

# Using Starfish to Schedule Appointments

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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*

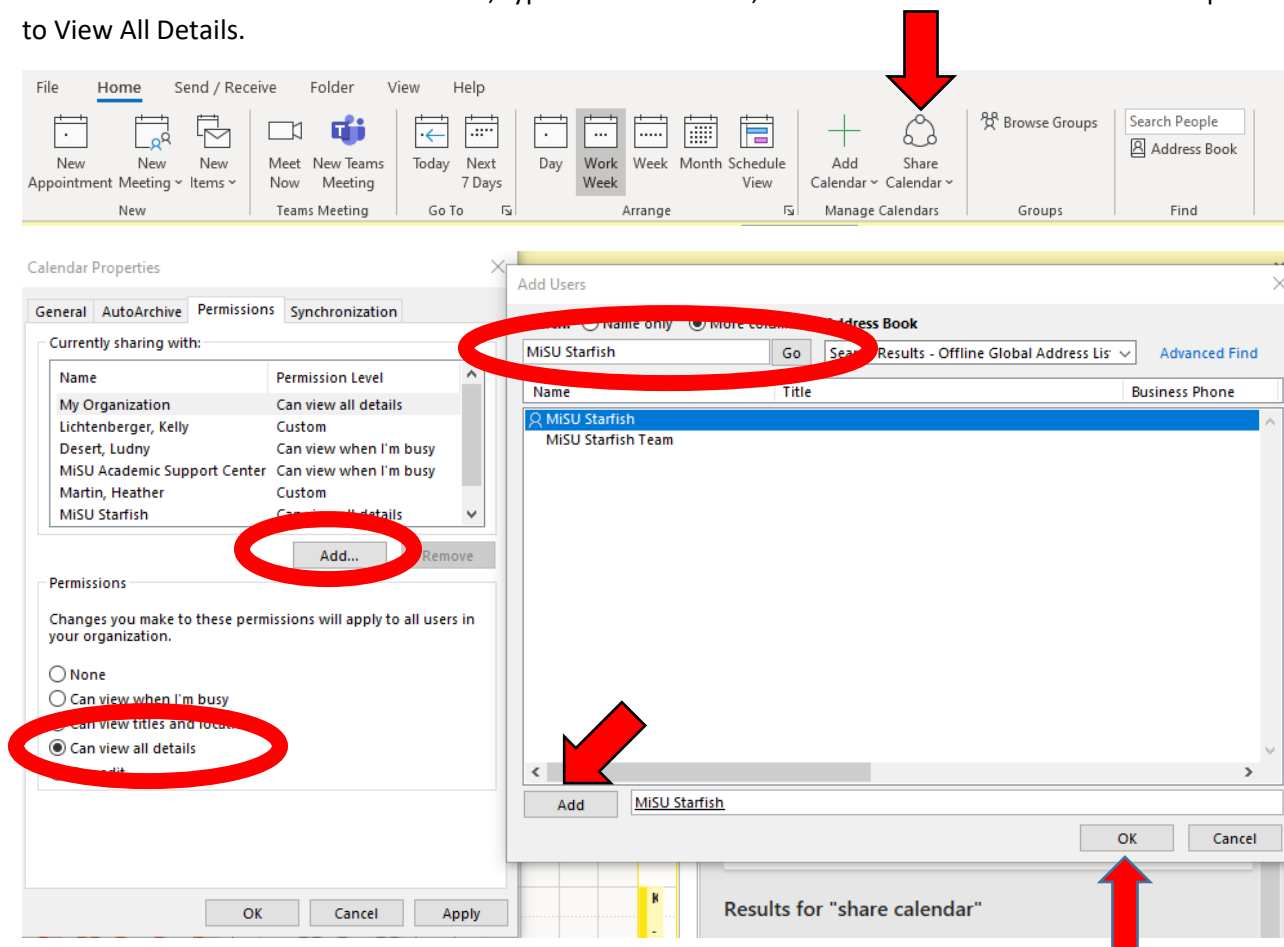
*Questions about using the Starfish scheduling system should be directed to the MSU Starfish Coordinator, Tammy Wolf, at 701-858-3360 or [tammy.wolf@minotstateu.edu](mailto:tammy.wolf@minotstateu.edu).*

