



## *Office Hour Appointment Feature*



Starfish 'Office Hour' PowerPoint, In-Depth Guide,  
and additional resources will be sent via email.

**Place your  
questions in  
the chat**

# Meet your Starfish Trainers & Faculty Resources



Renee Coffin  
Sr. Admin. Assistant  
Counseling Division

Starfish Project Scribe  
Lead Configuration  
Starfish Function Team

Starfish Trainer



Jessenia Cota  
Counseling Services  
Specialist

Starfish Admin  
Lead Configuration  
Starfish Function Team

Starfish Trainer

Cathy Gillis  
Professor of English,  
DE Coordinator  
\*Utilizing Starfish Office Hours

Jeannette McClendon  
Counseling Faculty / Instructor  
Umoja Coordinator

Lisa Nussdorfer  
Professor of Mathematics,  
Math Success Coordinator  
\*Utilizing Starfish Office Hours

Jose Sanchez  
Web Applications Analyst  
Instructor

# What, Why & Benefits of Starfish Early Alert

## What is Starfish?

- A retention tool that **Napa Valley College** will utilize to improve student success, including retention and graduation rates.
- A **collaborative effort** between the campus staff, faculty and administrators (Student Success Networks) to ensure student success and persistence.



*\*Just some of the features of Phase 1 for NVC – Launched Spring 2021.*

# Starfish Office Hour Training Agenda

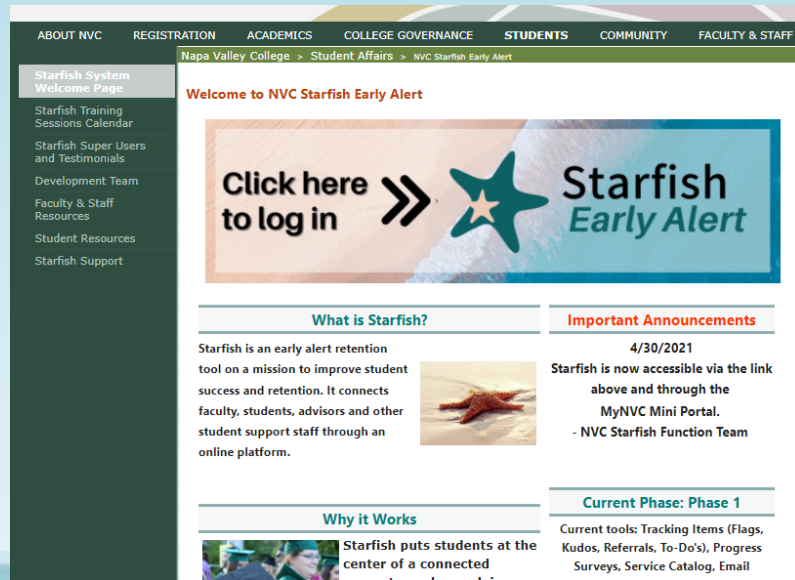
- Setup your Appointment Preferences in your Profile
- How to Add Office Hours
- Check your Set Up
- Edit or Cancel Existing Office Hours
- Recording Meeting Outcomes
  - Outcomes Tab
  - SpeedNotes Tab
- Student Perspective
- Starfish Help & Resources



# Where and How- To Login to Starfish Single Sign On > NVC Credentials

Real Time  
LIVE!

## Starfish Webpage



Starfish System  
Welcome Page

Starfish Training  
Sessions Calendar

Starfish Super Users  
and Testimonials

Development Team

Faculty & Staff  
Resources

Student Resources

Starfish Support

ABOUT NVC REGISTRATION ACADEMICS COLLEGE GOVERNANCE STUDENTS COMMUNITY FACULTY & STAFF

Napa Valley College > Student Affairs > NVC Starfish Early Alert

Welcome to NVC Starfish Early Alert

Click here to log in

Starfish  
Early Alert

What is Starfish?

Starfish is an early alert retention tool on a mission to improve student success and retention. It connects faculty, students, advisors and other student support staff through an online platform.

