Using Starfish to Schedule Appointments

The online appointment scheduling feature in Starfish is a great tool for faculty, staff and students. Faculty and staff designate the times they are available for appointments and then notify their students via email with instructions on scheduling appointments. Students then log into their Starfish accounts to schedule their advising appointments. This document provides faculty and staff with the information they need to view their Outlook calendar in Starfish, the process to set up appointments in Starfish, the instructions to send to students, and additional information to make this process easy to understand and use.

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The instructions above require you to access Starfish, by logging in to Blackboard and clicking on the Starfish link.

Revised 3/31/22

Questions about using the Starfish scheduling system should be directed to the MSU Starfish Coordinator, Tammy Wolf, at 701-858-3360 or tammy.wolf@minotstateu.edu.
Share Outlook Calendar with Starfish (complete this once)

Starfish will communicate with your Outlook calendar allowing you to view your Outlook appointments on your Starfish calendar. Access to your calendar in Starfish makes it easier when setting up your available appointment times and lessens the chance for double booking appointments.

Calendar Sharing From Email via your desktop:
Click on Share Calendar. Click on Add, type in MiSU Starfish, click on Add and click OK. Make sure permissions are set to View All Details.

Calendar Sharing From Email via web access:
Click on Share. Type in MiSU Starfish, click Search People, select MiSU Starfish (NOT MiSU Starfish Team), click on Share. Make sure permissions are set to View All Details.

Please note:
Calendar sharing will not take effect until your email notification preferences have been set within Starfish (page 4).
Student View of Appointment Options

Students will not see your calendar when making appointments. They will only be offered available times.

Schedule Appointment

Gary Ross
Instructor

What day and time works for you?

08-06-2018 → 08-10-2018

Tuesday, August 07
8 available

- 9:00 am - 9:15 am
  Multiple appointment locations
  15m

- 9:15 am - 9:30 am
  Multiple appointment locations
  15m

Friday, August 10
8 available

- 7:00 am - 7:15 am
  Multiple appointment locations
  15m

- 7:15 am - 7:30 am
  Multiple appointment locations
  15m

SHOW MORE TIMES
Set Up Appointments

Set Appointment Preferences

The following steps are not necessary every time you create new appointment times, if your preferences and locations remain the same.

Start by clicking on the three lines by the word Starfish.

1. Click the drop-down menu by your name and choose Appointment Preferences.
2. Choose the Minimum Appointment length. The minimum appointment length defaults to 15 minutes. Please change to your preferred appointment length.
3. The scheduling deadline requires students to make an appointment in advance with the number of hours designated by the advisor. Determine your preference for the scheduling deadline and choose the appropriate radio button. The scheduling deadline defaults to none.
4. Add your locations by clicking the green plus sign in front of Add Location. You may wish to add options for both phone and in-person appointments. The student will be shown only one location (Office is the default) but students may change the location if more than one option is available. Information entered under the Name field is what the student will see when selecting a location option (*). Information entered under Instructions is included in the student’s appointment confirmation email but will not be seen by the student when choosing the location. Please note that if you would like to set up hours for specific classes/groups of students, you should enter that in the Name slot of the location as this is what students will see. Using the name of the class/group in the Scheduling Wizard as the Title (as seen on page 6) does not show to the students, only you can see the Title on your calendar.
5. Click Submit.
**Set Email Notification Preferences**

The following steps do not have to be completed every time you create new appointment times, if your preferences remain the same.

Click the Email Notifications tab to set your appointment notifications. Check the box – Read busy times from my external Exchange calendar – this can’t be completed until after you have shared your Outlook calendar with Starfish (see page 2 for instructions). Click Submit when finished.
Select Available Appointment Times

You must set up appointment times for students to schedule appointments with you. Continuing updates of your appointment availability are necessary as your schedule changes or additional appointments are needed.

You may schedule your appointment times either by using the Scheduling Wizard icon or the Office Hours icon. The Scheduling Wizard allows individualized appointment times and the Office Hours allows for repeat days and times. Click on the Appointments tab, then click on whichever icon you choose to schedule with.

