

## FAQ for Faculty/Staff

### How do I log into Starfish?

Click [here](#) to view the Faculty Getting Started Guide.

### How do I set up my Starfish Profile?

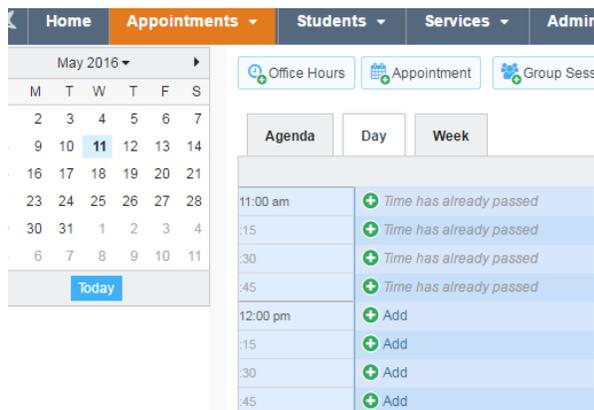
You can view instructions on how to set up your profile by viewing the Starfish "[Faculty Getting Started Guide](#)" (page 3).

### How do I set up appointment times/office hours/group sessions?

Be sure to first set up your Starfish Profile prior to setting up your availability for appointments. Once your preferences are set in your profile, you can now set up your availability. You can view step by step instructions as well as learn more about the differences between appointment times/office hours/group sessions on the Starfish "[Faculty Getting Started Guide](#)" (page 6).

### How do I make an appointment for a student?

You will first need to make sure you have availability posted in Starfish. Then select the time slot you wish to make the appointment for by clicking **Add**.



The screenshot displays the Starfish interface. At the top, there are navigation tabs: Home, Appointments (selected), Students, Services, and Admin. Below the tabs, there is a calendar for May 2016. The calendar shows the days of the week (M, T, W, T, F, S) and the dates. The 11th is highlighted. To the right of the calendar, there are buttons for Office Hours, Appointment, and Group Sessions. Below these buttons, there are tabs for Agenda, Day, and Week. The Agenda view shows a list of time slots from 11:00 am to 12:45 pm. The first four slots (11:00 am, :15, :30, :45) are marked with a green plus sign and the text "Time has already passed". The remaining four slots (12:00 pm, :15, :30, :45) are marked with a green plus sign and the text "Add".

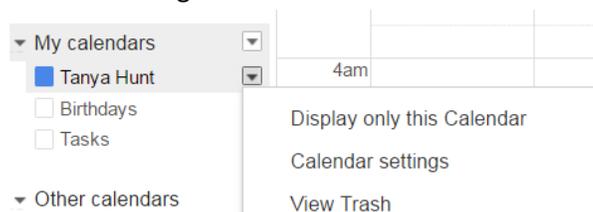
Enter the student's name, choose the location as well as the reason and click **Submit**. This will then place the appointment on your calendar, the student's calendar, and will email the student a notification of the appointment.

### How do I cancel an appointment?

View your calendar in Starfish and find the appointment you wish to cancel. Then using your mouse, hover over the date and you will see an option to **Cancel** the appointment. You will then get a pop up box in which you can enter in a message that will be sent to the student notifying them that the appointment has been cancelled. Then hit **Submit** to process the cancellation.

### How do I sync my Starfish calendar with my Google calendar?

- In order to sync your calendars, first go into your Google calendar.
- On the left you will see your name, click on the drop down arrow beside your name and go to Calendar Settings.



- Scroll down and you will see **Private Address**. Click on the ICAL icon.

Private Address:  
[Learn more](#)

**ICAL**  
 This is th

- The URL for your calendar will pop up. Copy this link.
- Go into Starfish and click on your name to open the **Profile** → then **Email Notifications**.
- Check the box for “Read busy times from my external Google calendar”; paste the link you copied for Google Calendar.

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

paste the link here

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

- Click **Submit**.

## How do I see my students?

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. You can also filter out students with particular Tracking items (Flags, Kudos, Referrals, To-Dos). To view step by step instructions on how to view the students you are associated with in Starfish, see the Starfish [“Faculty Getting Started Guide” \(page 8\)](#).

## What information can I see for students in Starfish?

**Overview:** Academic Profile

**Info:** High School/Admissions Information

**Success Plans:** Success Plans raised by Academic Advisors

**Courses:** Currently and future enrolled courses

**Tracking:** Flags, Kudos, Referrals, and To-Do Items

**Meetings:** Appointments the student has had

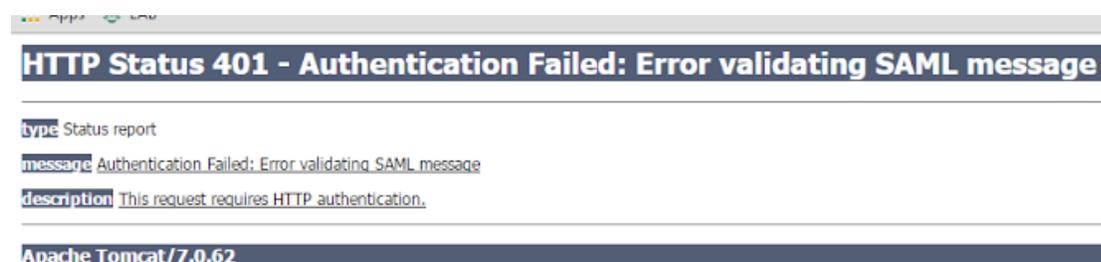
**Notes:** All types of notation, comments, and messages made to the student record

**Network:** List of advisors assigned to the student

## How do I raise a flag for a student?

See the Starfish [“Faculty Getting Starfish Guide” \(page 10\)](#) for steps on how to raise the flag as well as view an example of the email that the student will receive after a flag is raised.

## I received an Authentication Error when trying to log into Starfish, what do I do?



Make sure you are using Google Chrome or Internet Explorer and then close out the tab/browser you are using and try again. If it doesn't work, try using another browser and if the problem still persists, try to restart your computer.

Additional Questions? Email [StarfishHelp@uncc.edu](mailto:StarfishHelp@uncc.edu) for support.