Important Announcements

4/30/2021

Starfish is now accessible via the link above and through the MyNVC Mini Portal.  
- NVC Starfish Function Team

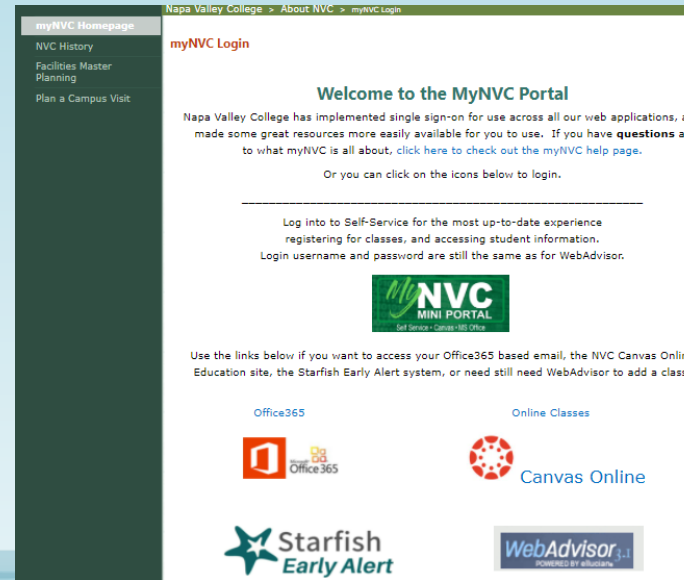
Current Phase: Phase 1

Current tools: Tracking Items (Flags, Kudos, Referrals, To-Do's), Progress Surveys, Service Catalog, Email

Why it Works

Starfish puts students at the center of a connected ecosystem where advisors

## myNVC Webpage



myNVC Homepage

NVC History

Facilities Master Planning

Plan a Campus Visit

Napa Valley College > About NVC > myNVC Login

myNVC Login

Welcome to the MyNVC Portal

Napa Valley College has implemented single sign-on for use across all our web applications, and made some great resources more easily available for you to use. If you have questions as to what myNVC is all about, [click here to check out the myNVC help page.](#)

Or you can click on the icons below to login.

Log into Self-Service for the most up-to-date experience registering for classes, and accessing student information. Login username and password are still the same as for WebAdvisor.

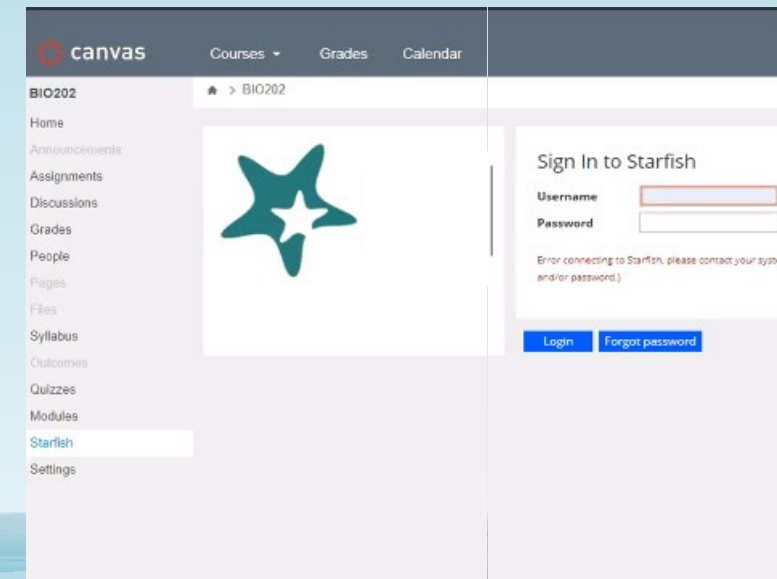
Office365

Canvas Online

Starfish  
Early Alert

WebAdvisor  
POWERED BY educlarity

## Canvas Integration (Instructional Faculty only)



canvas

Courses Grades Calendar

BIO202

Home

Announcements

Assignments

Discussions

Grades

People

Pages

Files

Syllabus

Outcomes

Quizzes

Modules

Starfish

Settings

Sign In to Starfish

Username

Password

Error connecting to Starfish, please contact your system administrator for password.)

