



WELCOME TO **STARFISH**

STUDENT SUPPORT NETWORK

Strengthening Relationships with Your Students



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I. Office Hours

Works best if you have the same office hours each week.

Complete the fields presented to specify:

- **TITLE**

- **WHERE?**

- **HOW LONG?**

- **APPOINTMENT TYPES** (if you have more than one)

Click **NEXT** to set up the days and times.

Click **SUBMIT**.

<https://www.youtube.com/watch?v=a8kqkcMVS8Y>

II. Updating Profile

Select **INSTITUTIONAL PROFILE**.

Change **LOGIN PAGE** (optional).

Add or update your **TITLE**.

Edit your **PHONE** & add an **ALTERNATE EMAIL** address (optional).

Use the **UPLOAD PHOTO** link to add a profile photo (optional).

Double check that the **TIME ZONE** selected matches your time zone.

Add information to the **GENERAL OVERVIEW** and **MY BIOGRAPHY** sections.

- This is the information that students see when making an appointment with you.

Click **SUBMIT**.

<https://www.screencast.com/t/Bzlbo7Enny>

III. Email Notifications for Appointments

Select **EMAIL NOTIFICATIONS**.

Select the settings for your **APPOINTMENT NOTIFICATIONS**, **SUMMARY EMAILS**, and **TRACKING ITEM NOTIFICATIONS**.

Click **SUBMIT**.

<https://www.screencast.com/t/3Rm8nx0z9nM>

IV. Adding Appointments to your Calendar

Click on **APPOINTMENT** button.

Specify **WHEN** and **WHERE** the meeting will take place, as well as a **REASON**.

Select a **COURSE** from the list if presented.

Choose to make the appointment **SHARED** or **PRIVATE**.

Select **PRIVATE** if only you, your calendar manager, and the student should see this meeting.

A **SHARED** meeting will be visible to those with a role that has access to the appointment type and a relationship to the student. These roles are noted in the **PERMISSIONS** section of the form.

Type a **DETAILED DESCRIPTION** for the meeting (recommended). Click **SUBMIT**.

Viewing Appointments

Click on **APPOINTMENT** button.

Choose from **AGENDA, DAY, WEEK, or SCHEDULE.**

Select **OUTCOMES** from the **APPOINTMENT** pop up calendar.

If the student is a no-show, check the box *Student missed appointment*, which will trigger an email to the student.

Add notes into the **COMMENTS** box.

Check the **EMAIL** checkbox "Send a copy of note to student" if you wish to share your comments with the student via email.

Click **SPEEDNOTES** to check topics you discussed.

Click **SUBMIT.**

Modifying and Canceling Appointments

Hover over the **APPOINTMENT** icon of an appointment on your calendar.

Select **EDIT** from the **APPOINTMENT** pop-up card to bring up the scheduling tab of the **EDIT APPOINTMENT** form. You can also **CANCEL** an appointment from this menu.

Edit appointment scheduling details including:

- **WHEN** and **WHERE** the meeting will occur
- **REASON** associated with the meeting
- **COURSE** associated with the appointment (optional)
- **SHARING** setting for the meeting
 - Select **PRIVATE** if only you, your calendar manager, and the student should see this meeting.
 - A **SHARED** meeting will be visible to those with a role that has access to the appointment type and a relationship to the student.
- Type a **DETAILED DESCRIPTION** for the meeting. Click **SUBMIT.**

Adding Appointment Outcomes and Speednotes

Hover over the **APPOINTMENT** icon of an appointment on your calendar.

Select **OUTCOMES** from the **APPOINTMENT** pop-up card.

If the student is a no-show, check the box labeled **STUDENT MISSED APPOINTMENT.**

Add your notes into the **COMMENTS** box. (Comments can be changed if you have already added text previously.) Check the **EMAIL** checkbox labeled **SEND A COPY OF NOTE TO STUDENT** if your comments should be shared with the student via email.

Click **SPEEDNOTES** to check topics you discussed.