## 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.



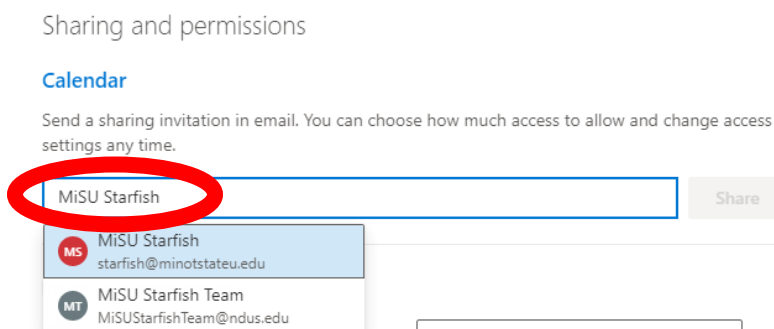
### Calendar Sharing From Email via web access:



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

← **August 2018** →

Su	Mo	Tu	We	Th	Fr	Sa
			1	2	3	4
5	6	7	8	9	10	11

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

[BACK](#)

CONTINUE

# Set Up Appointments

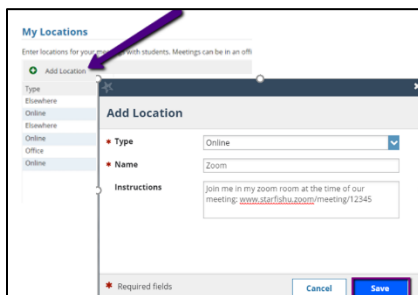
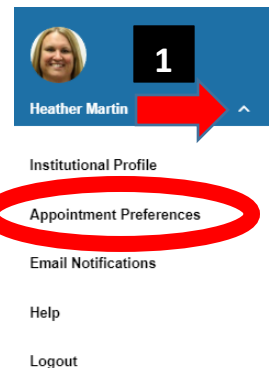
## Set Appointment Preferences

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.

**My Location**

Enter locations for your office hours. Meetings can be in an office.

**Add Location**

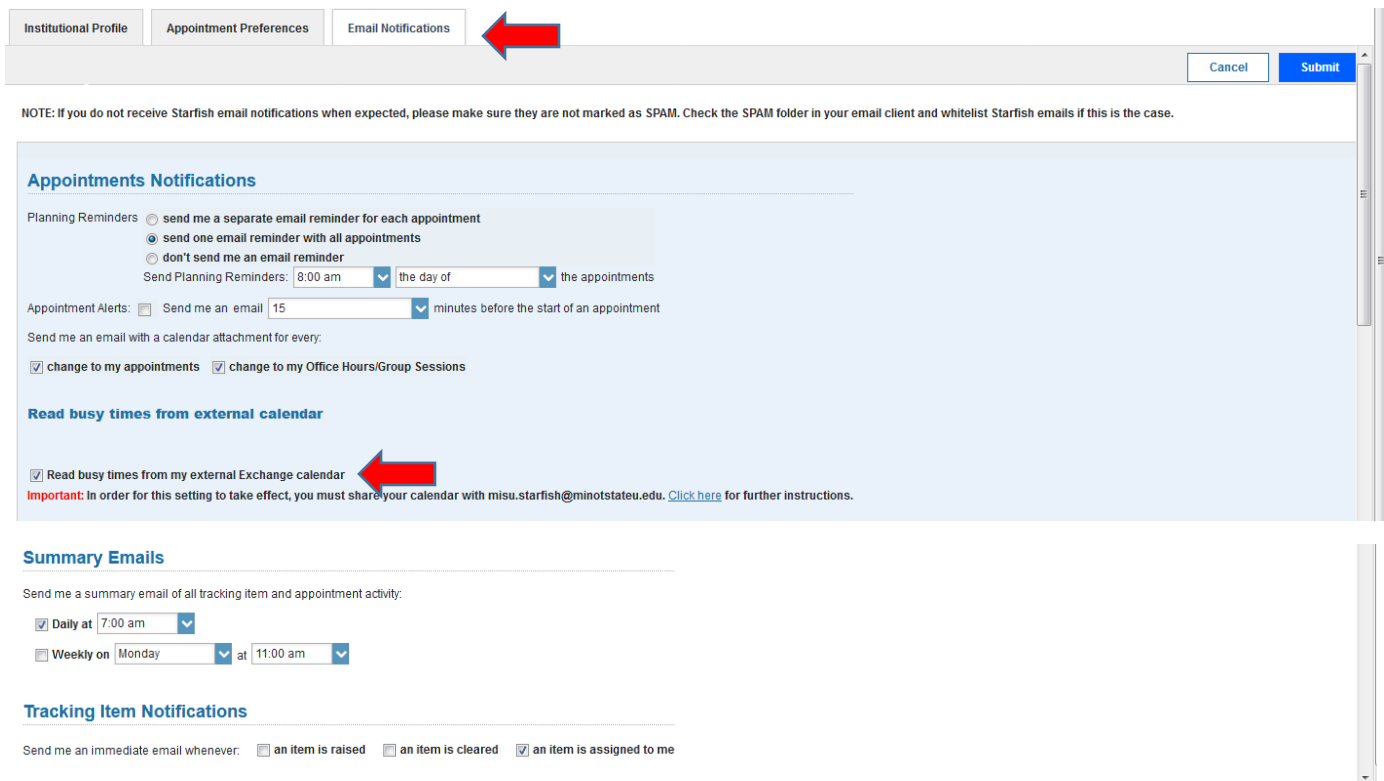
Type	Name	Instructions
Office	Office Apt. - Old Main, Room 101	
Phone	Phone Apt. - 701-858-3265	

