

Starfish: Faculty/Staff Guide



Logging into Starfish

From the UNC Charlotte homepage, go to “My UNC Charlotte” to login.

Enter your Niner Net username and password credentials.

The my.uncc.edu portal will come up. Click on the Starfish link and then click on the word Starfish.



Alternative Login Method

Go to <http://starfish.uncc.edu/> click on the word Starfish and enter your Niner Net username and password credentials.

Starfish Faculty/Staff Dashboard

New user display:

Existing user display:

- **Office Hours** tab to set office hours. It is recommended to set up your **User Profile** prior to **Office Hours**)
- **Appointments** tab to view upcoming appointments on your calendar
- **Students** tab to view your list(s) of students connected with you
- **Services** tab to view a catalog list of student support services
- **Search Bar** to search for a student by name, ID, or username
- **User Name** that connects to **User Profile**
- **Help/support** shows Starfish resources; please email StarfishHelp@uncc.edu with questions
- **Appointments** area shows any upcoming scheduled appointments you have. You will only see appointments related to your calendar in this area. Clicking on a student name will take you directly to their student folder.
- **Recent Changes** lists all recent tracking items raised on students. For advisors and instructors with “all student” access, this area will be less useful as it will show tracking items for all students, not just those with whom you are directly connected.
- **Flags I’m Managing** lists all flags raised on students you have permissions to manage.

Starfish Profile

Institutional Profile tab:

- Display name and contact information that is listed in Banner. (Changes have to be made within Banner in order to edit this information.)
- General Overview section contains information that you wish to share with students that have access to schedule appointments with you. This information is displayed on the student view of the system at the bottom of your appointment calendar.
- My Biography section contains any additional information that you wish to share with the students that have access to schedule appointments with you. This information is displayed on the student view of the system at the bottom of your appointment calendar.

Home Appointments Students Services Search for Students Norm Niner help | logout

Institutional Profile Appointment Preferences Email Notifications

Never Mind Submit

Please fill out as much of your profile as possible; students will see this information.

Norm the Niner [Last Login: 11:14 am April 26, 2016]

Login Page: Default Login Page

Contact Information

Login: nniner49 Institution Email: NormNiner@uncc.edu

Phone: 704-687-4949 Alternate Email: []

Cell Phone: [] Video Phone: []

Send my correspondence to: Institution Email Alternate Email Both

Display all time zones Time zone: (GMT-05:00) Eastern Time

General Overview

A general message should go here. Tell people how you can help them during your office hours.

[Text Input Area]

My Biography

Use this space to tell others about yourself. You can include your educational background, work experience, areas of research and study, or any other information that would be relevant to others on campus. Students are more likely to reach out to you if they know a little about you.

[Text Input Area]

* Required fields

Never Mind Submit

Appointment Preferences tab:

- Set minimum appointment length
- Set deadline for appointments in advance (how far in advance of the appt time do you want students to be able to schedule an appt with you)
- Add one or more locations for your appointments
- Grant permissions for other to manipulate your calendar and schedule appointments on your behalf as Calendar Managers (when adding a Calendar Manager, if you can't find someone, please contact StarfishHelp@uncc.edu and provide details)

Institutional Profile	Appointment Preferences	Email Notifications									
<h3>Basics</h3> <p>Please choose your default settings for your office hours blocks. You can change these whenever you add a block of office hours.</p> <p>Minimum Appointment length: 30 minutes</p> <p>Scheduling deadline:</p> <p> <input type="radio"/> None <input type="radio"/> 5:00 PM the day before the office hours <input type="radio"/> 9:00 AM the day of the office hours <input checked="" type="radio"/> 24 hour(s) before the office hours </p> <p><input type="checkbox"/> Allow drop-ins after deadline has passed</p>											
<h3>My Locations</h3> <p>Enter locations for your meetings with students. Meetings can be in an office, online, over the phone, or anywhere else you like.</p> <p>+ Add Location</p> <table border="1"> <thead> <tr> <th>Type</th> <th>Name</th> <th>Instructions</th> </tr> </thead> <tbody> <tr> <td>Office</td> <td>Atkins 146</td> <td>Located in the Library. In the right hallway as you enter the front entrance.</td> </tr> <tr> <td>Office</td> <td>Colvard 2200 (We have moved from Atkins Library)</td> <td>Colvard is in front of Atkins Library.</td> </tr> </tbody> </table>			Type	Name	Instructions	Office	Atkins 146	Located in the Library. In the right hallway as you enter the front entrance.	Office	Colvard 2200 (We have moved from Atkins Library)	Colvard is in front of Atkins Library.
Type	Name	Instructions									
Office	Atkins 146	Located in the Library. In the right hallway as you enter the front entrance.									
Office	Colvard 2200 (We have moved from Atkins Library)	Colvard is in front of Atkins Library.									
<h3>Calendar Managers</h3> <p>Select people to manage your calendar. Calendar managers can add and edit your office hours and schedule and edit appointments in your calendar.</p> <p>+ Add Calendar Manager</p> <p>Calendar Manager</p> <p>Brown, Sarah</p>											

