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
- Allows your students to easily book an appointment with you or someone else who can help

This guide highlights the steps for completing the most common tasks in Starfish. For more information and expanded instructions, reference the End Users’ Guide to Connect.
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Access to Starfish

**Staff access**

Complete the following steps to request access to Starfish:

1. A role in Campus Connection is also necessary to be given access in Starfish. (You can check with Melissa Casanova in the Registrars Office if you are unsure about a Campus Connection role.) If you do not have a current role in Campus Connection, click [here](#) for these instructions. (Select the role of "NDUS Starfish" from the drop-down menu on the ConnectND Access Request Form listed in Step 3 on the form.)

2. Once you have a role in Campus Connection, click [here](#) to request a role in Starfish. (If you or your supervisor are unsure of the role needed in Starfish, contact Shari Nelson, Assessment & Systems Administrator, Student Academic Services at 701.777.0562 to discuss the appropriate Starfish role based on your role at UND.)

**Instructor/Advisor access**

Click [here](#) to complete the steps to be given access in Campus Connection and Starfish.
Logging In

Log into Starfish using your UND username and password in one of four ways:

1. Log into Blackboard.
   • Starfish is available on the left navigation pane.

2. Click on MY UND on the UND home page.
   • Starfish is available under Log Ins in the lower right corner.

3. Find Starfish in the A-Z index on the UND home page.

4. Hover over MY UND on the UND home page.
   • Click on Starfish.

**Notes:** Starfish works best with Google Chrome or Firefox.
Syncing with Starfish/Outlook

**Outlook settings**

In order for your Outlook calendar to sync with your Starfish calendar, the UND Starfish account must have access to your Outlook calendar and mailbox. Please click [here](#) to submit a ticket to Tech Support. In this ticket, request that Starfish be given access to your Outlook calendar and mailbox.

**Notes:** You can still use the Starfish calendar without this access; however, without it, your Starfish and Outlook calendars won’t sync with each other.

To allow Starfish to sync with your Outlook calendar, we will also need to change your primary email address to @und.edu from its current address. Most faculty and staff have a primary email address of @email.und.edu. While you may have many addresses, it is all for the same account. No email will be lost or misrouted. One possible issue is if you are subscribed to Listserv lists or other such emailing lists. When sending a message to the list, it checks enrollment using your email address. If you are subscribed to the list as firstname.lastname@email.und.edu and you send a message from firstname.lastname@und.edu, it will be rejected. We will run a process to change your subscribed email address to @und.edu for all NDUS Listserv lists you are a member of. The process will take one or two business days to complete. If you are an owner of a Listserv list, you will need to change it manually. Please contact UND Tech Support if you have questions or are seeing issues when sending email to a mailing list.

**Starfish settings**

1. Log into Starfish.

2. Click on your name in the Top Navigation bar and select the Email Notifications tab.

3. Uncheck the ‘Change to my Office Hours/Group Sessions’ box and check the ‘Read busy times from my external Exchange calendar’ box.

4. Click the Submit button to change your changes.
Setting up your Default Login Page

You can select a page other than the Starfish Home page (Dashboard) as the page that loads when you log in to Starfish. So for example, if your primary use of Starfish is to make/take appointments, you prefer to always start on the Appointments > Day View upon logging in to Starfish.

Change your default login page by following the steps below:

1. Click on your name in the top right corner of any Starfish page to access your profile.
2. Make sure you are on the Institutional Profile tab within your profile.
3. Click on the Login Page drop down box.
4. Select the page you want from the list presented.

5. Click the Save button in the top right corner of the institutional profile to save your changes.

**Notes:** Clicking Home from the top level navigation will always take you to the Starfish Dashboard. This change only controls the initial page that appears when you log in to Starfish.
Setting up your Institutional Profile

Some of your profile, such as your contact information, is imported from Campus Connection.

1. Click on your name in the Top Navigation bar and select the Institutional Profile tab.

2. Help students put a face to your name by using the Upload Photo link beneath your existing photo or placeholder to upload a photo.

   Browse to a photo file (.jpg, .png, or .gif), and then click the Upload Now button to update your photo.

3. Edit your Phone and add an Alternate Email address to have Starfish send email to an address other than your UND email. Select the Both radio button to receive email at both accounts.

4. Double check that the Time zone selected matches your time zone. This time zone will be used when including appointment times in emails from Starfish.

5. Add information to the General Overview and My Biography sections to let students know a bit more about you.

   This information will appear to students who can make appointments with you in Starfish.

6. Click the Submit button to save your changes.

   Notes: For additional profile settings, reference the End Users’ Guide to Connect. You may also find the following Starfish Two Minute Tips helpful:
   - Update your Starfish Profile
   - Update how you are emailed about Flags To-Dos and Referrals
   - Update how you are emailed about Appointments
Setting up your Appointment Preferences

1. Click on your name in the Top Navigation bar and select the Appointment Preferences tab.

2. Select your Minimum Appointment length and Scheduling Deadline.

   - Starfish recommends 15 minutes for Minimum Appointment Length. This will be used as the default when you set up new Office Hours.
   - Select a radio button and specify the specific value to define your Scheduling Deadline. The deadline is imposed based on the start time of any office hour blocks vs. an individual time slot. If set to None, a student may schedule an appointment with you right up to the time slot.
   - Check the box labeled “Allow drop-ins after deadline has passed” if you wish to include a note in your calendar letting students know that they cannot schedule, but can walk in to your office after the scheduling deadline has passed.