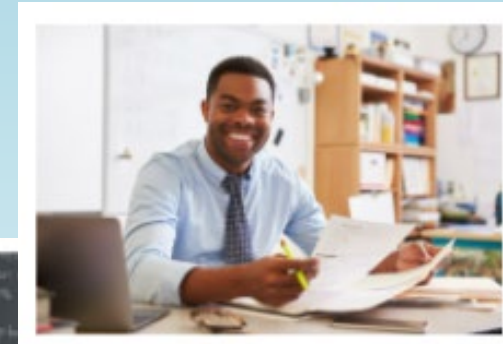
Login Forgot password

[www.napavalley.edu/starfish](http://www.napavalley.edu/starfish) [www.napavalley.edu/myNVC](http://www.napavalley.edu/myNVC)



# Let's Starfish!

Disclaimer: Student Information will be viewed during Training Session.



Faculty & Student Perspective  
on Office Hours Feature

# Setting up your Appointment Preferences

*Hamburger Menu > Click your name > Appointment Preferences*

Starfish

EDIT PROFILE

APPOINTMENT PREFERENCES

## Office Hour Defaults

Customize appointment scheduling settings.

**Minimum Appointment Length**

15 minutes

**Scheduling Deadline**

Set a deadline for students to schedule appointments prior to the start of your office hours.

No Deadline

The day **before** the office hours at:

5:00 pm

The day **of** the office hours at:

9:00 am

**Hour(s) before** the office hours:

1

I want my schedule deadline to be flexible and **allow drop-ins after deadline has passed.**

# Setting up your Appointment Preferences...

## Calendar Sync

Sync calendar items between your external calendar to your Starfish calendar

### Starfish Calendar Sync

Select options to sync **from** your Starfish Calendar **to** your External Calendar


Email me calendar attachments for every:

- Appointment change
- Change to my Office Hours and Group Sessions

## My Locations

Customize your appointment locations.

 Add Location

Name	Type	
online	Online	

Add your  
Zoom Links  
under 'My  
Locations'





# Adding your Office Hours

Hamburger Menu > Appointments > *Click on the Add Office Hours Button*

The screenshot displays the Starfish scheduling interface. At the top left, the 'Starfish' logo is visible. A search bar on the top right contains the text 'Search for Students'. Below the header, a navigation bar includes a calendar for February 2021 on the left and five buttons: 'Office Hours', 'Appointment', 'Group Session', 'Reserve Time', and 'Scheduling Wizard'. The 'Office Hours' button is highlighted with a yellow circle. Below the navigation bar, there are tabs for 'Agenda', 'Day', and 'Week'. The main area shows a time slot grid for Friday, February 26, 2021, with slots starting at 8:00 am and ending at 10:00 am. The 'Office Hours' button is circled in yellow.

# Adding your Office Hours...

*Recommend viewing the Getting Started Guide for Office Hours (Starfish Webpage)*

### Add Office Hours

[Never Mind](#) [Submit](#)

\* **Title**

\* **What day(s)?**  **Repeats every**  week(s)

Repeat on:  Mon  Tue  Wed  Thu  Fri  Sat  Sun

\* **What time?**  to

\* **Where?**  online

\* **Office hours Type**  [?](#)

*Take either scheduled appointments or walk-ins*

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

[Instructions](#) [Start/End Date](#)

These will be sent to anyone who makes an appointment.