**\*When student selects each location, information entered here is displayed.**

## 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.



**Institutional Profile** **Appointment Preferences** **Email Notifications** Cancel Submit

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 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

### Read busy times from external calendar

☒ Read busy times from my external Exchange calendar

**Important:** In order for this setting to take effect, you must share your calendar with [misu.starfish@minotstateu.edu](mailto:misu.starfish@minotstateu.edu). [Click here](#) for further instructions.

### Summary Emails

Send me a summary email of all tracking item and appointment activity:

☒ Daily at 7:00 am

☐ Weekly on Monday at 11:00 am

### Tracking Item Notifications

Send me an immediate email whenever: ☐ an item is raised ☐ an item is cleared ☒ an item is assigned to me

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.

The screenshot shows the 'Appointments' page in the 'Students' section. The top navigation bar includes links for Home, Appointments, Students, Services, and a search bar. A red arrow points to the 'Scheduling Wizard' button in the top navigation bar. Below the navigation bar is a calendar for October 2017. A red arrow points to the date 16. Below the calendar is a table with columns for days of the week and rows for time slots (8:00 am, :15, :30, :45). The table is currently empty.

### Scheduling Wizard

The Scheduling Wizard makes it easy for advisors and instructors to schedule multiple office hours blocks for multiple days in a single week. This is useful for setting up your calendar for advising rush periods and other times when you book several blocks of time for seeing students. To get started, specify the title, location, and other settings for the office hours blocks you are setting up. Continue to step 2 in the wizard to setup the days and times for the week's office hours.

Enter the information that should be applied to the office hours blocks. Note that all blocks created in step 2 of this wizard will use the information you specify here.

\* **Title**

\* **Where?** *Note: You may select more than one location to give students a choice.*  
☒ Office Appt. - Old Main, Room 101  
☒ Phone Appt. - 701-858-3265

\* **How long?**  minimum appointment length  
 maximum appointment length

**Appointment Types** ☒ Advising ☐ Instructors

**Instructions**  
These will be visible to anyone who makes an appointment

- ☐ What to bring
- ☐ Be prepared
- ☐ Bring any questions/concerns
- ☐ Arrive early
- ☐ Phone appointments - who will initiate the call
- ☐ Phone appointments scheduled in CST (Central Standard Time)

