

## 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. It also allows your students to easily book an appointment with you or someone else who can help.

Getting started is easy. Accessible through your existing systems (often your Learning Management or Student Information system), Starfish will automatically display all students that you have been assigned or are enrolled in your courses.

There are two primary locations where you can find a Starfish login link. These include Canvas and the LETU Starfish web page. When logged in to Canvas and within your class’s profile, in the left-hand side column, you should be able to see a Starfish link. Direct links to Starfish and the LETU Starfish Web Page are also included below:

**Starfish:** <https://letu.starfishsolutions.com/starfish-ops>

**LETU Starfish Web Page:** <https://www.letu.edu/online-and-graduate-students/starfish.html>

From there, you can raise flags about students, review flags that have been raised about your students, and provide additional information.

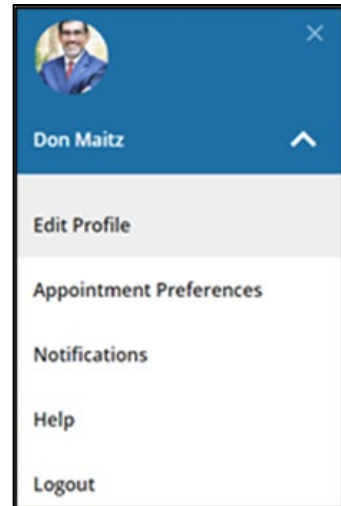
This guide highlights the steps for completing four common tasks in Starfish:

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## Setup your Profile

Some of your profile, such as your contact information, is imported from your LMS or SIS.

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



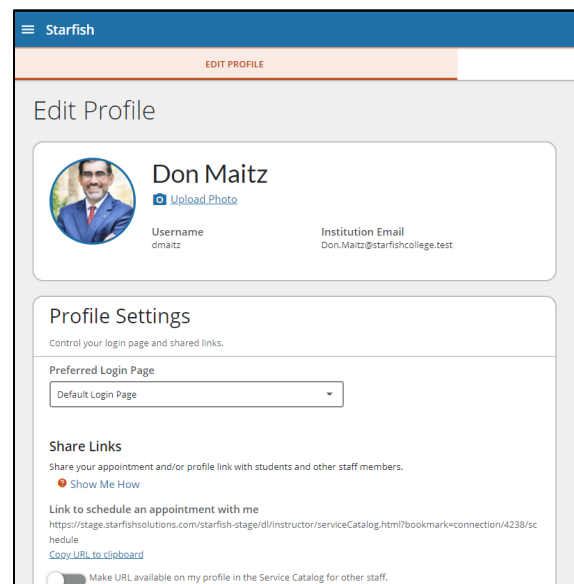
2. Help students put a face to your name by using the **Upload Photo** link beneath your existing photo or placeholder to upload a photo. Browse to a photo file (.jpg, .png, or .gif), and then click the **Upload Now** button to update your photo.

3. Select the **Preferred Login Page** from the dropdown.

4. Toggle the **Share Links** option(s) if you would like to share your appointment and/or profile link with students and staff.

5. View and update your **Contact Information**.

6. 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.



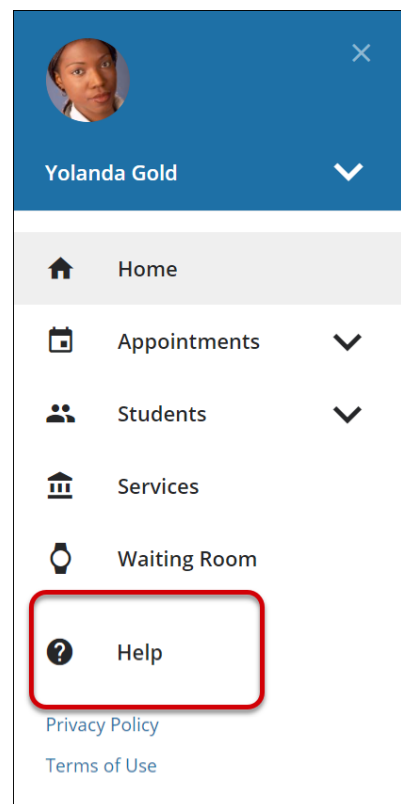
7. Add information to the **About** section to let students know a bit more about you.