- Speednotes will not be included in the email sent to students if you elect to share the appointment notes with them via email.

Click **SUBMIT.**

Reviewing Appointment Outcomes and Speednotes

Select **STUDENTS** and then **MY STUDENTS.**

Click on the **MEETINGS** tab.

Click the plus sign to the left of any appointment to view additional details including:

- the description that was included when the appointment was created.
- any comments entered on the **OUTCOMES** tab.
- any activities that were checked off on the **SPEEDNOTES** tab.

Important Notes: *If the student was marked as a no show on the OUTCOMES tab, the missed appointment icon will be displayed instead of the standard appointment icon.*

V. Adding Notes

Select **STUDENTS** and then **MY STUDENTS**.

Type the name of the student in the **SEARCH** box & select the **CONNECTION** and **TERM**.

Click on the student's name.

Select the **ADD NOTE** icon.

Select the note type.

Type subject in the subject line.

Write note. You can select to send a copy of the note to yourself and/or the student. Click **SUBMIT**.

Reviewing Notes

Follow steps **#1-3** above.

Click on the student's name to open the student's folders.

Click on the **NOTES** tab.

Click the plus sign to the left of any note to read the comments.

Printing Notes

Highlight text in the note.

Right click your mouse.

VI. Appointment Documentation & Notes Guidelines

Hover over the **APPOINTMENT** icon of an appointment on your calendar.

Select **OUTCOMES** from the **APPOINTMENT** pop-up card.

If the student is a no-show, check the box labeled **STUDENT MISSED APPOINTMENT**.

Add your notes into the **COMMENTS** box. (Comments can be changed if you have already added text previously.) Check the **EMAIL** checkbox labeled **SEND A COPY OF NOTE TO STUDENT** if your comments should be shared with the student via email.

Click **SPEEDNOTES** to check topics you discussed. This is only an option if speednotes have been configured for the appointment type you are using

- Speednotes will not be included in the email sent to students if you elect to share the appointment notes with them via email.

Click **SUBMIT**.

VII. Tracking Items: Flags, Kudos, Todos, and Referrals

COURSE-BASED FLAGS are indicators that a student is not performing well based on course content and expectations. These flags are raised by instructors and are the first step in a systematic intervention process.

Flag Name	Flag Category	Flag Description
Attendance Concern	Academic	Raise this when a student isn't attending class regularly.
Attendance Issue	Academic	This type of flag should be raised for issues related to students' attendance. Please provide specific information relating to dates the student has missed. Please note that students will see the flag as well as your comments. Please do not include any assumptions about the student's mental health or behavioral issues in the comments section.

General Concern	Academic	Use this flag to express any concerns you have about a student.
In Danger of Failing	Academic	Raise this when a student is in danger of failing a course. Please note that students will see the flag as well as your comments. Please do not include any assumptions about the student's mental health or behavioral issues in the comments section.
Low Average in a Course	Academic	Flag raised when a student has a low course average.
Low Grades	Academic	Please let us know if your student is earning grades of C or below. Please note that students will see the flag as well as your comments. Please do not include any assumptions about the student's mental health or behavioral issues in the comments section.
Low Quiz/Test Scores	Academic	Raise this flag when a student receives a poor grade on a quiz or test. Please note that students will see the flag as well as your comments. Please do not include any assumptions about the student's mental health or behavioral issues in the comments section.
Missing/Late Assignments	Academic	Please raise this flag when a student is missing or late with assignments. Use the comment function to specify the missing assignments and their due dates. Please note that students will see the flag as well as your comments. Please do not include any assumptions about the student's mental health or behavioral issues in the comments section.
No Show	Academic	Use this flag to indicate that a student has never attended your class.
Behavioral Concern	Social	Raise this when you have a concern with a student's behavior.
I Need Help	Social (Student)	Select this option when you know you need help but are not sure where to start. Your advisor will be notified. Please also enter the best way to contact you, including your phone number and email address.
I Need Help Paying For College	Financial (Student)	Select this option when you need assistance with Financial aid. Your advisor and the Financial aid office will be notified. Let us know how you prefer to