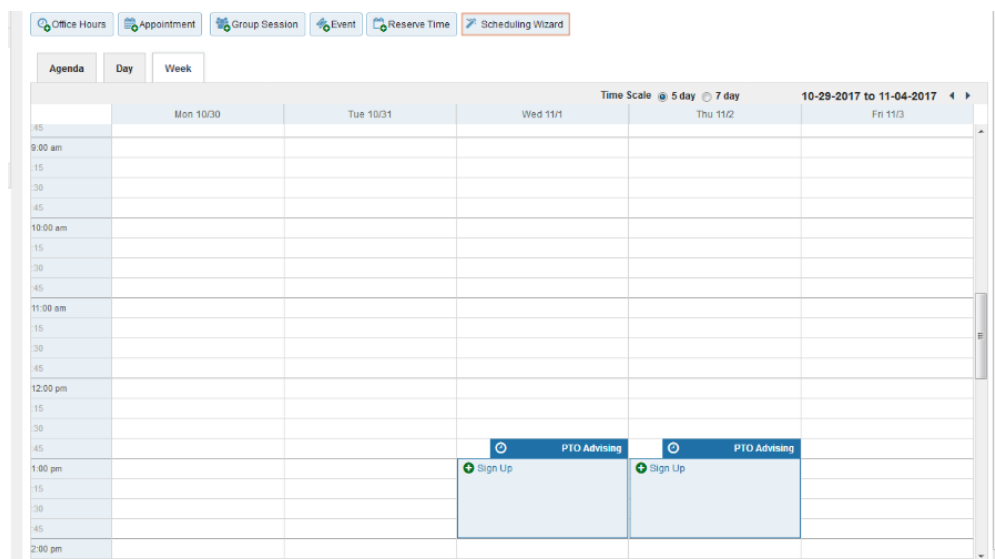
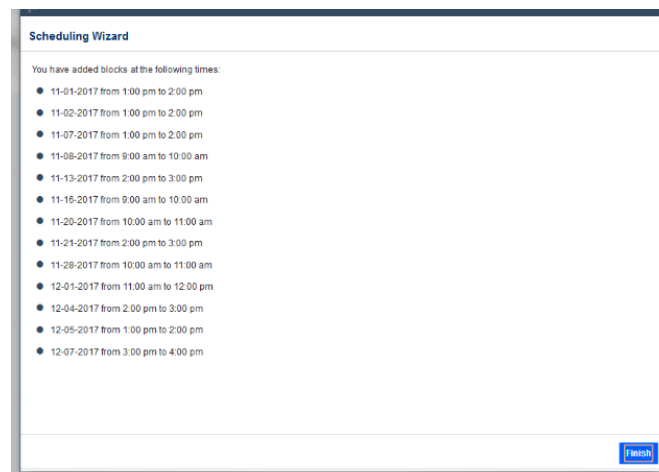
Include instructions students should be aware of! These are topics you might consider!

Cancel Next >

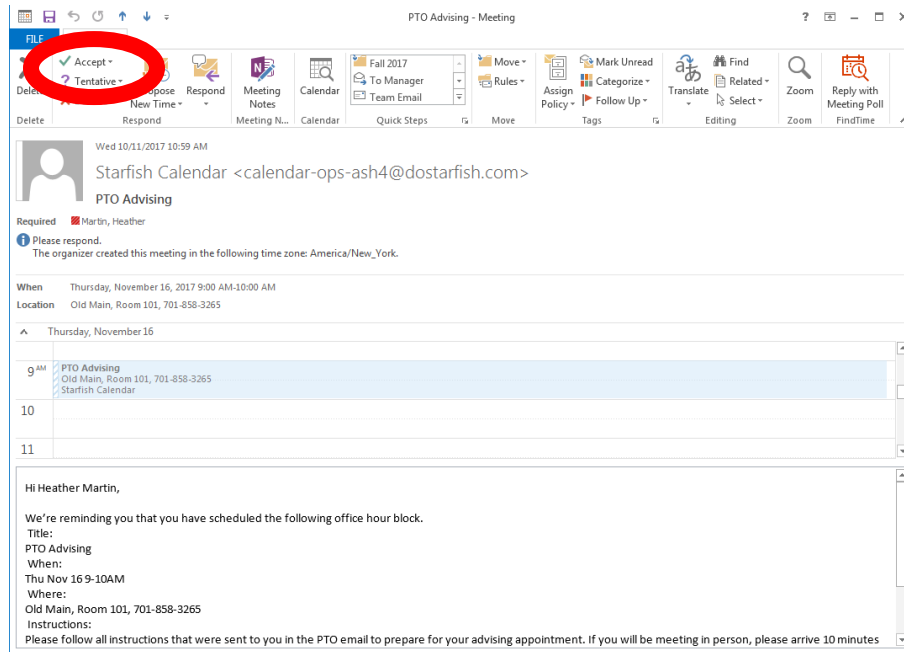
Include instructions students should be aware of! These are topics you might consider!

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.





# 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”

## Share Links

Share your appointment and/or profile link with students by copying the link(s) to the clipboard. You can use the links in emails, email signatures, a non checkbox(es) below to display the link(s) on your Connection Profile in the Services tab. Students who receive a link to schedule an appointment with you. If you are having trouble copying a link, try using another web browser.

Link to schedule an appointment with me

<https://minot.starfishsolutions.com/starfish-ops/dl/instructor/serviceCatalog.html?bookmark=connection/1159396/schedule> [Copy link to clipboard](#)

☐ Make link available in the Services tab on my profile for other staff to copy.