3. Add your Locations (Office, Phone, Elsewhere, Online).

   - Add all possible meeting locations, including physical offices, phone numbers, chat services, or anywhere else you might want to meet with students. When you build your calendar availability (by adding Office Hours), you will select which of these locations apply to each set of hours.
   - After selecting the type of location, enter a descriptive name and enter any relevant instructions. Students will see this information when scheduling an appointment for office hours that have been designated for this location.
   - The location information will also be included in the confirmation email to the student (depending on which location is selected when the appointment is scheduled).

4. Click the Save button.

5. Repeat this process to add any additional meeting locations.

   **Notes:**

   - Use the edit icon to the right of any location in your list to make changes.
   - Use the delete icon to the right of any location to remove it.
**Adding calendar managers**

In order to have others schedule appointments for you, you need to add them as calendar managers.

1. Click on your name in the Top Navigation bar and select the **Appointment Preferences** tab.

2. Scroll down and select **Add Calendar Manager**.

3. Enter name of those staff who will be managing your calendar.

4. Click on the correct name.

5. Click **Submit**.

**Notes:**
- Student employees must be added separately (unless they have a role other than student calendar manager). Complete the role addition request form to request that a student employee be added as a calendar manager.
- For further assistance, please contact Shari Nelson.
  - 701.777.0562
  - shari.nelson@und.edu

**Removing calendar managers**

Click the “X” behind the calendar manager’s name and then click **Submit**.

**Notes:** Student employees must be removed separately (unless they have a role other than student calendar manager, in which case no “X” will appear behind the name). Complete the role removal request form to request that a student employee be removed as a calendar manager.
Setting up your Email Notifications

1. Click on your name in the Top Navigation bar and select the Email Notifications tab.

2. Select the type and time of Planning Reminders.

- Receive optional email reminder(s):
  - Sent separately for each of the day’s appointments
  - Sent in one email
  - No reminders

- Specify the date and time for reminders.
- Select if you would like an Appointment Alert and, if so, the timing of this alert.
- Receive an optional email reminder sent a certain number of minutes before the start of an appointment.

**Notes:** Leave remainder of the Appointment Notifications box as is (you applied these setting when you set up your Outlook/Starfish sync).

- Select the frequency and timing of your Summary Emails. (Emails summarizing tracking items and appointments.)
- Select either the Daily or Weekly summary option to receive one email at the frequency specified with all relevant activity since the previous summary.
- Specify the time of day (for daily) or day of week and time of day (weekly).
- Select your settings for Tracking Item Notifications.
- Select the checkbox for each event for which you want an immediate individual email to be sent to you. (Emails will not be sent immediately if UND does not have this set up in the tracking item configuration.) Events include:
  - When an item is raised (or created)
  - When an item is cleared (or closed)
  - When an item is assigned to you.
Setting Up Your Office Hours

There are two different ways you can add Office Hours:

1. Office Hours Setup Wizard
2. Add Office Hours (Preferable; allows the most flexibility)

Both options are explained below, with directions for adding Walk-In hours following.

**Office hours setup wizard**

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 Hour”, and then click the Close button.

**Notes:** If your office hours are different week to week, follow the ‘If your office hours don’t repeat weekly, click here’ link.

If your office hours recur:

1. Complete the fields presented to specify:
   - What day(s) do you have office hours? - check the boxes for each day.
   - What time are your office hours? - enter a start and end time.
   - Where are they? - select the Type of setting and enter the Details in the field provided (e.g. the building and room number of your office).
   - If relevant, provide Instructions for students who make appointments with you.

2. Click the Set up Office Hours button to save your office hours.
**Adding office hours**

1. Click **Add Office Hours** icon.

2. Enter title
   - You may schedule different blocks of office hours for different reasons. If you do, you may title them differently. For example, “Advising Office Hours” or “Instructor Office Hours”

3. Select your days and your repeat preference.

4. Enter start and stop times.

5. Select **Scheduled Appointments Only**.

6. Select **How long**?
   - Choose your minimum and maximum appointment length.

7. Select **Appointment Types**.

8. Enter any Instructions.
   - For example, “Check in at the front desk”.

9. Enter **Start/End Date** if needed.

   **Notes**: If you have Outlook syncing with Starfish, meetings, lunch, etc. will be imported into Starfish and make times unavailable for students to schedule.

**Adding walk-in hours**

1. Click **Add Office Hours** icon.

2. Enter title
   - For example, “Walk-In Advising”

3. Select your days and your repeat preference.

4. Enter start and stop times.

5. Select **Walk-Ins Only**.

6. Select **Appointment Types**.

7. Enter any Instructions.
   - For example, “Check in at the front desk”.

8. Enter **Start/End Date** if needed.
**Editing office hours**

1. HOVER OVER THE OFFICE HOURS MENU ICON NEXT TO AN OFFICE HOUR TITLE TO OPEN THE OFFICE HOURS POP UP CARD.

2. SELECT **EDIT** TO MODIFY:
   - Frequency of the office hour block’s recurrence
   - Time of day, locations
   - Office hour types
   - Minimum and maximum duration of appointments
   - Instructions
   - Start/end date of the series.