Email Notifications tab:

- Set up appointment notification and reminders
- Sync your Starfish calendar with your Google Calendar (check the “Read busy times” box and click on the link for instructions on where to find your private URL provided in Google Calendar)
- Set up tracking item notification (recommend utilizing the summary option whenever an item is raised to avoid flooding your inbox)

A typical example:

Institutional Profile
Appointment Preferences
Email Notifications

Never Mind Submit

NOTE: If you do not receive Starfish email notifications when expected, please make sure they are not marked as SPAM. Check the SPAM folder in your email client and whitelist Starfish emails if this is the case.

Appointments Notifications

Planning Reminders send me a separate email reminder for each appointment
 send one email reminder with all appointments
 don't send me an email reminder

Send Planning Reminders: 9:00 am the day of the appointments

Appointment Alerts: Send me an email 15 minutes before the start of an appointment

Send me an email with a calendar attachment for every:

change to my appointments change to my Office Hours/Group Sessions

Read busy times from my external Google calendar

<https://calendar.google.com/calendar/ica> [redacted]

Important: In order for this setting to take effect, you must share your private calendar link with Starfish. [Click here](#) for further instructions.

Summary Emails

Send me a summary email of all tracking item and appointment activity:

Daily at 8:00 am

Weekly on Monday at 9:00 am

Tracking Item Notifications

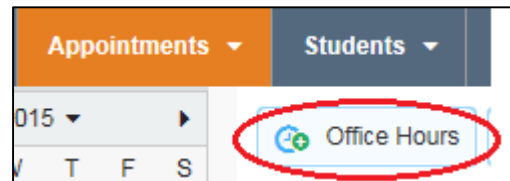
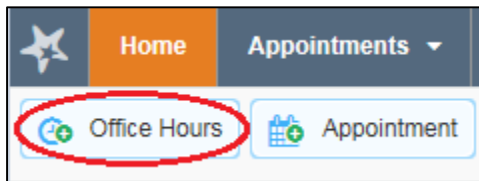
Send me an immediate email whenever: an item is raised an item is cleared an item is assigned to me

You may be notified of tracking items raised for the following rules created by the administrator. Note that for rules with emergency notifications, your personal notification preferences will be overridden and you will always be notified immediately when a tracking item is raised for that rule.

Appointment Availability

Office Hours:

- From the Home tab or the Appointments tab, click on Office Hours (Creation of Office Hours allows students assigned as your advisees to schedule an appointment with you)



Note: If you are an Instructor and an Advisor, you can set up a different set of office hours for your students in class vs your advisee students. Use “Office Hours” for the title of your Instructor/student appointments and use “Advising Hours” for the title of your Advisor/student appointments and enter Instructions for each so the right students sign up. **Also, choose the appropriate Appointment Type for each (Advising or Office Hours).**

Add Office Hours

Never Mind
Submit

*** Title**

*** What day(s)?** Weekly Repeats every 1 week(s)

Repeat on: Mon Tue Wed Thu Fri Sat Sun

*** What time?** 2:00 pm to 4:00 pm

*** Where?** CHHS 103

*** Office hours Type** Scheduled Appointments Only

Only take scheduled appointments

*** How long?** 30 minutes minimum appointment length

30 minutes maximum appointment length

*** Appointment Types** Select the types of meetings you will have in these office hours.

Advising

Availability Open to All Stude

DO NOT USE (CLAS Advising Center ONLY)