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

8. Click the **Submit** button to save your changes.

The screenshot shows the 'About' section of a Starfish profile. At the top, it says 'About' and 'Customize your Biography and General Overview'. There are three main sections: 'Title' with an empty text box and a note 'Will display to students to help them identify your services.'; 'My Biography' with a text box containing the example text 'I spent 15 years in industry after receiving my PHD. Much of it was with the Smithsonian and the US Government.'; and 'General Overview' with a text box containing the example text 'I welcome students to my office. I often help with career discussions, internships, and graduate school selection. Of course, I will gladly help you with assignments and papers as well.'

**Notes:** For more information and additional profile settings, reference the Starfish Help Center.



## Setup your first Office Hours block

The screenshot shows the Starfish Office Hours Setup Wizard. At the top, there is a search bar for students and a system announcement about course approvals. The main content area is divided into two columns. The left column contains introductory text about Starfish and a note about email notifications. The right column contains the wizard steps: 1. What day(s) do you have office hours? (with checkboxes for M, T, W, T, F, S, S), 2. What time are your office hours? (with start and end time input fields), and 3. Where are they? (with a dropdown for Type, an input field for Details, and an input field for Instructions). At the bottom, there is a checkbox to show the setup page again next time and two buttons: Close and Set up Office Hours.

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 Hours**”, and then click the **Close** button.

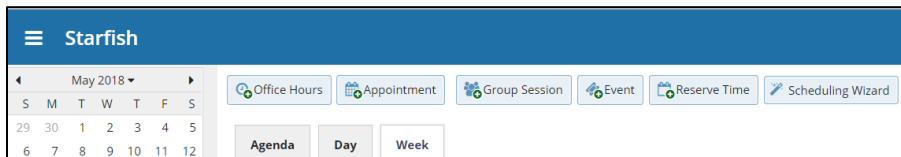
If your office hours are different week to week, follow the “**If your office hours don’t repeat weekly, [click here](#)**” link.

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.

**Notes:**

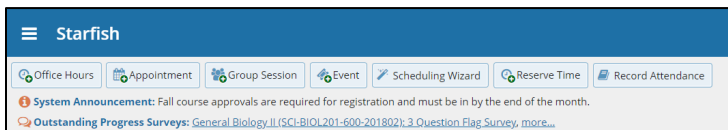
To setup additional office hours or make any changes, use the buttons on your **Home** or **Appointments** page to **Add Office Hours**, **Add Appointment**, **Add Group Session**, **Event**, **Reserve Time** or use the **Scheduling Wizard**.



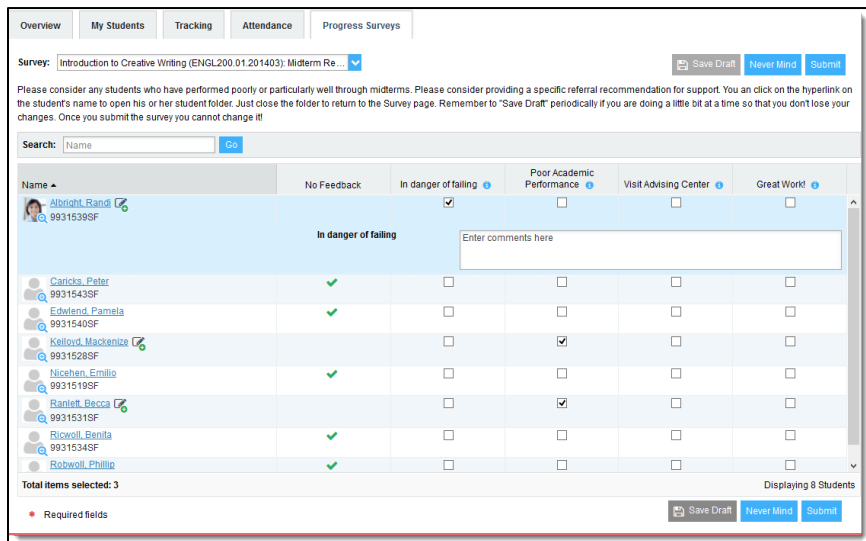
## Respond to a Progress Survey for your Students

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).



The selected survey opens, listing your students on the left, and items you may raise across the top.