		be contacted (email or phone) as well as your latest contact information.
I Need Help In A Course	Academic (Student)	Select this option when you need assistance in a course. Your instructor will be notified. Don't forget to include your latest email address and phone number.
Advisor Change	Experimental	This is an automated flag that updates nightly from the relationship file and sends a message to the student letting him/her know there has been a change to his/her advisor.
Course Withdrawal	Experimental	This is an automated flag that alerts the faculty member and advisor that a student has withdrawn from a class. It is also used as a confirmation email that a student has withdrawn from the course.
Failed or Withdrew from a Class Twice	Experimental	This is an automated flag that alerts the advisor that the student has failed or withdrawn from the same course two or more times.
No Show for Appointments	Experimental	This is an automated flag that alerts when a student has missed three appointments of the same appointment type within the Starfish platform.
Repeating Course	Experimental	This is an automated message to alert students and advisors that a student is repeating a course. This is a great pre-term indicator to help align the student to interventions/resources ahead of the start of the semester.

NON-COURSE FLAGS are indicators that a student is not behaving well in or out of the classroom such as academic integrity.

COURSE KUDOS can be raised when a student exceeds course expectations.

NON-COURSE KUDOS can be raised when a student gets off academic probation, has shown outstanding academic performance, or any positive student behavior.

TODOS are types of actions that students are encouraged to take (ex. register for class, pick up ID-Card, contact an individual for questions/support, etc.). Students will receive an email with instructions for the suggested action when a ToDo is raised.

REFERRALS - Instructors, advisors, and staff can refer students to various offices and services across campus. These offices and services are called the provider. Students will receive an email when the referral is raised.

VIII. Assigning a Tracking Item: Flags, Kudos, ToDos, and Referrals

Select **STUDENTS** and then **MY STUDENTS**.

Type the name of the student in the **SEARCH** box & select the **CONNECTION** and **TERM**.

Click on the student's name to bring up the student's folders.

Click on the **TRACKING** tab.

Click on the icon in front of the tracking item.

Click **ASSIGN** (will only be available if you have been identified as an assignor of the item).

Select **OTHER PROVIDER**.

Select an individual.

Click **ASSIGN**. An email will go to that individual advising that he/she has been assigned the tracking item.

IX. Raising a Tracking Item: Flags, Kudos, ToDos, and Referrals

Select **STUDENTS** and then **MY STUDENTS**.

Type the name of the student in the **SEARCH** box & select the **CONNECTION** and **TERM**. You can also pull up a group of students by selecting **CONNECTION** (ex. course or advisees).

Check the box in front of the student's name.

- You can select more than one student at a time if you have elected to pull up a targeted group of students.

Select the add **FLAG, KUDOS, TODO, or REFERRAL** icon.

Select the desired tracking item from the list.

If you are the instructor, select a course from the **COURSE CONTEXT** drop-down menu.

Add comments in the **COMMENT** box (optional). These comments will show up in the email to the student(s).

Click **SAVE**.

X. Filtering a Tracking Item: Flags, Kudos, ToDos, and Referrals

Select **STUDENTS** and then **TRACKING**.

Pick the correct **CONNECTION** (and **COHORT** if applicable) and click **ADD FILTERS**.

Click on **TRACKING ITEMS** and then check **STUDENTS WITH TRACKING ITEMS**.

You can then make a variety of selections to further limit the results.

Click **SUBMIT**.

XI. Closing/Clearing a Tracking Item: Flags, Kudos, ToDos, and Referrals

Select **STUDENTS** and then **MY STUDENTS**.

Type the name of the student in the **SEARCH** box & select the **CONNECTION** and **TERM**.

Click on the student's name to bring up the student's folders.

Click on the **TRACKING** tab.

Click on the icon in front of the tracking item.

Select **CLEAR**.

Select a reason for clearing the item.

Select other items as appropriate.

Click **SUBMIT**.