Enter the Title for your appointment, noting that you are the only one who will see this – not the student. Click the boxes to allow where your appointments will take place. You may make all options available or be selective. Indicate the minimum and maximum appointment length. Add any instructions that are pertinent (see examples below). The instructions will not appear when the student is making the appointment but will be emailed to the student after the appointment has been made. Select the Appointment Type(s) you want – your relationship with the student dictates who can make appointments for each type (i.e. you may wish to have specific times for advisees and other times for your classes). If using this feature for appointments with students in your class, select Instructors. Click Next.

Include instructions students should be aware of! These are topics you might consider!
The Scheduling Wizard will take you to another page where you will enter the start and end time for all available hours, navigating dates with the arrows. Click Finish.

A dialogue box will appear stating you have added the blocks. Click Finish and the appointments will show on your Starfish calendar.
You will receive emails with calendar attachments asking you to accept these appointments on your Outlook calendar.

Hi Heather Martin,

We're reminding you that you have scheduled the following office hour block.

Title: PIO Advising
When: Thu Nov 18 10:30AM
Where: Old Main, Room 211, 789-9889-2946
Instructions:
Please follow all instructions that were sent to you in the PIO email to prepare for your advising appointment. If you will be meeting in person, please arrive 10 minutes.
Starfish Appointment Direct Link For Students

After creating appointments in Starfish, you will need to inform students on how to make appointments with you by emailing the direct link to your students. To access your direct link:

- Click on the three bars beside Starfish
- Click on your name and choose Institutional Profile
- Scroll down until you see “Share Links” – find the paragraph that says Link to schedule an appointment with me and click on “Copy link to clipboard”

To verify that you captured the link, open a Microsoft Word document and paste the link into the document. If the correct link does not copy by clicking “Copy link to clipboard”, you can always go back and copy the long link before the command.

You may share this direct link with students by inserting it in the text of an email or in your email signature line. Since the link is quite long, you are encouraged to shorten the link. Some suggestions are to use a URL link shortener such as Bitly (bitly.com) or to imbed the link in wording.

To embed the link:

- Type whatever wording you would like to use (such as Click here) in a Microsoft Word document
- Highlight the wording, right click and choose link
- Make sure you link to existing file or web page and paste the direct link (copied earlier) into the address bar

It is important to have one of your students test the link before publicizing it.
Accept Appointments

You will receive email notifications with calendar attachments as students make or cancel appointments. After accepting the appointment invitation, it will appear in your Outlook calendar.

Declining an appointment in your Outlook calendar does not prompt a notification to your advisee. Instead, cancel the appointment in your Starfish calendar, which will trigger a communication to the student and an email to you. Click Remove from Calendar to delete the appointment from your Outlook calendar.
Edit or cancel Available/Scheduled Appointment Times

First click on Appointments followed by the Week tab.

Then hover over the icon by the name of your appointment and a box will appear.

**Edit Appointment Times**

A. Click the Edit icon if you wish to edit the starting or ending times of your appointment block.
B. In your Outlook calendar when meetings are added, they will appear in Starfish and student appointment times are no longer available.

**Cancel Appointment Times**

A. Click the Cancel icon if you wish to remove the block of advising hours from your Starfish calendar, which will prompt an email to remove these hours from your Outlook calendar. A message will be sent to any students who have scheduled appointments. You will also have an option to send a personalized message to these students.
B. Click the Cancel icon
Document Appointments

Starfish allows you to record attendance and input comments following an appointment.

First, click on Appointments followed by the Week tab.

Then hover over the calendar icon by the name of your appointment and a box will pop up. Click on Outcomes.
A. If a student does not attend a meeting, you may prompt the system to email the student.

Click the Outcomes tab and complete the following:
- Check the “Student missed the appointment” box. Click Submit. The student will receive an email to reschedule.

If additional comments are necessary, complete the following:
- Click “Send a copy of note to student” and enter comments in the box below. The student will receive an additional email with the comments.

B. After a student attends a meeting, click the Outcomes tab. You may enter the start and end times of the appointment and/or use the Comments box. If you would like the student to have a copy of the comments, click “Send a copy of note to student” and the student will receive an email with the comments.
View Meeting Details

Meeting details can be viewed by accessing the student file for each of your advisees. Click on the Students tab and change the Term to Ongoing (must be done first), then check to make sure you have the correct Connection.

Click on the student’s name and the student file will appear. Select Meetings to view appointment history and upcoming appointments. Click on the + icon to view your comments from previous meetings.