DO NOT USE (UAC)

DO NOT USE College of Business Advising Center

Office Hours

Instructions

Start/End Date

Start Date: 01-18-2016 📅

End Date: On Date 05-06-2016 📅

Appointments

Appointments tab:

- If your Starfish calendar is synced with Google calendar (see **Email Notifications** section), details from your Google calendar are visible (It takes an average of 1 minute for new details on your Google calendar to update in Starfish)
- **Monthly Calendar** on the left indicating office hours with the dates highlighted in bold
- **Office Hours** tab for setting up availability for student appointments
- **Appointment** tab to make an appointment with a student
- **Group Session** tab allows for multiple students to schedule a group session with you
- **Scheduling Wizard** tab allows the set-up of multiple types of Office Hours at one time for peak periods
- **Reserve Time** tab allows you to remove availability of Office Hours without having to edit or delete the entire block of Office Hours

The screenshot displays the Starfish Appointments interface. At the top, there is a navigation bar with tabs for 'Home', 'Appointments', 'Students', and 'Services'. A search bar for students is located to the right of the 'Services' tab. Below the navigation bar, there are buttons for 'Office Hours', 'Appointment', 'Group Session', 'Reserve Time', and 'Scheduling Wizard'. The main calendar view shows a grid with time slots from 11:00 am to 5:00 pm. The calendar is set to 'Day' view and shows the dates from Monday, May 30, to Friday, June 3, 2016. The time scale is set to '5 day'. The calendar shows several events: 'Lunch (1:00 pm)' on Monday, Tuesday, Wednesday, Thursday, and Friday; 'Lunch (12:30 pm)' on Tuesday; 'Starfish Admin Meeting (1:30 pm)' on Tuesday; 'Busy (3:00 pm)' on Tuesday; and 'Advising Hours' on Thursday. A 'Today' button is visible in the left sidebar.

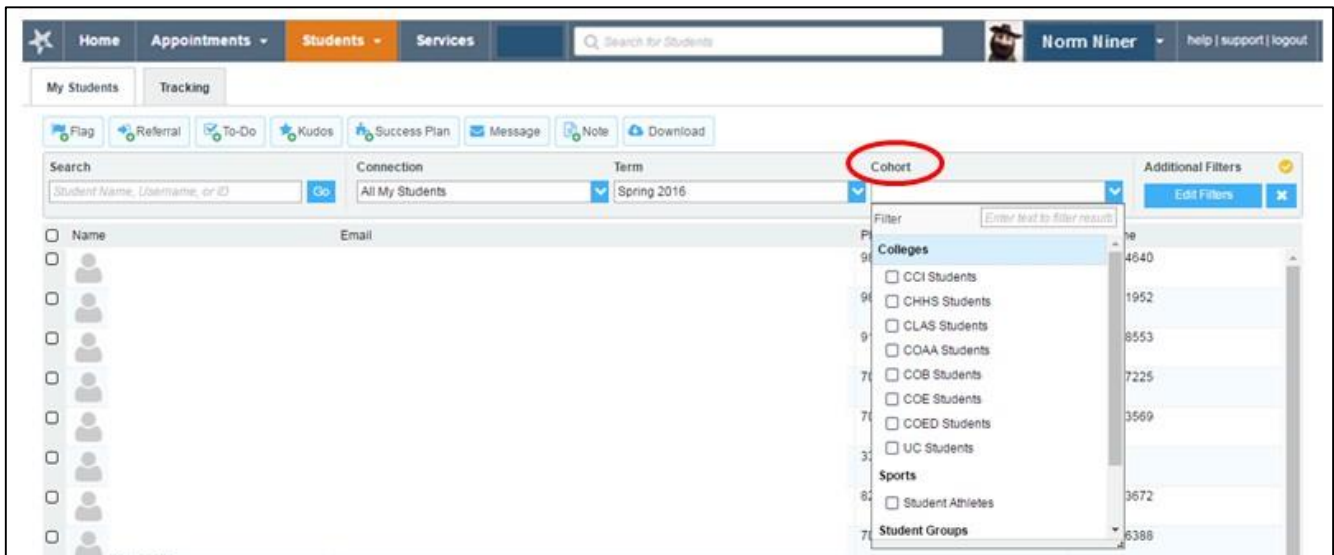
Students

Students tab:

