

Transitioning Student Appointment Scheduling from Starfish to Hawk Central

As of May 13th, students will no longer have access to schedule appointments in Starfish. Services and individuals that previously had scheduling options in Starfish will transition to scheduling in Hawk Central. This guide provides instructions on how to end office hours in Starfish and transition existing appointments into Hawk Central.

We encourage you to leave scheduling options open in Starfish for the first week after Hawk Central implementation (i.e. May 13th to May 17th). You will need to delete any single office hour blocks occurring after May 17th and update any existing office hour series to end as of Friday, May 17th. Any appointments scheduled in Starfish for May 13th or later should be cancelled and rescheduled in Hawk Central.

Moving Appointments from Starfish to Hawk Central

You are encouraged to block time on your calendar on Monday, May 13th to move any appointments scheduled in Starfish to Hawk Central. When shifting appointments from Starfish to Hawk Central you should follow these steps:

1. Email or text the student who has scheduled with you to let them know their meeting will be cancelled in Starfish and rescheduled for the same date/time/modality in Hawk Central. Below is the verbiage you are encouraged to use in your messaging:

“Thank you for scheduling an appointment with me. UND is transitioning from Starfish to Hawk Central for appointment scheduling with academic advisors and student support services. This transition will be complete as of May 13th, 2024. As a result, I am cancelling your appointment scheduled in Starfish for [Day, Date, Time] and rescheduling it in Hawk Central for the same date/time and location. Please let me know if you have questions.”

2. Cancel the appointment in Starfish
3. Reschedule the appointment in Hawk Central

Note that you may not be able to log-in to Starfish after May 13th. In this case, please use the appointment information on your Outlook calendar to connect with students who have scheduled in Starfish and reschedule in Hawk Central.

To prevent too many students from scheduling out in Starfish past May 13th, consider using an auto-response email in Outlook to alert anyone who connects with you that they will not be able to schedule with you in Starfish past May 17th and that a new scheduling platform will be available the week of May 13th.

Instructions to Delete or Cancel Starfish Office Hours Series

1. Go to May 17th on your Starfish calendar
2. Hover over the clock icon next to the office hour title on your Starfish calendar (see image below)



3. Click on CANCEL and then select THE ENTIRE SERIES
 - a. You will be prompted to confirm the date from which to cancel the series. Choose SELECTED DATE
4. Click SUBMIT
5. Repeat these steps for any office hour series you have.
 - a. You should have no office hours in Starfish available after May 17th

NOTE: Cancelling an office hours series cancels all subsequent student appointments scheduled in that series. Please be sure you reach out to any students that have scheduled with you to let them know the appointments will be rescheduled in Hawk Central. If you include a Starfish link in your email signature or anywhere else, please be sure to remove that link as of May 13th.