3. Click the **Submit** button on the Edit Appointment form to save your changes.

**Notes:**
- You cannot edit the days of the week or the nature of the recurrences (e.g. weekly).
- You cannot modify the time range for a single occurrence of an office hour.
- Selecting **Edit Office Hours** will modify all occurrences of this set of office hours.
- To reduce availability within an office hour block on a specific day, add reserved time to cover the part of the office hours you want to remove from availability.

**Canceling a series of office hours**

1. Hover over the office hours icon next to an office hour title to open the Office Hours pop up card.

2. Click **Cancel**, then click **The entire series** to cancel all occurrences of the office hour block. You will be prompted to confirm the date from which to cancel the series and to add a message that will be sent to anyone who had time scheduled with you during the office hours you are canceling.

3. Click the **Submit** button on the Cancel Series Confirmation form to cancel the office hour block.
**Canceling a single occurrence of an office hour block**

Cancel an individual occurrence of an office hour series from the Day tab of your Appointments section of Starfish. Use the mini calendar on the left to select the desired day.

1. Hover over the icon associated with the block of hours for the selected day.

2. Click **Cancel** from the pop up card that is displayed and then select ‘Just this one’ to cancel office hours for the selected day. You will be prompted to confirm the cancellation and can add a note that will be included in an email to those whose appointments are canceled.

   **Notes:** Best Practice is to include an explanation and provide guidance on how to reschedule or connect to other available resources.

3. Click the **Submit** button to cancel the Office Hour occurrence.

**Notifications sent when Starfish calendar is updated**

- When the Starfish Calendar is updated, Starfish triggers an updated calendar invitation (iCal) to be sent to the calendar owner when a new or updated block of time is available for student meetings (e.g. when office hours are added).
- Both the student and the calendar owner will be sent an iCal when a student appointment is scheduled, changed, or canceled.
- Staff users can modify whether or not they receive these notifications in the Appointment Notifications section of their Profiles. Starfish highly recommends receiving email notifications for all changes.
Canceling or declining an Outlook appointment invitation from Starfish

When you cancel or decline a Starfish invitation from within your external calendar (e.g., Microsoft Outlook), the cancel/decline is sent to Starfish and is reflected on your Starfish calendar. However, you should still cancel the appointment in Starfish so that the student is sent the appropriate notification.

**Notes:**

- You cannot modify Starfish appointments times in your external calendar. Only Accept, Cancel or Decline are reflected in Starfish. You must elect to ‘**send a response**’ when declining in order for Starfish to be notified of the change.
- Users must have calendars that support calendar invitations and iCal attachments, (e.g. Microsoft Outlook or Google Calendar) for this to work.
Scheduling/Modifying/Canceling Appointments

Students may only schedule appointments with you during times you have designated as available. Calendar owners and their designated calendar managers can add appointments wherever they choose with a few exceptions:

- You cannot overlap an external hold: If your Starfish calendar is integrated with an external calendar via Exchange or Google integration, you will find “External Holds” on your calendar.
- These represent items that exist on your other calendar (Outlook or Google). You will not be able to add appointments that conflict with external holds on your Starfish calendar.

**Adding an appointment to your calendar**

Initiate a new appointment using either of these options:

1. Click the **Add Appointment** button from your **Home** or **Appointments** page.

2. Click the sign up icon for an existing office hour slot using the Day or Week view of your calendar on the Appointments page.

This opens the **Add Appointment** form.
3. Begin typing the name of the desired student into the With drop down list box. Starfish will find matching students with whom you have a relationship. Select the desired student from the list.

   **Notes:** If you start the appointment from an existing office hour block, the “appointment types” setting in that block may further limit the students available in your list.

4. If you used the Add Appointment button rather than selecting an existing time slot, specify when the meeting will take place (date, start time, end time).

5. Select the desired location from the options available in the When drop down list.

6. Select a Reason for the meeting. The reasons available are based on the student you selected and the appointment types that you have access to in your role/relationship with that student.

   **Notes:**
   - If you have selected a timeslot from a set of existing office hours, the reasons will be further limited to those associated with the appointment types settings for the office hour.
   - Each reason is tied to an appointment type. Each appointment type defines which roles may view or modify an appointment of this type, and what SpeedNotes will be available. Once you choose a reason, information about which other roles have permission to see the appointment will be shown in the section labeled Permissions.

7. If relevant to the meeting and permitted by your role, select a Course from the list presented.

8. Select a radio button for Sharing to either make the appointment Shared (roles listed in the Permissions area for this student can see the appointment and its outcomes) or Private (only the person with whom the appointment is made can see it).

9. Type a Detailed Description for the meeting with will be visible/emailed to you and the student.

10. Click the Submit button to schedule the meeting.

11. The appointment will appear on the calendar owner’s calendar in the selected date and time.
The appointment is also available from the calendar owner’s **Home** page on the **Appointments** and **Recent Changes** channel.

The appointment will also appear on the **Meetings** tab of the student folder for anyone that has permission to view the appointment. If you included a detailed description, it will be listed on the **Meetings** tab.