Link to view my profile

<https://minot.starfishsolutions.com/starfish-ops/dl/instructor/serviceCatalog.html?bookmark=connection/1159396> [Copy link to clipboard](#)

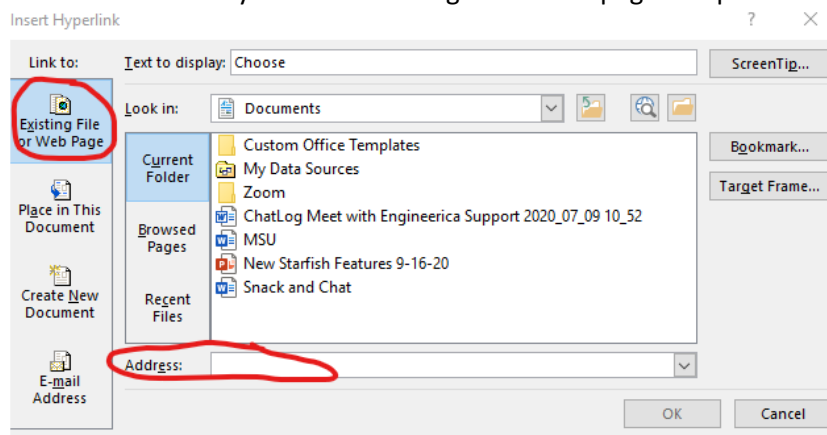
☐ Make link available in the Services tab on my profile for other staff to copy.

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 embed 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

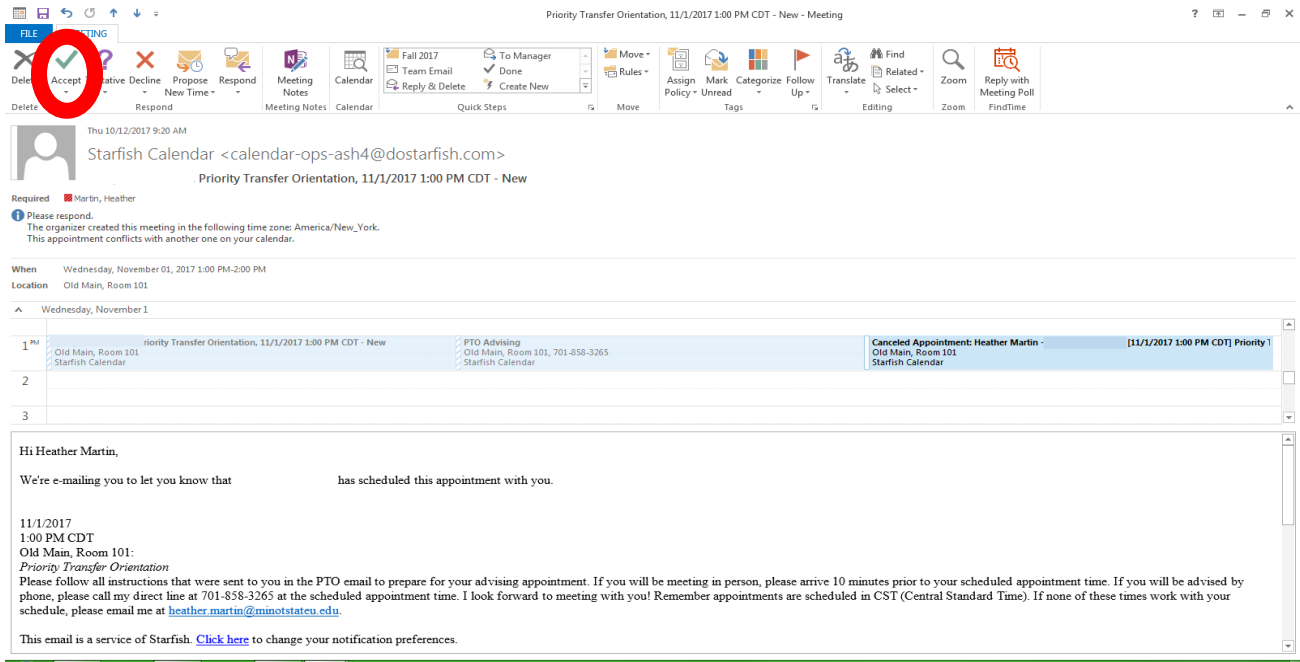


Students may schedule an appointment with me via  by [clicking here.](#)