\* Required fields [Never Mind](#) [Submit](#)

# To Check your Setup

*Click on View Agenda*

The screenshot displays the Starfish software interface. At the top left, the 'Starfish' logo is visible. A search bar on the top right contains the text 'Search for Students'. Below the header, a navigation bar includes several buttons: 'Office Hours', 'Appointment', 'Group Session', 'Reserve Time', and 'Scheduling Wizard'. A calendar on the left side shows the month of February 2021, with the date '26' highlighted. In the center, there are three buttons: 'Agenda', 'Day', and 'Week'. The 'Agenda' button is circled in yellow. To the right of these buttons, the date 'Fri, 02-26-2021' is displayed. The main content area is divided into two sections: 'Meetings on Today' on the left and 'Availability' on the right. The 'Availability' section lists three entries: 'Office Hours Mon 8-9AM', 'Office Hours Tue 9-10AM', and 'Office Hours Fri Feb 26 6-7PM'.

# Edit or Cancel (Delete) Existing Office Hours

Hamburger>Appointments>Day> click on Office Hour Icon (clock)

The screenshot shows the Starfish software interface. On the left is a calendar for February 2021, with the 26th highlighted as 'Today'. The main area displays a list of appointments for Friday, February 26, 2021. The appointments are scheduled from 6:00 pm to 8:00 pm in 15-minute increments. Each appointment has a '+ Sign Up' button. A yellow circle highlights the clock icon in the appointment list. A pop-up window titled 'Office Hours' is open, showing details for the appointment at 6:00 pm. The pop-up includes the text 'Today at 6:00 pm', 'online', and 'Click on Zoom Link when it is your scheduled appointment time.' At the bottom of the pop-up, there are 'Edit' and 'Cancel' buttons, which are also highlighted with a yellow circle.

# Record Meeting Outcomes in Outcomes Tab

Hover over Appointment Icon associated with the student > Select Outcomes

The screenshot displays the Starfish software interface. On the left, there is a calendar for March 2021 with a 'Today' button. The main area shows an 'Office Hours' agenda for Monday, 03-01-2021. A modal window for a student named 'William' is open, showing meeting details: 'on 03-01-2021 at 9:00 am', 'Scheduled: Today at 6:09 pm', and 'https://cccconfer.zoom.us/'. The 'DETAILS' tab is active, and the 'Outcomes' button is circled in orange. Below the modal, a list of 'Sign Up' buttons is visible, with the first one also circled in orange. The background shows a search bar for students and a date selector for Monday, 03-01-2021.

# Record Meeting Outcomes in Outcomes Tab...

\*Recommend **not** updating the actual start and end time of Appointment.

## Edit Appointment

Never Mind Submit

Scheduling **Outcomes** SpeedNotes

Time ?  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.

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

- Instructor

\* Required fields

Never Mind Submit

# Record Meeting Outcomes in SpeedNotes

**Edit Appointment** Never Mind Submit

Scheduling Outcomes **SpeedNotes**

**Check off the topics discussed and activities completed in this meeting.**

<input type="checkbox"/> Course Tutoring	<input type="checkbox"/> Discussed Withdraw from Course
<input type="checkbox"/> Discussed a Project	<input type="checkbox"/> Discussed an Assignment
<input type="checkbox"/> Discussed grades	<input type="checkbox"/> Exam prep
<input type="checkbox"/> Made up a Test, Quiz, or Assignment	<input type="checkbox"/> Provided Add Code for Course
<input type="checkbox"/> Reference letter request	<input type="checkbox"/> Reviewed Exam or Quiz
<input type="checkbox"/> Reviewed coursework	

\* Required fields Never Mind Submit

# Student Perspective

Hamburger Menu > Success Network > Connections









Can click on “Schedule” or “View Profile” to Schedule Office Hour Appointment

The screenshot displays the 'My Success Network' interface. At the top, there is a blue header with a hamburger menu icon and the text 'My Success Network'. Below the header, the main content area is light gray and contains the text 'How can we help?' and 'Your Connections'. The 'Your Connections' section lists eight individuals in two columns. Each entry includes a profile picture, the person's name, their role, and a three-dot menu icon. A dropdown menu is open for the 'Catherine' entry, showing three options: 'Schedule', 'Email', and 'View Profile'. The 'Schedule' option is highlighted in blue. Two orange circles are drawn on the image: one around the 'Schedule' button in the dropdown menu, and another around the three-dot menu icon for the 'Catherine' entry.