12. Both the student and calendar owner will receive an email with an iCal attachment for any **future** appointments. Appointments created to document prior meetings will not send an email. If you do not receive an email, check your **Email Notification** settings.

**Modifying/canceling an appointment**

1. Hover over the **Appointment** icon associated with an appointment to open the pop up card and make updates. The appointment is available from your calendar, the **Appointments** or **Recent Changes** channels on your Home page, or from the student folder **Meetings** tab.

   From the **Appointments** pop up card, you can edit the scheduling details of an upcoming appointment and add or edit outcome details. If configured on your Starfish system, you may be able to use SpeedNotes to document common outcomes. You can also **cancel** an appointment from this menu.

2. Select **Edit** from the **Appointment** pop up card to bring up the Scheduling tab of the **Edit Appointment** form. From here, you can edit appointment scheduling details including:

   - **When** and **Where** the meeting will occur.
• The **Reason** associated with the meeting.
• The **Course** associated with the appointment. (optional)
• The 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. These roles are noted in the Permissions section of the form.
• **Detailed Description** that is shared with the student and documented on the Meetings tab of the student folder (optional but recommended).

3. Click the **Submit** button to save changes. An updated iCalendar (iCal) attachment will be emailed to the student. The calendar owner will also receive the updated iCal if the calendar owner’s email notifications preferences are set to notify when changes are made to an existing appointment (recommended).

**Notes:**
- You cannot modify Starfish appointments times in your external calendar. Only Accept, Cancel or Decline are reflected in Starfish. You must elect to **‘send a response’** when declining in order for Starfish to be notified of the change.
- Users must have calendars that support calendar invitations and iCal attachments, (e.g. Microsoft Outlook or Google Calendar) for this to work.
Student Information

**Searching for students**

1. You can search for any student by typing the ID number or name into the box at the top of the screen.

2. Click on the student’s name to bring up the **Student Folder**.

   **OR**

   You can also search for the student using the Search bar underneath the add flags, etc. icons.

3. Click **Go**.

**Student folder tabs**

There are 8 tabs in the Student Folder.

1. **Overview**: Shows all of the Student Attributes that have been manually sent over from Campus Connection. This includes:
   - Most Negative Service Indicators
   - Directory Restriction (Window Shade)

2. **Info**: Shows any Admission test scores, Demographics (DOB, Gender, Race/Ethnicity), Program information (degrees, majors, and minors) and Term Status information for terms that the student has been enrolled at UND.
3. **Plans**: Shows any success plans that have been created for the student.

4. **Courses**: Any student that has an active term (is enrolled in the current term) will have courses populated on this screen. You can also use the term dropdown box at the top to select a specific term.

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**Intermediate Algebra** 032123-01-1110-21897

Instructors: 📚 Stuart Farm

Last Access: 11-08-2010 12:00 am

Official Grade: -

**Intro to Effective Study Skill** 051023-01-1110-15436

Instructors: 📚 Rebecca Grandstrand

Last Access: 12-21-2010 12:00 am

Official Grade: -
5. **Tracking:** Any flags, to-do lists, or referrals will populate in this tab.

6. **Meetings:** Any appointments or walk-ins that the students has had with an office that have been documented in Starfish will populate here.

If you click on the plus sign, you will be able to see the comments and outcomes of the meeting.

**Notes:** Any time a flag is raised or cleared, a note is added, or an appointment has comments, it will also show up under the Notes section. The tab works exactly like the Meetings tab in that you can click the plus sign next to each item to read the comments.

7. **Success Network:** Shows everyone in the student’s success network (including assigned academic advisor and instructors of courses that the student is taking).
Student Intake Forms

Intake forms provide a variety of general questions answered by the student that those with access can view prior to meeting with the student.

**Viewing the student intake form**

Users who have permission to view the form can access it from the Info tab in the Student Folder where the answered questions will display at the bottom of that tab. Users with view permissions may print the form but cannot take any action on the form.

**Printing the student intake form**

To print the form, click on the Intake Menu icon at the top of the form and select the View/Print option to open a printable view of the form in a new tab.
Documenting Student Contacts

Adding appointment outcomes and speednotes

Used for scheduled appointments created in Starfish (appointment must have been created in Starfish).

1. After the appointment, click on the icon in front of the student’s name.

2. Select Outcomes.

3. In the Outcomes box, you can type a narrative.

4. Click the Speednotes tab to check topics you discussed.

5. Click Submit.

Reviewing appointment outcomes and speednotes

1. You can open the student folder by clicking on the link associated with the student’s name wherever it appears in Starfish.
   - For example, from the Appointment channel on your Home page or from the appointment on your calendar

2. Click on the Meetings tab of the student folder to review information about upcoming and past meetings for this student.

Notes:

- The Meetings tab of the student folder includes upcoming appointment information as well as meeting notes captured in Starfish. It may also include historical meeting information from external systems.
o The information that is available to you on the Meetings tab is based on the role(s) that connect you to your students and the appointment types those roles have permission to view.
o The icons to the left of each meeting in the list provide additional information or available actions related to the meeting.

3. Click the Expand icon to the left of any appointment listed to view additional details about the meeting.
   
   • 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

4. Hover over the appointment icon to update the appointment.

Notes:

o 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.
o If the appointment presents information from an external system, the historical appointment icon will displayed. This type of meeting cannot be edited. External meeting will only exist if your institution has imported meeting outcomes from another system (e.g. tutortrac).