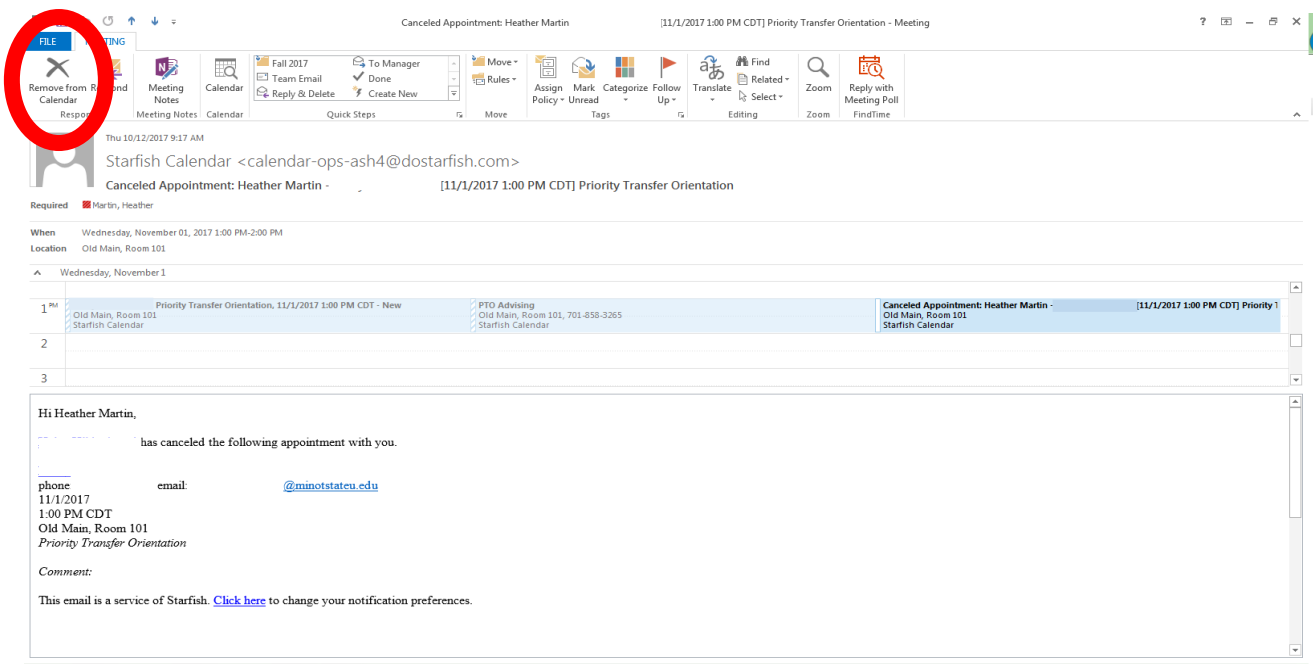
It is important to have one of your students test the link before publicizing it.