My Success Network

How can we help?

Your Connections

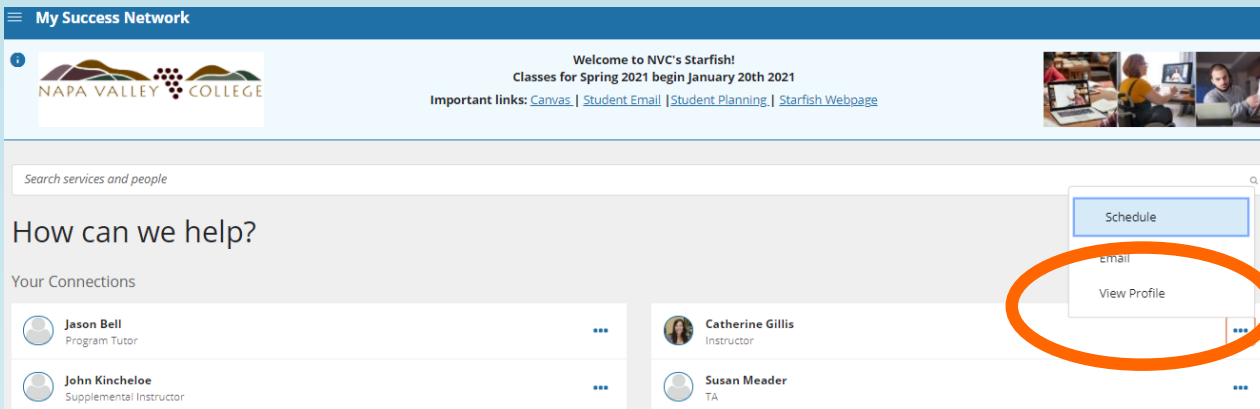
 <b>Jason</b> Program Tutor	⋮
 <b>John</b> Supplemental Instructor	⋮
 <b>Sandra</b> Instructor	⋮
 <b>Mandisa</b> Instructor	⋮
 <b>Catherine</b> Instructor	⋮
 <b>Susan</b> TA	⋮
 <b>Claudette</b> Instructor	⋮
 <b>Somayel</b> Adjunct Counselor	⋮

