Logging into Starfish

From the UNC Charlotte homepage, go to the 49er Express login.

Enter your Niner Net username and password credentials.

The 49er Express portal will come up. Click on the word Starfish and enter your Niner Net username and password credentials.

Questions? Email StarfishHelp@uncc.edu for support.
Starfish Faculty/Staff Dashboard

New user display:

- **Office Hours Set Up** (Recommend setting up **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** (Search for a student by name, ID, or username)
- **User Name** that connects to **User Profile**
- **help/support** options to Starfish resources (please email StarfishHelp@uncc.edu with questions)

• **Appointments** area: lists 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. Since we have given most advisors an “all student” relationship, this area is less useful as it will show tracking items for all students, not just the ones that you advise.
• **Flags I’m Managing** list all flags raised on students you have permissions to manage.

Questions? Email StarfishHelp@uncc.edu for support.
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 is 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 is 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.
**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)

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**Basics**

Please choose your default settings for your office hours blocks. You can change these whenever you add a block of office hours.

- **Minimum Appointment length**: 30 minutes
- **Scheduling deadline**:
  - None
  - 5:00 PM: the day before the office hours
  - 9:00 AM: the day of the office hours
  - 24 hours before the office hours
- **Allow drop-ins after deadline has passed**: [ ]

**My Locations**

Enter locations for your meetings with students. Meetings can be in an office, online, over the phone, or anywhere else you like.

<table>
<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 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>

**Calendar Managers**

Select people to manage your calendar. Calendar managers can add and edit your office hours and schedule and edit appointments in your calendar.

| Calendar Manager | Brown, Sarah |

Questions? Email StarfishHelp@uncc.edu for support.
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:

![Email Notifications Tab](image)

**Appointments Notifications**

- Planning Reminders: Options to send a separate email reminder or one reminder for all appointments.
- Send Planning Reminders: Time and day selection.
- Appointment Alerts: Set to 15 minutes before the start of appointments.
- Send 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

**Tracking Item Notifications**

- Send a summary email of all tracking item activity:
  - Daily at 8:00 AM
  - Weekly on Monday at 8:00 AM
- Send an immediate email whenever:
  - An item is raised
  - An item is cleared
  - An item is assigned to me

Questions? Email StarfishHelp@uncc.edu for support.
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

Title: Advising Hours

What day(s)?
Weekly ▼ Repeats every 2 ▼ week(s)
Repeat on: [ ] Mon [ ] Tue [ ] Wed [ ] Thu [ ] Fri [ ] Sat [ ] Sun

What time?
2:00 PM to 4:00 PM

Where?
Note: You may select more than one location to give students a choice.

[ ] Colvard 2200
[ ] Atkins 146

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 □ DO NOT USE (UAC)

Instructions
Start/End Date

These will be sent to anyone who makes an appointment.

Questions? Email StarfishHelp@uncc.edu for support.
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
Students

- 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)
Cohort filtering allows you 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
  - **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

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**Student Information**

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

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Questions? Email [StarfishHelp@uncc.edu](mailto:StarfishHelp@uncc.edu) for support.
Referral: Faculty/Staff can refer students to various student support services
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)

In order for files to be in chronological order, they need to be saved as Year-Month-Day or they are listed in alphabetical order by default.

**Student Files**

| 2015 06 15 John Doe Advising Worksheet (pending virus scan) |