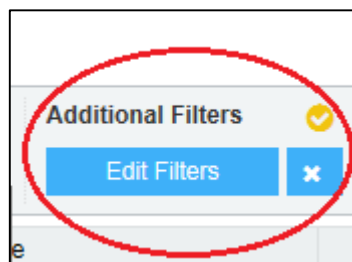
- View options by My Students, Tracking (Flags, Kudos, Referrals, etc.) or by Attendance (feature not generally being utilized by instructors)
- My Students include all students associated with you within Starfish. Roles that include faculty/staff that need all student access will see all active students at the University under this category view.
- Additional Search bar allows you to search for students within these groups by name, ID, or username.

- Connection drop down box allows you to sort groups of students connected to your specialized role. (Ex: selecting Major Advisor will show you all of your assigned advisees under that category in Banner)

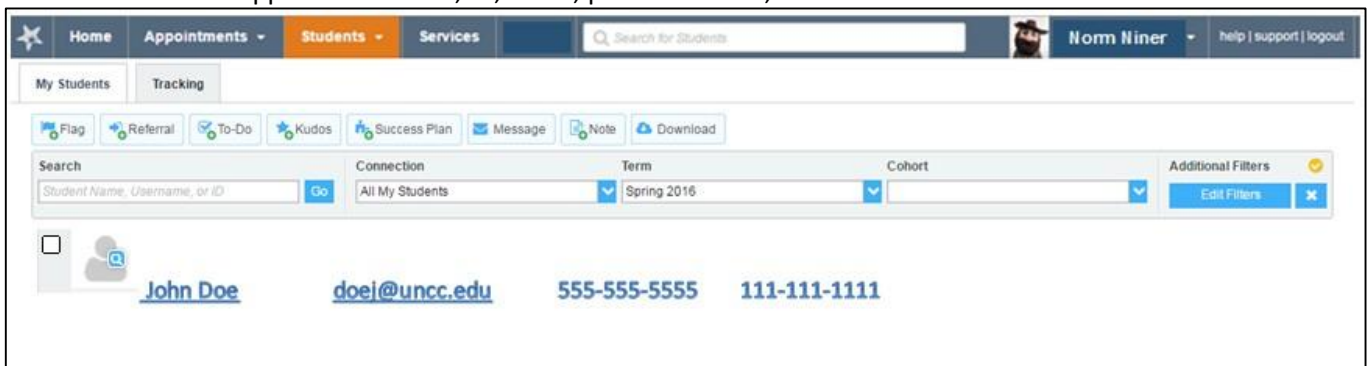
Users with all-student access can utilize cohort filtering to sort students based on established cohorts (Ex: UC Students are all currently enrolled undergraduate student assigned to University College).



Additional Filters allow you to continue to sort for or within student groups. Filters will remain active even when logging out. You must remove the filter to get a list of all students again. Click the blue X or remove the Cohort check mark to remove filters.



List of students will appear with name, ID, email, phone number, and cell number:



Checking the top box allows you to check box all names listed on the page in order to perform simultaneous action on the students with a check mark. This can include raising referrals, creating a success plan, sending messages, creating a note, etc.