Dropdown menu for Catherine:  
Schedule  
Email  
View Profile

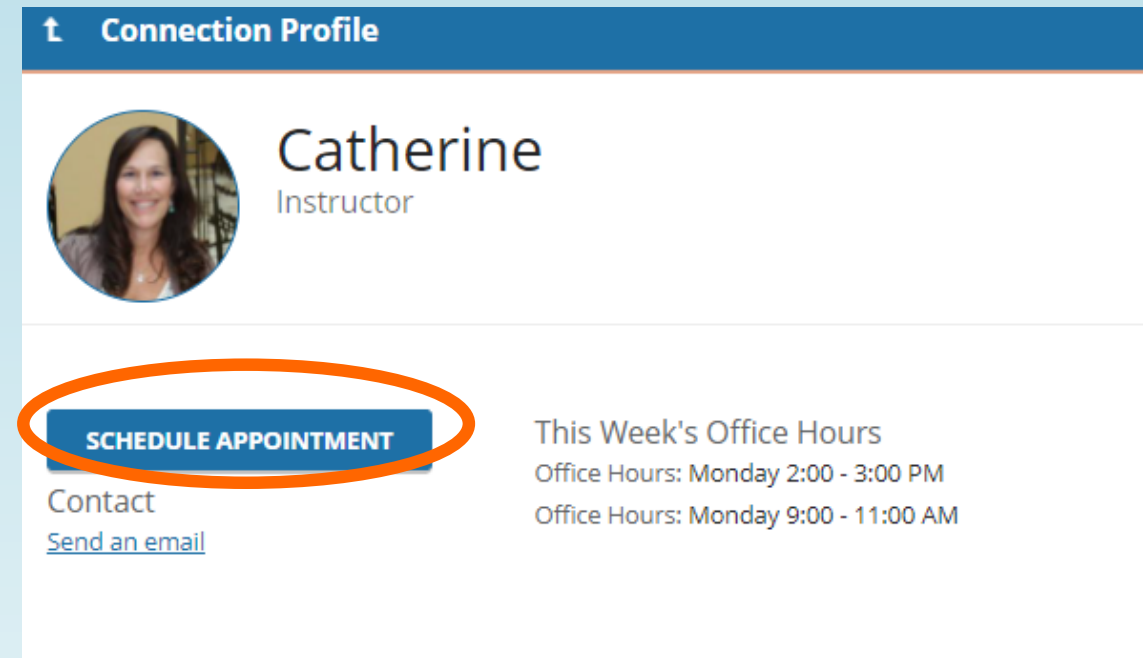


# View Instructors Schedule for Office Hours

Hamburger menu > My Success Network > Click ... (three dots) for Instructors Profile > Schedule Appointment Button



The screenshot shows the 'My Success Network' homepage. At the top, there is a blue header with the Napa Valley College logo and a welcome message: 'Welcome to NVC's Starfish! Classes for Spring 2021 begin January 20th 2021'. Below this is a search bar and a section titled 'How can we help?'. The main content area is 'Your Connections', which lists four individuals: Jason Bell (Program Tutor), John Kincheloe (Supplemental Instructor), Catherine Gillis (Instructor), and Susan Meader (TA). Each name is followed by three dots. A dropdown menu is open for Catherine Gillis, with the 'Schedule' option highlighted by an orange circle.



The screenshot shows the 'Connection Profile' for Catherine Gillis, an Instructor. It features a circular profile picture of Catherine. Below the name, there is a blue button labeled 'SCHEDULE APPOINTMENT' which is circled in orange. Underneath the button, there is a 'Contact' section with a link to 'Send an email'. To the right of the profile, there is a section for 'This Week's Office Hours' with two entries: 'Office Hours: Monday 2:00 - 3:00 PM' and 'Office Hours: Monday 9:00 - 11:00 AM'.

# Student Perspective

Click on the down arrow under Course Related > Student Selects Reason for Appointment

↑ Schedule Appointment



Catherine  
Instructor

What do you need help with?

Course Related



Course add

Course tutoring

Course Withdrawal

Discuss an assignment

Discuss a project

Discuss grades

Discuss prior course work

General Class Questions

[CANCEL](#)

CONTINUE

# Student Perspective

Student can select the date/time of available office hour appointments

## ↑ Schedule Appointment



Catherine  
Instructor

### What day and time works for you?

The appointment times you see do not overlap with your already scheduled appointments.

02-26-2021 → 03-08-2021

Filter: All session types

← February 2021 →

Su	Mo	Tu	We	Th	Fr	Sa
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28						

Monday, March 01

11 available

9:15 am - 9:30 am  
<https://cccconfer.zoom.us/j/>

15m

9:30 am - 9:45 am  
<https://cccconfer.zoom.us/j/>

15m

9:45 am - 10:00 am  
<https://cccconfer.zoom.us/j/>

15m

10:00 am - 10:15 am  
<https://cccconfer.zoom.us/j/>

15m

10:15 am - 10:30 am  
<https://cccconfer.zoom.us/j/>

15m

10:30 am - 10:45 am  
<https://cccconfer.zoom.us/j/>

15m

[BACK](#)

[CONTINUE](#)

# Student Perspective

Students review the date/time selected and can input additional appointment information details in an open field box

## ↑ Schedule Appointment



Catherine  
Instructor

### Does this look correct?

#### Date and Time

Monday, March 01  
9:15 am – 9:30 am

#### Location

<https://cccconfer.zoom.us/j/>

#### Meeting Instructions

Please click on Zoom Link during your Schedule Appointment.

#### Reason for Visit

Discuss an assignment [Change](#)

#### Course

[Add a course](#)

If you want, tell us a little bit about what's going on so we can help

[BACK](#)


CONFIRM

# Student Perspective ~ Appointment Confirmation

Student confirms and they receive confirmation on the screen and via an email notification sent to their NVC Email Account. Instructor is also notified via email.