# 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.

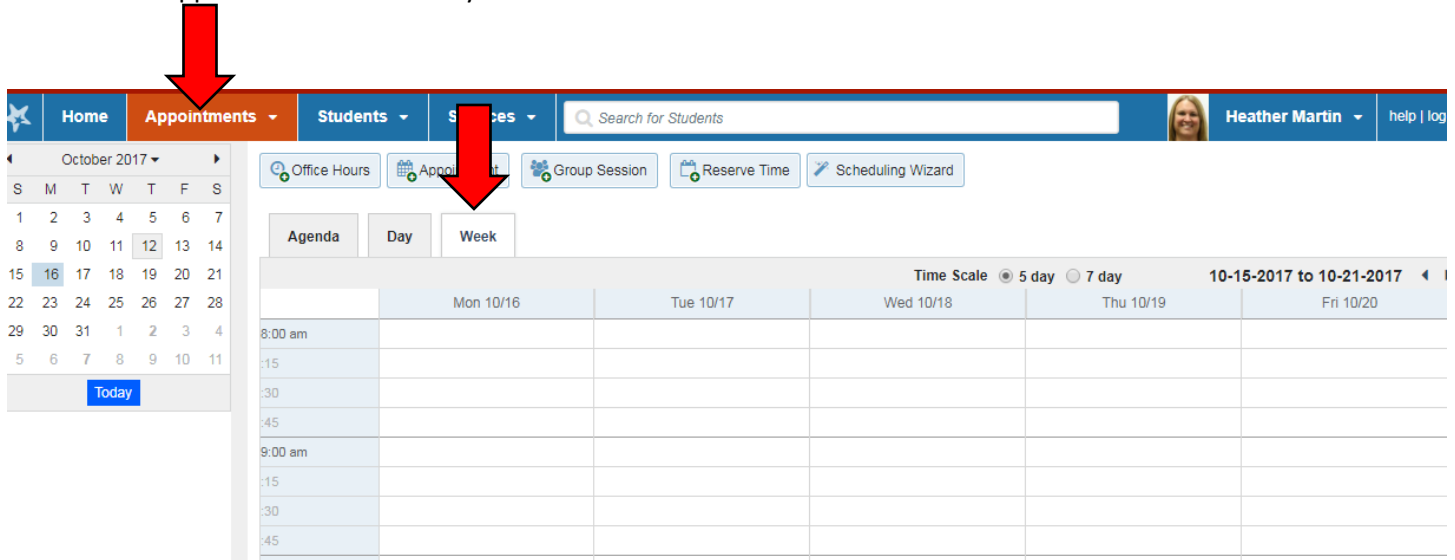


**Declining an appointment in your Outlook calendar does not prompt a notification to your advisee.** Instead, cancel the appointment in your Starfish calendar, which will trigger a communication to the student and an email to you. Click Remove from Calendar to delete the appointment from your Outlook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



# Edit or cancel Available/Scheduled Appointment Times

First click on Appointments followed by the Week tab.



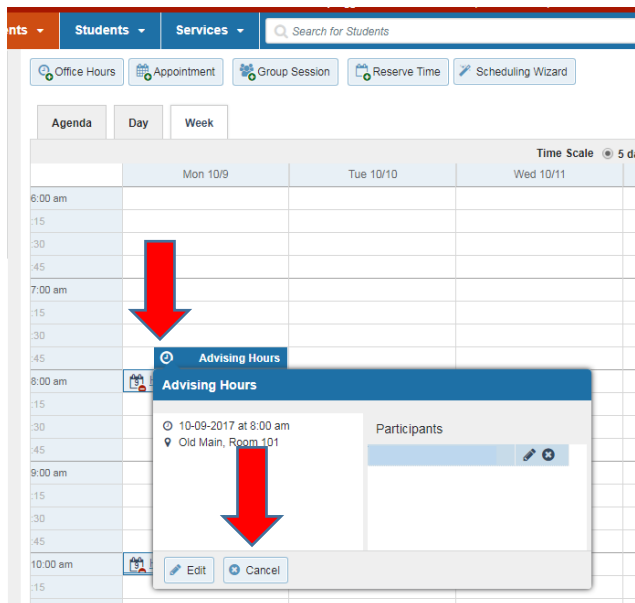
Then hover over the icon by the name of your appointment and a box will appear.

## Edit Appointment Times

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

## Cancel Appointment Times

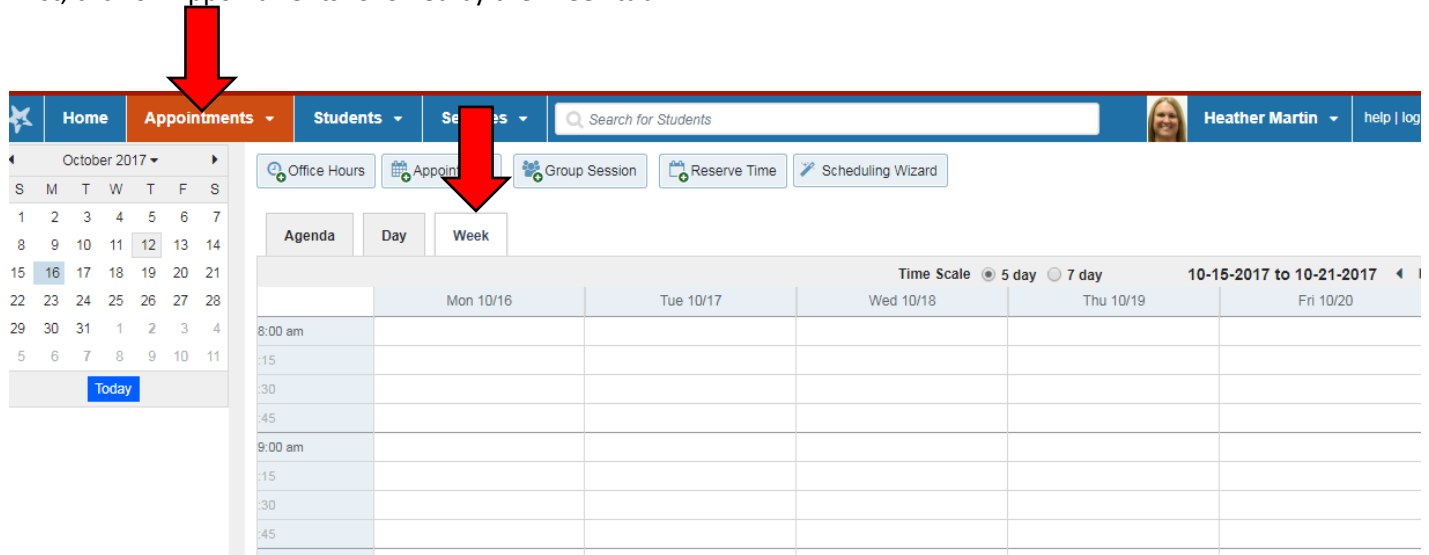
- Click the Cancel icon if you wish to remove the block of advising hours from your Starfish calendar, which will prompt an email to remove these hours from your Outlook calendar. A message will be sent to any students who have scheduled appointments. You will also have an option to send a personalized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