Adding notes

1. Search for student.
2. Click on student’s name.
3. Click on the Add Note icon.
4. Select the Note Type.
5. Type details in the note box.
6. Click Submit.

Reviewing notes

You can review notes by clicking on the Notes tab in the student folder.

1. Search for student.
2. Click on the student’s name.
3. Click on Notes.
Documentation/Notes – Standards, Guidelines, and Best Practices

Notes provide an important history of information discussed with the student and should be written during or as closely following the meeting as possible. Notes are part of a student’s education record that will benefit both you and future advisors/student services staff who are assisting the student. The Family Educational Rights and Privacy Act of 1974 (FERPA) states all students have a right to view their education record—including advisor notes—therefore, it is especially important notes are professionally written. Please keep the following in mind.

1. **Include notes that will help both the student and a future advisor or other support staff.**
   - Include important details. Ask yourself, “Will my notes give the next advisor a clear understanding of what has been discussed previously?”

2. **Write all notes as if the student will read them.**
   - Stick to the facts. Work to eliminate subjectivity from your notes.
   - Notes are not clinical notes so avoid statements such as, “Student appears to have ADD,” or “Student is depressed,” even if you are a trained or licensed mental health provider.
   - Express concerns in terms of observed behavior. “Student was easily distracted.”
   - If you have a personal concern or must include a subjective statement, frame it as such: “I am concerned about ‘A’” or “In my opinion, ‘B’” to express personal concern without stating that concern as a fact.

3. **Include lists of courses approved along with alternatives if a course fills.**
   - “We agreed to 15 credits for spring including the following courses: 1, 2, 3”

4. **Include possible consequences of not following advice.**
   - “Discussed taking class X in Spring or class Y can’t be taken the following Spring.”
   - “Explained GPA requirement by end of Spring semester to be admitted to the major.”
   - “Cautioned student about taking more than 18 credits next semester.”

5. **Include comments that will facilitate your relationship with the student.**
   - “We agreed to meet in a month. Student will schedule.”
   - “Encouraged student to make an appointment to check in before midterms.”

6. **Include information about referrals of a non-sensitive nature.**
   - “Encouraged student to visit the Writing Center.”
   - “Recommended the student speak with the associate dean about transfer credits.”

7. **DO NOT include information of a sensitive or private nature.**
   - There is no such thing as private notes in an online system. Do not use the Private Note check box as checking this box does NOT make it a private note.
   - “Student’s mother is very sick and she is thinking of going home.”
   - “Student reported being assaulted. Referred her to counseling.”

8. **DO NOT include negative comments about instructors, other advisors, or staff.**
   - “Student says her professor doesn’t like her and isn’t fair.”

9. **DO NOT include subjective judgements about the student.**
   - “I doubt the student’s ability to succeed in this major.”
Tracking Items (includes Flags, Kudos, ToDos, and Referrals)

*Raising a flag (including course flags outside of a progress survey)*

When you have a concern with a particular student, raise a flag, to-do, or referral to communicate your observations. The appropriate individuals will be automatically notified when you save the item.

1. Click on the **Students** navigation item to see your list of students.

2. Find the desired student by typing the name into the **Search** box.

3. Click on the student’s name to bring up the **Student Folder**.

4. Click the **Flag** button. A list of flags that you have permission to raise on this student is displayed.

5. Select the desired **Flag** from the list.

6. If relevant, select a course from the **Course Context**, drop down list, and enter notes in the **Comment** box.

7. Click the **Save** button.

**Notes:**
- The **Student View**: indicates whether the student can view the flag and the notes you include in the **Comment** box.
- The **Permissions** area lists roles that have permission to view the selected flag and the notes you include in the **Comment** box.
Adding a kudos

Follow the same procedure as Flagging but click on the **Kudos** icon.

![Kudos icon](image)

Making a referral

You can use **Referrals** to refer students to certain offices, using the same procedure for searching for the student. (The list is not inclusive of all offices at UND.)

1. Select the **Referral** tab.

![Referral icon](image)

2. Select the office. The student will be sent an email with the contact information of that office or individual.

Adding a todo

1. Follow instructions for Flags but you will select **Add To-Do** instead.

![To-Do icon](image)

2. Select the appropriate ToDo item. (You will only see the ToDos that have been assigned to your role.)

Viewing tracking items you have raised

1. Click on the **Students** tab in the upper right hand corner.

![Students tab](image)

2. Click on **Tracking** tab.

![Tracking tab](image)

3. Click on the **blue arrow** behind the role under **Connection** and select the appropriate role. (You may have more than one role.)
4. You should now be able to see the flags/kudos you have placed.

**Clearing/editing tracking items**

1. Search for the student.
2. Click on **Tracking** in the left navigation pane.
3. Click on the arrow by the flag.

![Flag](image)

Jane Doe
0999999

4. Choose **Clear Flag** and then select the reason for clearing the flag. You may also **Add Comment**.
Filtering Students for Flags, Kudos, ToDos, Meetings, etc.

You will only be able to see tracking items for students for whom you have the appropriate role and permissions.