↑ Schedule Appointment

😊 I look forward to seeing you!

 Catherine  
Instructor

**Date and Time**  
Monday, March 01  
9:15 am – 9:30 am

**Location**  
<https://cccconfer.zoom.us/>

**Meeting Instructions**  
Please click on Zoom Link during your Schedule Appointment.

**Reason for Visit**  
Discuss an assignment

[Make a change to this appointment](#)

[Return to the main Services page](#)


[View all upcoming appointments](#)

Appointment confirmed X

# Student Perspective ~ Upcoming Appointments

Hamburger Menu > Upcoming  
View Upcoming Appointments

☰ **Upcoming**

 **Catherine**  
Instructor

🕒 Monday, March 01  
9:00 am–9:15 am

📍 <https://cccconfer.zoom.us/>

🎓 Advanced Comp & Crit Think (ENGL-125-76909\_21/SP)

Please click on Zoom Link during your Schedule Appointment.

⋮

# Student Perspective ~ Cancel or Reschedule Apt.

Hamburger Menu > Upcoming > View Corresponding Apt and click on ... (three dots)

Note: Instructor and student receives notification when appointment has been cancelled or rescheduled for another time.

The screenshot shows a mobile application interface with a blue header labeled 'Upcoming'. Below the header is a card for an appointment with the following details:

- Instructor:** Catherine (with profile picture) / Instructor
- Date and Time:** Monday, March 01, 9:00 am-9:15 am
- Location:** <https://cccconfer.zoom.us/j>
- Course:** Advanced Comp & Crit Think (ENGL-125-76909\_21/SP)
- Text:** Please click on Zoom Link during your Schedule Appointment

At the bottom right of the card, there is a 'Cancel appointment' button and a three-dot menu icon, both of which are circled in orange in the image.

# Starfish Early Alert Webpage

## *In-depth Look for Resources & Help*

*\*Visit the Faculty/Staff Resources Tab*

The screenshot shows the Napa Valley College Starfish Early Alert Faculty & Staff Resources webpage. The navigation bar includes links for ABOUT NVC, REGISTRATION, ACADEMICS, COLLEGE GOVERNANCE, STUDENTS, COMMUNITY, and FACULTY & STAFF. The breadcrumb trail reads: Napa Valley College > Student Affairs > NVC Starfish Early Alert > Faculty & Staff Resources. The left sidebar contains links for Starfish System Welcome Page, Starfish Training Sessions Calendar, Starfish Super Users and Testimonials, Development Team, Faculty & Staff Resources (highlighted), Student Resources, and Starfish Support. The main content area features the Napa Valley College Starfish logo, a photo of students in a classroom, and the heading "Starfish for Faculty and Staff at Napa Valley College". Below this is a paragraph explaining that Starfish Early Alert is an early warning and student tracking tool. The "Features" section is divided into two columns: "(Student Success) Tracking Items" and "Progress Surveys". Under "(Student Success) Tracking Items", there is a green star icon labeled "Kudos" with a description: "When a student earns special recognition for improvement or good work, use Starfish to send a Kudo (positive reinforcement) celebrating their efforts." Under "Progress Surveys", there is a description: "Each Progress Survey is unique, offering the opportunity for the instructor to provide the right support and intervention at the right time. We will have an 'Early Progress Report' administered during the 4th week of the semester and a 'Mid-Term Progress Report' administered during the 8th Week of the semester." A photo of a student at a laptop is partially visible at the bottom right of the features section.