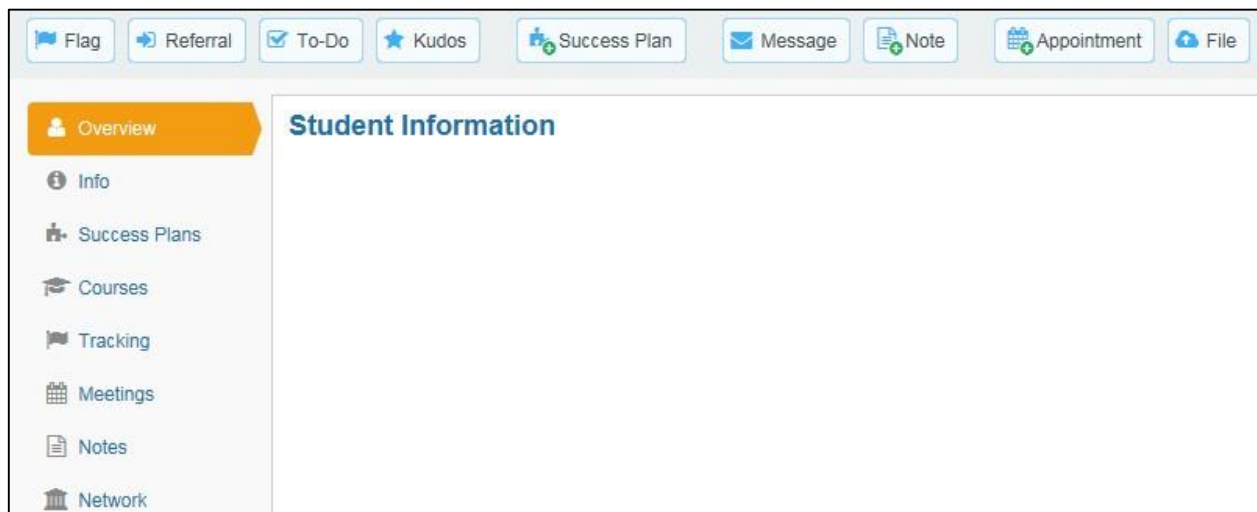


At the bottom of the page, it indicates the total number of pages on the left and total number of students on the right within the pages. (Make sure you click the top of each page to capture all the students in order to perform a single action like sending a message. Only up to 25 students are listed per page.)



Student Folder:

- Clicking on a student's name in Starfish will take you to their Student Folder page that contains:
 - Overview:** Academic Profile
 - Info:** High School/Admissions Information
 - Success Plans:** Success Plans raised by Academic Advisors
 - Courses:** Current and future enrolled courses
 - Tracking:** Flags, Kudos, Referrals, and To-Do Items
 - Meetings:** Appointments the student has had
 - Notes:** All types of notation, comments, and messages made to the student record
 - Network:** List of advisors assigned to the student



- Clicking on the tabs over the student information tabs allows you to perform functions on the student's record:

Flag: Faculty/Staff/Advisors can raise a flag for items of concern (attendance, missing assignments, etc.). Students will receive a message on Starfish and their UNCC email account notifying them that a flag has been raised. Comments can be included with flags, and it is recommended to include next steps for the student in this area.

Referral: Faculty/Staff can refer students to various student support services

To-Do: For students participating in various programs (49er Rebound)

Kudos: Positive performance in class

Success Plan: Raise a specific departmental success plan for the student

Message: Send a message to the student (when sending a message via Starfish, you will be able to tell when the student reads the message)

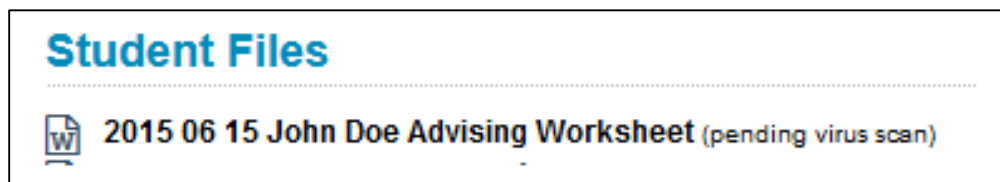
Note: Make Advising Notes by selecting the Note Type "Advising Notes"

Appointment: Manually make an appointment with the student

File: Upload documents (save documents to begin with the date before uploading)

Ex. 2015-06-15 John Doe Advising Worksheet

When saving student files, please start the file name with the date (year-month-day) for reference purposes (Ex. 2015-06-15 John Doe Advising Worksheet)



ADVISING NOTES – STANDARDS AND GUIDELINES

The recording of accurate advising notes after meeting with a student is considered “best practice” in academic advising. A history of the information discussed will assist advisors who work with the student in the future. In addition, if a dispute should occur in the future about a previous advising encounter, the advising notes will serve as documentation of the advice given to the student. Advising notes can assist the advisor in keeping track of the advising learning outcomes the student has mastered. These notes are considered part of a student’s educational record. Therefore, students can obtain copies if they request, just as they can now. The advising notes should always DESCRIBE the meeting with the student, but should not be written as an evaluation of the advising session. Examples of appropriate and inappropriate notes follow.