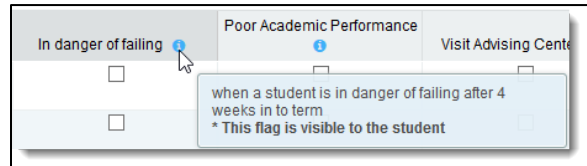


2. Check the box for each desired item/ student combination.

Click the comments icon (🗨️) to open a text box for your notes.

Click the information icon (ℹ️) associated with an item to verify whether the student can view the flag and related comments.

3. Click the **Submit** button *only* when you are finished providing feedback. The items you selected will be raised on your students when you submit the survey.



**Important**

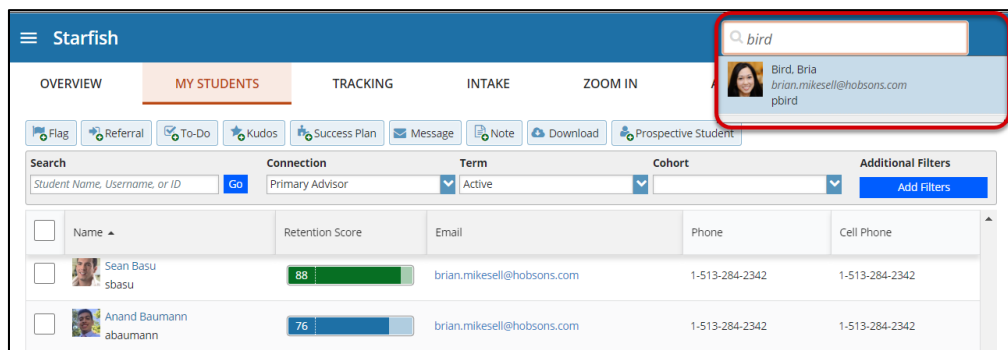
Once you have submitted the survey you will not have an opportunity to add to or undo the items you raised. Use the **Save Draft** option if you are not ready to submit your survey.

**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.

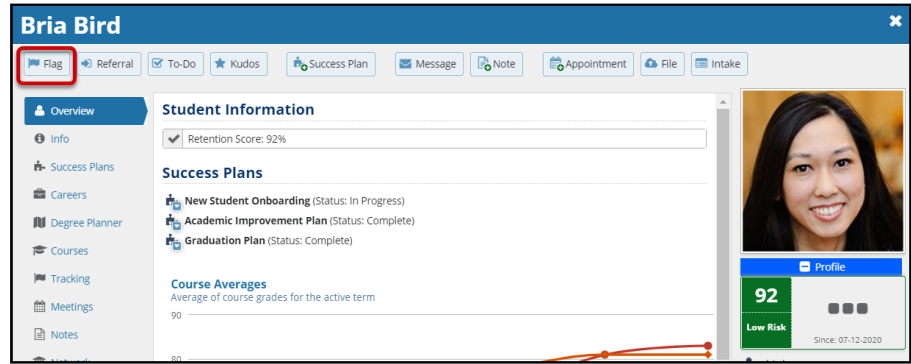
## Raise a Flag on one of your Students

When you have a concern with a 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.

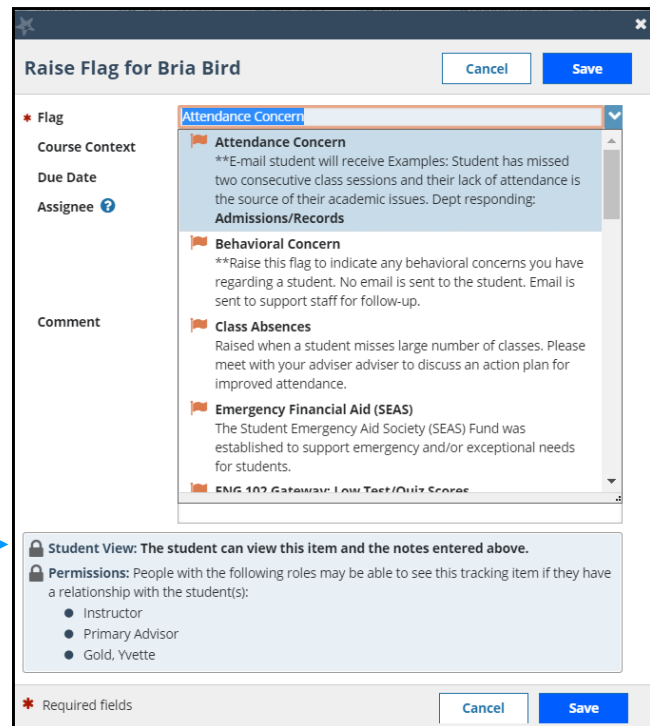
5. Select the desired **Flag** from the list.
6. If relevant, select a course from the **Course Context**, drop down list, and enter notes in the **Comment** box.