**Flags, kudos, todos, etc.**

1. Click on **Student Tab**.
2. Click on the appropriate role. As an Instructor, you can choose this role and see all of the students in all of your courses or select a particular class.
3. Click on **Tracking**.
4. Click **Add Filter**.
5. Select **Tracking Items** from the filter options on the left.
6. Check **Students with Tracking Items**.
7. Select **Active**.
8. Select **Tracking Type**. Optionally, you can filter **Item Name, Created By, Course Context, Due Date, and Creation Date**.
9. Click **Submit**.
10. To download an Excel file of the list, click on **Download**.
11. Click the ‘X’ to clear the filters.

Meetings

1. Follow instructions from above through Step 4.
2. Select Meetings from the filter options on the left.
3. Check Students.
4. Select whether you want to filter to students ‘Who have had/scheduled a meeting’ or to those ‘Who have not had/scheduled a meeting’. Optionally, you can filter to a specific Appointment Type/Reason and a range of Dates.

4. Click the Submit button.

5. Click the ‘X’ to clear the filters.

Notes: Canceled appointments will not be included in the filter results for students that have had/scheduled an appointment, but scheduled appointments where the student was marked as a no show will be included.
Responding to a Progress Survey for Students in your Course(s)

You will receive an email reminder when there is a new survey for you to complete. Each individual survey presents a student roster for one course section on whom you can raise flags.

1. Select the progress survey link on your Starfish Home page to go the Progress Surveys tab. (only visible when you have active surveys).

2. The selected survey opens, listing your students on the left, and items you may raise across the top (your choice of flags and kudos may differ from the options pictured below).

<table>
<thead>
<tr>
<th>No Feedback</th>
<th>Attendance Concern (Instructor)</th>
<th>In Danger of Failing Assignments/Papers (Instructor)</th>
<th>In Danger of Failing Test/Quiz (Instructor)</th>
<th>Low Participation (Instructor)</th>
<th>No Show (Instructor)</th>
</tr>
</thead>
<tbody>
<tr>
<td>✔</td>
<td></td>
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</tbody>
</table>

Notes: 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.

3. Check the box for each desired flag or kudos.

4. Click the comments icon ( ) to open a text box for your notes.
Important!

If you choose to add comments, please remember that students will be able to view the comments in the emails generated after you submit your survey(s). Therefore, comments should be addressed to the student and written in a constructive manner. Below is an example of an email that a student might receive if the instructor adds comments. (Instructor comments are in the red box.)

---

Shari Nelson is concerned about your academic progress in College Reading.

Based on your scores on tests and quizzes in this course so far, and without a substantial change in your work, you might be in danger of failing this course. Your instructor’s concerns are: First test went well, quizzes are jeopardizing your overall grade.

The University of North Dakota has many resources that can aid your effort to improve academic performance and assist with personal concerns. You can find out more about these resources by clicking here.

Please contact your instructor as soon as possible to see what can be done to raise your grade. You should also consider contacting your advisor for resources and suggestions for improvement.

---

5. You may save the survey in draft until you are finished by clicking on Save Draft.

Important!

Once you have submitted the survey you will not have an opportunity to add to or undo the items you raised. Use the Save Draft option if you aren’t ready to submit your survey.

If you have raised a flag in error, you can go to that students’ record, clear the flag, and indicate that It was raised in error. (See Pg. 33)

6. Click the Submit button only when you are finished providing feedback.

Important!

Please click Submit even if you have not checked any of the boxes. This will ensure that the system recognizes that you have completed the process, so that you do not receive reminder emails.

6. The items you selected will be raised on your students when you submit the survey.

Notes: A student will get a separate email for each flag you place. This email will indicate the flag, and encourage the student to talk to you (the instructor) and their advisor if the situation warrants it. It will also provide a link to campus resources such as tutoring, the Writing Center, and study skills assistance.

Watch the Two Minute Tip on completing a progress survey for a demonstration of this feature.
Taking and Tracking Attendance in a Course

Initial setup

The Attendance tab will be displayed within the Students tab of Starfish. Additionally, the Record Attendance button will appear on your Home page if you are an instructor with active sections.

1. Select the Record Attendance button in either of the following locations:
   - The Starfish Home page
   - The Attendance sub-tab within the Students tab

2. Select a section from the drop down list presented. If you are starting from the Attendance tab and a section has been selected from within the filters on the right of the page, that section will be the default in the drop down list.

3. From the Meeting Time menu, select a meeting time for which to record attendance, or click the Add a single meeting time link to record attendance for a one-time session.

   If you have not yet set up any meeting times for the section, click the link labeled Set up meeting times now to either:
   - Click the Schedule option to create a recurring class schedule.
   - Click the Single Meeting Time option for a one time session.

4. Creating a Recurring Class Schedule

   Click the blue Add Schedule button to add each set of days/times the class meets.
5. Click **Submit** to continue with the meeting time(s) you’ve established.

You will be able to choose the specific day/time to record attendance. The drop down for the attendance Meeting Time will now be populated with the days/times you selected. The earliest date for your section for which no attendance has been taken will be selected by default but you can choose any date/time from the list. Click the **Next** button to record attendance for the selected date.

