Welcome Faculty and Administrators!

Student Success Network, powered by *Starfish*, gives you a convenient way to set up office hours so that your students can make appointments with you and let you know why they want to meet.

Getting started is easy. Begin by logging into my.newschool.edu and then select the faculty or employee tab. There is a "login" button under the Student Success Network heading that will take you directly to Starfish, if you have pop-ups enabled. After you set up your profile, your assigned or enrolled students will automatically be displayed. From there, you can begin to raise flags about students, review the status of flags that you have raised about your students, and provide additional information.
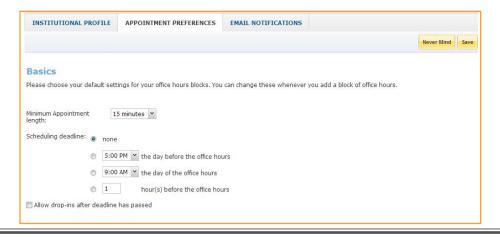
Complete Your Profile

Some of your profile, such as your contact information, is automatically populated. Other parts of your profile, such as your cell phone number, can be entered by you.

- Click on your name in the upper right hand corner.
- You can choose the default page you want displayed when you log in.
- Enter an alternative cell or phone number, if you wish to share them with students.
- Complete the General Overview and My Biography sections, if pertinent.
- Click the Save button.

Appointment Preferences

Go to your Profile and then click on Appointment Preferences to configure your preferences.

- Under Basics, select the default minimum appointment length; the scheduling deadline of when students may add an appointment into the system; and whether a student may drop in if they were unable to make an appointment online.
- Go to the My Locations box in the middle of the screen and enter the location where you will meet with students. You can put in several locations and different locations to your hours.
- If you wish to allow someone to manage your Starfish calendar, go to the Calendar Managers box and click the Add Calendar Manager button. Then type in the person's name and click the Add button.
- Click the Save button.

INSTITUTIONAL PROFILE	APPOINTMENT PREFERENCES	EMAIL NOTIFICATIONS

Never Mind   Save

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: [15 minutes ▾]

Scheduling deadline: ◉ none
　　　　　　　　　　　 ○ [5:00 PM ▾] the day before the office hours
　　　　　　　　　　　 ○ [9:00 AM ▾] the day of the office hours
　　　　　　　　　　　 ○ [1] hour(s) before the office hours

☐ Allow drop-ins after deadline has passed

Set up Your First Appointment Time Block

On your first visit, the system will walk you through setting up your available appointment times, which Starfish refers to as "Office Hours." This step enables a student to then schedule time with you during the times you select.
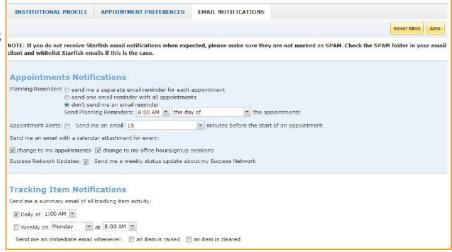
- Indicate the day(s) you are available to meet with students.
- Specify the start and end time for the day(s).
- Set the location of the appointment time. You will be able to setup multiple appointment time locations in your profile later. Enter details such as building, room number or phone number.
  You can also enter special instructions.
- Click the Set up Appointment Time button.

Office Hours Setup Wizard
If your office hours don't repeat weekly, click here.

Go ahead and get started by adding one time block for now! You can always add more later.

1. What day(s) do you have office hours?
☑ M ☐ T ☐ W ☐ T ☐ F ☐ S ☐ S

2. What time are your office hours?
[Enter Start Tim] to [Enter End Time]

3. Where are they?
Type: [in an office ▼]
Details: [Enter an office location]
Instructions: [Knock once and enter]

☑ Show me this Office Hours Setup Page again next time I login if I don't have any Office Hours

[Close] [Set up Office Hours]

Email Notifications

Go to your Profile and click Email Notifications to configure how often you receive emails about new appointments, appointment reminders and other notifications. Emails are sent from studentsuccess@newschool.edu.

- Under Appointment Notifications, set your preferences for when you want to be notified of new appointment sign-ups.
- You may opt to receive Appointment Alerts at a specified amount of time before the start of a session.
- Under Tracking Item Notifications, select how often the system will email you a digest of flag activity for your students.
- Under the Tracking Item Notifications is a list of Flag Rules that you may be notified of in your digest.
- Click the Save button.

INSTITUTIONAL PROFILE   **APPOINTMENT PREFERENCES**   **EMAIL NOTIFICATIONS**

[Never Mind] [Save]

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 me one email reminder with all appointments
◉ don't send me an email reminder
Send Planning Reminders: [8:00 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
Success Network Updates: ☑ Send me a weekly status update about my Success Network

Tracking Item Notifications
Send me a summary email of all tracking item activity:
☑ Daily at [1:00 AM ▼]
☐ Weekly on [Monday ▼] at [8:00 AM ▼]
Send me an immediate email whenever: ☐ an item is raised ☐ an item is cleared

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Recording the Outcomes of Appointments

The Outcomes sub-tab is available on appointments at any time. You should record outcomes after each session with a student or students.

- Click the icon to view an appointment.
- For the comments, enter the topics covered that day and each student's progress. Note: Any comments entered are disclosable to the student under FERPA.
  - For some common reasons for meeting with students, the speed notes tab may appear. You can click off any topics discussed.
- If you wish to share the outcome with the student, check the "Send to student box". Please note that the system does not include your name or the appointment information in the email. You should include this information under "Comments."
- Check the box if the student did not show up to the session.
- Click Submit.

Frequently Asked Questions

- How do I edit or cancel my appointment time?

To setup additional appointment times or make any changes, click Appointments at the top of any page. Here you will find links to Add Appointment Time, Add Appointment and Add Group Session. Or, use the Scheduling Wizard to map out your availability for an entire week or the entire term.

Edit and cancel options will be shown when you click the icon on your dashboard or calendar. When you click on Cancel, select Occurrence to change just the selected week's office hours.

- What information is available on a student?

Anytime you see a student's name as a hyperlink, in an email, or on your dashboard, this hyperlink takes you to the student's folder.

The student folder contains a) the student's contact information, b) any appointment history with you, c) notes recorded by you or shared with you, and d) flags that you have raised in Starfish for that student.

Having trouble? Want to learn more?
Contact studentsuccess@newschool.edu