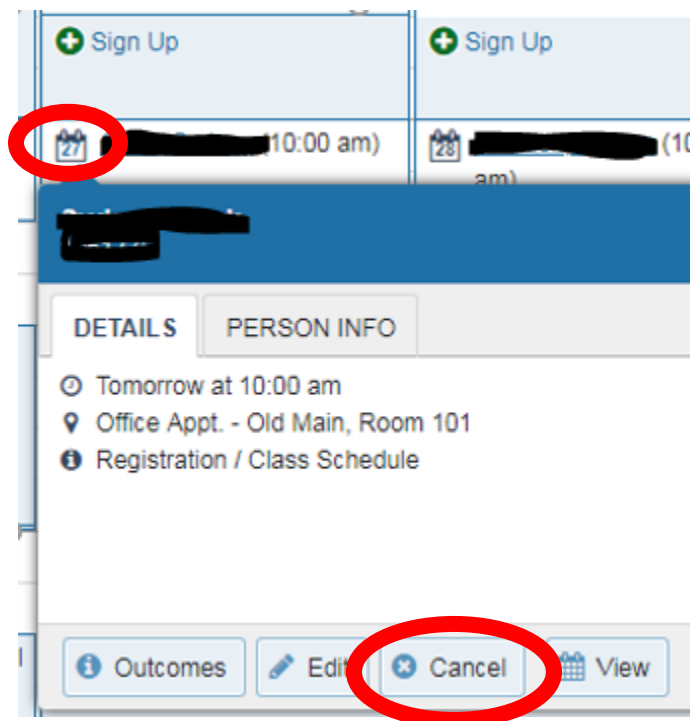
# Document Appointments

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.

**Edit Appointment** Cancel Submit

**Scheduling** **Outcomes** **SpeedNotes**

**Time** 8:00 am to Actual End Time

**Attendance** ☒ Student missed appointment

**Email** ☐ Send a copy of note to student

**Comments**  
Comments are notes about the appointment, viewable only by you and other people with whom the appointment is shared. These notes can be edited only by you before or after the appointment for record-keeping purposes.

**Student View:** This appointment and the notes associated with it are disclosable to the student under FERPA.

**Permissions:** People with the following roles may be able to see this appointment if they have a relationship with the student(s):  
● Academic Leadership

**\* Required fields** Cancel Submit

## 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.

The screenshot shows the Minot State University dashboard. A red arrow labeled '1' points to the 'Students' tab in the top navigation bar. A red arrow labeled '2' points to the 'Term' dropdown menu, which is currently set to 'Ongoing'. A red arrow labeled '3' points to the 'Connection' dropdown menu, which is currently set to 'Advisor'. The dashboard also includes a search bar for students and various action buttons like 'Flag', 'Kudos', 'Success Plan', 'Message', 'Note', and 'Download'.

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.

The screenshot shows the student file page. The 'Meetings' tab in the left sidebar is highlighted with a red circle. The main content area displays a table of meeting appointments.

Date / Time	Reason	Scheduled By	With	Location
11-01-2017 at 1:00 pm (Canceled)	Priority Transfer Orientation			Old Main, Room 101
11-01-2017 at 1:00 pm (Upcoming)	Priority Transfer Orientation			Old Main, Room 101
10-09-2017 at 8:00 am (No Show)	Priority Transfer Orientation			Old Main, Room 101