[www.napavalley.edu/starfish](http://www.napavalley.edu/starfish)

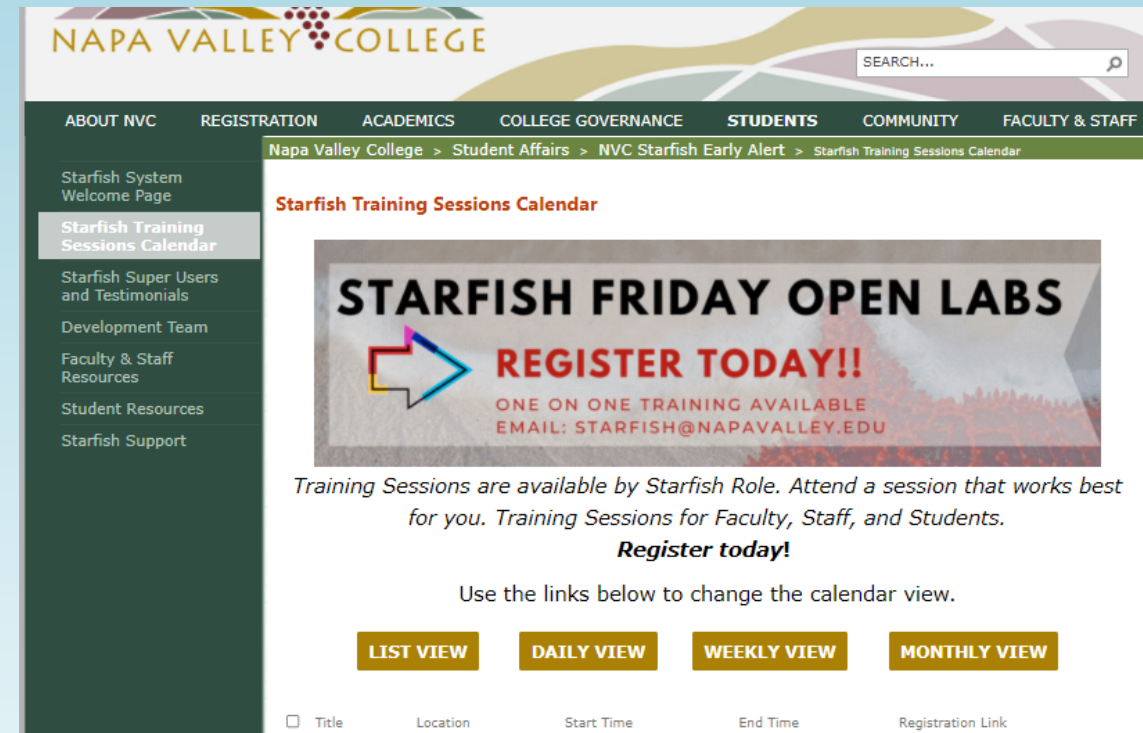


# Upcoming Trainings and Open Labs for Fall 2021

Starfish 'Training Session Calendar Tab'  
on Webpage:



[www.napavalley.edu/starfish](http://www.napavalley.edu/starfish)



The screenshot shows the Napa Valley College website. At the top, the college logo and a search bar are visible. A navigation menu includes links for ABOUT NVC, REGISTRATION, ACADEMICS, COLLEGE GOVERNANCE, STUDENTS, COMMUNITY, and FACULTY & STAFF. Below the menu, a breadcrumb trail reads: Napa Valley College > Student Affairs > NVC Starfish Early Alert > Starfish Training Sessions Calendar. The main content area features a banner for 'STARFISH FRIDAY OPEN LABS' with a large blue arrow pointing right and the text 'REGISTER TODAY!!'. Below the banner, it states 'ONE ON ONE TRAINING AVAILABLE' and provides the email 'EMAIL: STARFISH@NAPAVALLEY.EDU'. A paragraph of text reads: 'Training Sessions are available by Starfish Role. Attend a session that works best for you. Training Sessions for Faculty, Staff, and Students. Register today!'. Below this, there are four buttons for 'LIST VIEW', 'DAILY VIEW', 'WEEKLY VIEW', and 'MONTHLY VIEW'. At the bottom, a table header is partially visible with columns for Title, Location, Start Time, End Time, and Registration Link.



Questions, Inquiries &  
Answers

Email: [Starfish@napavalley.edu](mailto:Starfish@napavalley.edu)



*Keep in mind Starfish is new to Napa Valley College and we will be learning to “Starfish” together.*