(Source: www.missouristate.edu/assets/advising/AdvisingNoteGuidlines.doc)

1. Include notes that will help the student.

- Student should remember to take Math placement exam prior to registration Spring semester.
- Asked student to bring list of possible courses for next semester to our advising session.
- Reminded student to get transcripts from OTC sent to the Admissions office to avoid being encumbered at registration.
- Student did not come to scheduled appointment. Needs to reschedule as soon as possible.
- Discussed importance of repeating CHEM 1251 and PSYC 1101 in spring semester.

2. Include notes that will help future advisors understand the student or the advice that you gave.

- Encouraged student to enroll in MTH 130 because of interest in Elementary Education.
- Student took GST 170 out of interest even though he already has credit for PSY 121. Understands GST 170 will be elective.
- Explained general education courses and special requirements for COBA students.
- Student intends to go to MSSU in Dental Hygiene. Enrolled in prerequisite courses for admission

3. Include list of courses approved, along with alternatives.

- We agreed to the following 14 hours for Spring semester: MTH 135, PED 100, COM 115, PSY 121, PLS 101. Will use HST 122 as alternative for PLS 101 and ANT 125 as alternative for PSY 121. GRY 100 would be good general alternative.
- Summer classes we discussed were BIO 102 and IDS 117 for six hours. Will take CHM 107 if BIO fills.

4. Include notes that will facilitate the relationship with the student.

- Encouraged student to make an appointment to come see me after mid-term grades are posted.
- Reminded student to make appointment well in advance of her registration date for Summer and Fall.
- We agreed to meet once a month during the spring semester to monitor progress.
- Commended student for excellent grades last semester.

5. Include possible consequences of not following advice given.

- Discussed need to take MTH 103 during Spring semester so MTH 135 can be taken in Fall and student can be admitted to degree program before reaching 60 hours. Explained degree encumbrance if this is not done.
- Student wants to enroll in 18 hours. Cautioned regarding heavy academic load.
- Reminded student to finish 30 hours for the academic year in order to keep scholarship.

Questions? Email StarfishHelp@uncc.edu for support.

6. Include referrals of a non-sensitive nature.

- Encouraged student to see Dr. Catau about possibility of getting general education credit for some transfer courses.
- Encouraged student to make appointment with career counselor/center.
- Student is interested in becoming a SOAR leader; referred to SOAR office about application process.
- Student should see Ms. Jane Doe to discuss Veteran's benefits.

7. Include comments that help you in future interactions with student. (Perhaps in helping students with reference letters or scholarship applications.)

- Student was well prepared for advising session. Had tentative schedule already worked out.
- Student has consistently expressed an interest in attending dental school at UMKC.

8. Exclude your subjective judgments about the student, especially when they are negative. (In some cases, may wish to use personal files. In most cases, should probably omit altogether.)

- Student is not motivated to succeed in classes this semester.
- Student struggling in all classes; I think he would have been better off at community college.
- I doubt student's ability to succeed in this major.

9. Exclude referrals of a sensitive or personal nature. (May wish to use personal notes, of which you will be Sole Proprietor.)

- Recommended student seek psychological assistance through the Counseling Center on campus.
- Referred student to the Learning Diagnostic Clinic for testing. I suspect a learning disability.
- Asked student to confer with Katheryn Staeger-Wilson about difficulty getting accommodations for visual disability.
- Student will see Dean Earle Doman about experiences of being stalked by ex-girlfriend.
- Student plans to appeal the grade he received in his Psychology class last semester.

10. Exclude comments regarding student's instructors, especially when they are negative. (May wish to use personal notes, of which you will be Sole Proprietor.)

- Student is having a personality conflict with COM 115 instructor.
- Student is considering dropping HST 122 because of a problem with the professor.
- Student indicated that she is considering filing a sexual harassment charge against her Political Science professor.

11. Exclude personal concerns of the student. (May wish to use personal notes, of which you will be Sole Proprietor.)

- Parents are going through a divorce this semester.
- Student was assaulted earlier this academic year.
- Sister has cancer; student is having a very difficult time staying focused on academics.
- Student has to go to court next week; will miss classes.
- Student shared problems she is having with motivation and time management.