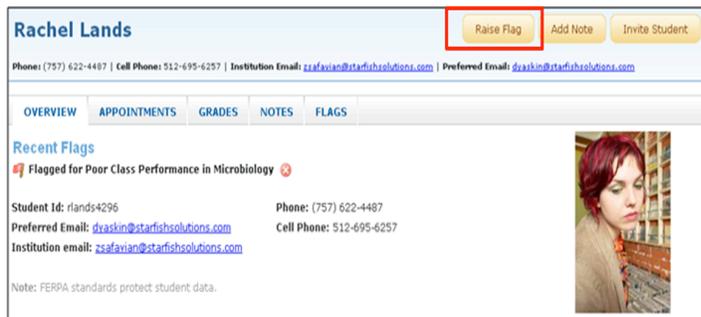
The screenshot shows the Starfish Edit Appointment pop-up window. The window has tabs for 'SCHEDULING' and 'OUTCOMES'. The 'OUTCOMES' tab is selected, showing a checkbox for 'Student missed appointment', a text area for 'Comments: Overall Outcome:', and a section for 'Appointment Permissions'.



## >> Communicate Student Concerns

During your advising meetings, you may find that a student communicates a concern regarding **Financial Aid**, **Academic Probation or Suspension**, or the decision to **Transfer or Withdrawal**. If so, please indicate this by raising a flag in Starfish. The system will automatically notify the right people who can help the student with this issue.

1. Login to Starfish and click **Students** at the top.
2. Search for the student by name or filter by your Connection to them.
3. Click the hyperlink of the student's name to go to their student folder.
4. Click the **Raise Flag** button in the upper right and choose the appropriate flag from the drop-down menu.
5. Enter any comments and click Save.



## >> Frequently Asked Questions

### *How do I cancel my office hours for one week?*

Click the arrow icon next to the name of a time block in the Agenda, Week or Day view to see edit and cancel options. If you click on **Cancel**, you will be able to specify **Occurrence** or **Series**.

### *How do I know who has made appointments with me?*

There are several ways. 1) You'll get emails once a day telling you about upcoming appointments. You can change the frequency of emails by going to Profile and then selecting **Email Notifications**. 2) You can look at the **Upcoming Appointments** channel on the Starfish home page. 3) The **Appointments** top navigation item will show the appointments listed for the day you are currently viewing.

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

Anytime you see a student's name as a hyperlink, this takes you to the student's profile. The profile contains a) the student's contact information, b) past and upcoming appointments with you, c) grades recorded in the student's online grade book that you have privileges to see, d) notes recorded by you or shared with you, and e) history of flags raised in Starfish.

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

Go to **Profile** and select either the **Appointment Preferences** tab or **Email Notifications** tab.



### **Having trouble? Want to learn more?**

Contact the Help Desk at [helpdesk@umw.edu](mailto:helpdesk@umw.edu) or 540-654-2255.