**Adding a single meeting time**

If you need to take attendance without yet setting up the schedule, select the **Single Meeting Time** radio button and enter the date/time you wish to record attendance to take attendance for that day only. After establishing a class schedule, you can still choose to enter an alternative meeting date/time if needed by selecting the **Add a single meeting time** link that displays underneath the Meeting Time drop down list. Enter the date/time that you want to use and click **Submit**.

Select the days and enter the start and end time for the class meeting.
**Recording attendance**

Once you have selected a day/time for which to record attendance, your class roster will display within a Record Attendance form for you to track the attendance for that class meeting. Use the radio buttons to mark students as present, absent, excused, or tardy.

Click the **Save** button to record your markings for the date/time selected.

**Editing attendance**

To edit previously recorded attendance, click the **Record Attendance** button from either the Home page or the Attendance tab. Locate the section for which you wish to edit the attendance, and from the Meeting Time menu, select the date/time for which you wish to edit the recorded attendance. Dates for which you have previously marked attendance will display a check mark and the word "Recorded" to the right of the date and time. Click **Next** to continue.
Select the "Edit" link above the class roster. Once Edit is selected, radio buttons can be updated for all students. Use the save option to save your edits. If you want to delete a meeting time as well as any data recorded for that meeting time, select the meeting time from the list as described above. From the Record Attendance page, click the Delete this meeting time link above the roster. You will be prompted to confirm your deletion.

After confirming the deletion, the meeting time and any previously recorded attendance data for the selected meeting time will be deleted.

**Note:** If your Institution is sending section schedule information from the SIS, removed meeting times may reappear if updated schedules are sent from the SIS.
Reviewing attendance data

On the right side of the Attendance screen, locate the "Choose Students By" section, and select the term and course section from the list presented to review the attendance information for your selected section and term.

Once the course is selected, students in the course are listed in the main part of the page along with any available attendance data about them in the course.

You can filter the list of students presented based on specific attendance statuses (present, absence, excused absence, or tardy), and for a range of course meeting dates. This will update the display to include all attendance data for each student that fits the criteria.
Success Plans

Success plans are a combination of unique tracking items (usually todos) that can be assigned to a special population of students (ex. students receiving tuition waivers with requirements, student on probation, etc.)

If your Starfish administrator has created any Success Plan types for your role or office, you will be able to assign a Success Plan to one or more students using the Success Plan option from the action bar on either the My Students or Tracking sub-tab within the Students tab.

Success Plans can also be created from the action bar within an individual student's folder. Existing plans are displayed on the Plans tab of the Student Folder.

Assigning success plans

1. Select the desired student (or students) and click the Success Plan button from the action bar. You may select up to 750 students at a time.
2. Select the desired Plan Type from the drop down list presented. The Success Plans you have access to for the selected student will be included in the list.
   Once you have selected a choice, the default set of information and tracking items for the plan will be filled in on the page.
3. Update the Plan Name if necessary. The default Plan Name will be included, but you have the option to customize the plan name for the selected student(s). For example, you can personalize the plan for the student by adding the term ID or student's name to the default plan name.

4. Update the Overview. The overview provides general information about the plan and will be visible to anyone who has access to the plan. It will also appear on the printable version of the plan. The default overview is included, but you can customize this with a more specific description.

5. Review the details of the included tracking items. As you scroll down, you will find the list of tracking items that make up this Success Plan type as well as detailed descriptions and due dates where appropriate.

6. Modify plan details as described in the following section.

7. Click the Submit button to save the plan in the student’s folder, and trigger the related tracking items. Note that the individual tracking items will not appear immediately. The Plan you created will now appear on the student's Plans tab within the Student Folder. From here you can edit or print the plan. The tracking items that make up the plan are included on the student's Tracking tab. When you click on the menu for the individual tracking item, information about the associated plan is included.
Notes: Once a plan has been raised (submitted) for a student, tracking items cannot be deleted from the plan.

Modifying success plan details (prior to submission)

1. Reorder items on the plan by clicking the **up** and **down** arrows to the left of the item.
2. Delete items on the plan by clicking the **delete** icon (x) to the right of the item.
3. Edit items on the plan by clicking the **edit** icon (pencil) to the right of the item.
   When you click the **edit** button, the details for the item you selected to edit will appear in the top part of the dialog box.

![Image of Success Plan Dialog Box]

After making any changes to the Due Date, Course Context, or Specific Recommendation fields, click the **Update Item** button to save changes to that individual item. Repeat this step for each item on the plan that you want to change.

Note: When editing individual items, click the **Update Item/Add Item**, or **Never mind** buttons located in the editing panel of the Dialog box to modify the plan details.

Filtering for completed and in progress success plans

You may filter for students who have completed or in progress success plans in the filter function (see Pg. 34 and select Success Plans as your filter selection).
Frequently Asked Questions
Click on any question for more information.

Account Information
- What is my login for Starfish and where do I access it?
- Why do I get an error message when I try to login?
- How do I clear the Office Hours Setup Wizard that shows up when I first login?