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.



## 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 **Notifications** tab of your **Profile** to modify details of how and when you receive these notifications

### How do I get more detail on a student?

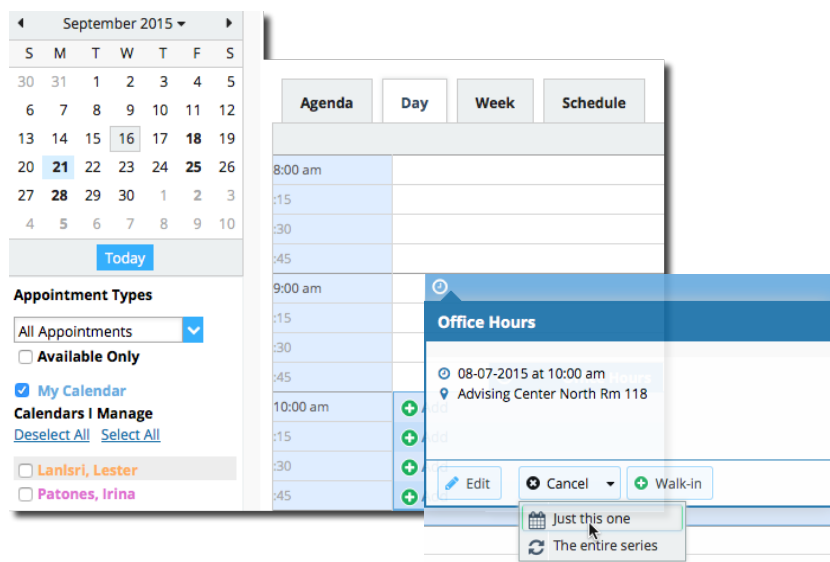
Click the hyperlink associated with the student’s name wherever you find it to reach the **Student Folder**. (e.g. in the student list, on an appointment, or in a progress survey).

### 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.

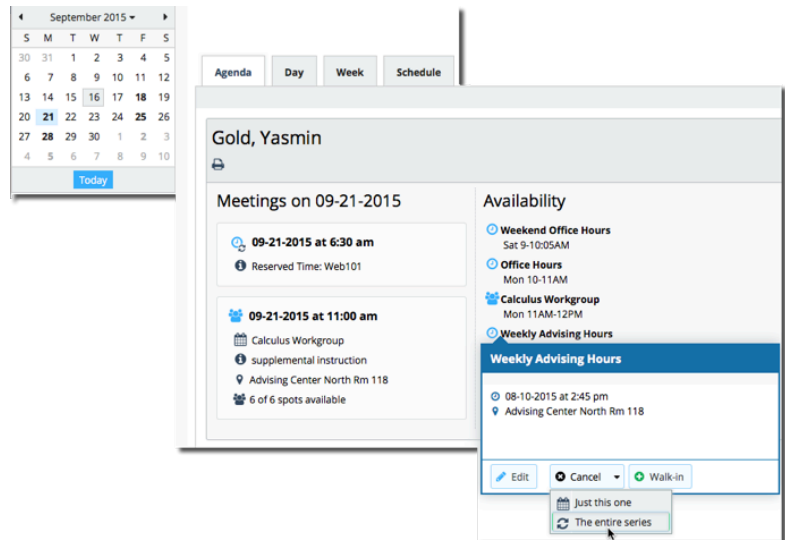




## Cancel a series

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”)



## What if I need more help?

For technical issues, contact the IT Service Desk at (903) 233-3500. For all other questions, please email [Starfish@letu.edu](mailto:Starfish@letu.edu).