Office Hours and Appointments:
- Why can’t all of my students see my Office Hours?
- Why do my appointment slots have different minimums than what I selected in my profile?
- How do I quickly setup my calendar for advising rush week?
- Can I limit some of my appointments to students I’m teaching and others to my advisees?
- Why does my student see the wrong time zone on the Starfish appointment invitation?
- Why does an appointment that I declined in Outlook still show up in Starfish?
- How do I get my Starfish appointments to show up in my Outlook, Google or other external calendar?
- Why did I receive a confirmation of an appointment between my colleague and a student?
- Why does Starfish tell me that there is a conflict when I try to create office hours?
- What do I do when a student receives a calendar item with a different time than what the faculty or staff member sees?
- Can I view a faculty or staff member’s calendar?
- Why don’t I see my external appointments in my Starfish calendar?
- How do I share meeting notes with a student?
- Why doesn’t my external calendar display all of my Starfish appointments?
- Can I print the agenda view for calendars I manage?

Student Information:
- Why aren’t my students showing?
- Why does my term-based filter include items from other terms?
- Why do I see canceled courses in my list for taking student attendance?
- Can we add questions to the Student Intake Form?
- Who else can view the notes/comments I enter in Starfish?

Flags, Kudos, Referrals, To-Do’s:
- What kinds of email notifications will I receive regarding tracking items?
- What happens to a tracking item when I resolve it?
- Why can a team member with View privilege not see all of the comments on a tracking item?
- Do student-raised flags count when the system is evaluating the "3 flags" or "6 flags" active flag?

Student Experience:
- Can students see other students' information in Starfish?
- How do "Walk-in hours" display to students?
- How can a student get help with Starfish?
- Can students view tracking items, comments, and emails?
- How long do Kudos stay visible to students on their Dashboard?
- Do Notes I take about students show in their 'messages' on the student dashboard?
- How far back does 'History' go on the student dashboard?
- What grade information is displayed to students?
Other Frequently Asked Questions

How do I change how I am emailed by Starfish?

Starfish will email you a calendar item for each appointment and a summary of flag activity for your students. Use the Email Notifications tab of your Profile to modify details of how and when you receive these notifications. For more information see:

- [Update how you are emailed about Flags To-Dos and Referrals]
- [Update how you are emailed about Appointments]

How do I get more details on a student?

Click the hyperlink associated with the student’s name wherever you find it to reach the Student Folder. (E.g. in the student list, on an appointment or in a progress survey).

How do I cancel office hours?

Cancel one occurrence

Select the day from the calendar, and hover (don’t click) over the icon associated with the Office Hours on the desired day ( ).

Click the Cancel button and select, “Just this one” from the pop up Office Hours card presented.

Cancel a series

From the Agenda view, hover (don’t click) over the Office Hours icon ( ) next to an office hour title.
Select Cancel from the pop up Office Hours card presented. (If the day you have selected on the calendar includes an occurrence, you will have the option to cancel “Just this one” or “The entire series”)
Where can I find information about flags raised on my students?

The Tracking tab within the Students area lists the flags (and kudos) that have been raised on your students. Use the filters provided to filter your list based on your connection to the students. For example you can filter to your role as advisor vs. your role as instructor, or as an instructor to one of your specific course sections.

You can also go into the individual Tracking tab of any Student Folder to look at details of flags raised on that student. The details of what you see are based on your relationship to the student(s) and the privileges granted to your role.
Important Definitions

- **Appointment**: A documented set of details shared between a student and a calendar owner (e.g. advisor, instructor) about a planned meeting. Students may only schedule appointments in the future at times the calendar owner designates as available. Calendar owners and calendar managers, can schedule future appointments, and create appointments to document past meetings.

- **Appointment Type**: Grouping of appointment reasons and activities (i.e., SpeedNotes) that a common set of roles can add and/or view. Your Starfish administrator will create appointment types and associated reasons and SpeedNotes that will be available to you based on your role. You may be able to use appointment types to allow different groups of students to see different office hours on your calendar.

- **Calendar Manager**: A Starfish user who can see and edit another user’s Starfish calendar. A calendar owner can designate his/her own calendar managers by navigating to Profile > Appointment Preferences. Or, a Starfish Admin can batch upload these relationships.

- **Calendar Owner**: The Starfish user associated with a Starfish calendar. The calendar owner can add office hours and make appointments with students on his or her calendar. Only users with staff roles are calendar owners. Students do not own calendars in Starfish.

- **Group Session**: Similar to Office Hours, but more than one student can sign up for this particular block of time. The Calendar Owner decides how many students can sign up for each Group Session.

- **Meeting**: A documented occurrence of a meeting between a student and a calendar owner (i.e., advisor, instructor) that includes details about the outcomes of the meeting. Calendar owners may designate available times for walk-in meetings, or restrict availability to scheduled appointments only. Students may only schedule appointments in the future at times the calendar owner designates as available. Calendar owners and calendar managers, can schedule future appointments, and create appointments to document past meetings.

- **Office Hours**: Calendar owners can add blocks of time called “Office Hours” to their calendars to indicate when they are available to meet with students. Calendar owners or calendar managers can add appointments outside the blocks, but students can only self-schedule within the block. Office Hours allow students to sign up for individual one-on-one slots within the time parameters entered by the calendar owner.

- **Outcomes**: Results of a meeting documented on the Outcomes tab of an Appointment in Starfish.

- **SpeedNotes**: Activity codes that provide an easy way for staff to document common outcomes of an appointment. Specific SpeedNotes are set up by the institution per Appointment Type.