Welcome to Starfish Early Alert Office Hours Appointment Feature

Office Hours Overview

Faculty Instructors may schedule Office Hour Appointments by using the online calendar in Starfish. Students may also schedule appointments directly with faculty instructors that have published their availability online in Starfish.

Each appointment allows you or the student to provide information about the time and place of the meeting, the reason for the meeting and any detailed information that might help you prepare.

In order for students to schedule appointments with you in Starfish, you must set up office hours in Starfish that indicate your availability. The set up will include when you can meet, for what kind of appointments, and how long those appointments may last. Students may only schedule appointments with you in Starfish according to these specifications

How to Login to Starfish

LOGIN "one of three ways": Starfish Webpage or myNVC page, and/or through Canvas.

Starfish and Canvas Integration for Instructional Faculty: Starfish will appear in your Course Navigation by default. *Note, if you disable Starfish, students will not see Starfish in Canvas. Students would then have to access Starfish through the Starfish Webpage or myNVC page.

Office Hour Resource

Video: Faculty and Staff Demo Series: Updating your Office Hours

Article: Edit or Cancel Existing Office Hours

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Add Office Hours

You can add Office Hours at any time by clicking the Add Office Hours button from the action bar on the Home or Appointments pages. This is the most common and flexible method to setting up your Office Hours.

Complete the form by entering the following information:

1. Title:

   Enter a Title for your Office Hours. This title will be visible to you, students, and calendar managers. If you are going to have more than one type of Office Hours, use the title to make it easy for students and calendar managers to know what type of meetings you take during those hours.

2. What days:

   Select the days on which this hours will occur using the "What day(s)?" drop down. Choices Include:

   Once: When this choice is selected you must provide a date.

   Daily: When this choice is selected you must provide the pattern - for example: repeats every 2 days

   Weekly: When this choice is selected you must provide the pattern - for example: repeats every 1 week(s) - and you must indicate which days of the week using the **Repeat on**: checkboxes that represent each day of the week.

   Monthly:

   When this choice is selected you must indicate the pattern for the meetings by selecting between 2 radio button choices.

   - The first option allows you to specify frequency by a day of the month, such as the 5th day of every 1 month.

   - The second option allows you to set the frequency more specifically to certain days of the week within a month, such as the second Tuesday of every 2 months.

Weekly recurrences: These shortcuts are for common weekly recurrences such as "Every Tues. and Thurs.", "Every Mon., Wed., Fri.", or "Every Weekday."

3.   What time:

Enter a start and end time for the Office Hour block in the text boxes indicated next to the **What Time** label. Options will populate a dropdown list as soon as you begin typing in the **Enter Start Time** text box. **End time** options will be populated in a dropdown based on times occurring after what you entered as the start time.

4.   Where:

Options presented here will depend on whether you have any locations established in Starfish yet:

- o   If you have never set up a location in Starfish: select a **Type** from the dropdown presented (in an office, by phone etc.) and enter a description of the location in the **Details** text box (for example: McIntyre Building, Office 312). Enter additional instructions (e.g. use the buzzer) in the **Instructions** text box.

- o   *If you have one location set up*: that location will be listed and the check box for it will be checked. Note: Additional locations can be added from your Starfish Profile, see Set Choices for Meeting Locations.

- o   *If you multiple locations set up*: those locations will be listed in the **Where** section and you will need to select at least one where students can meet with you during these hours.

5.   Office Hours Type:

The default choice will be to allow both scheduled appointments and walk-in hours, but you can modify this selection to limit the Office Hour block to only scheduled appointments or only walk-ins. If you will be working at a location with a walk-in Kiosk, select the "Scheduled and Walk-ins" option.

6.   How Long:

Use the **Minimum Appointment Length** and **Maximum Appointment Length** dropdown boxes to specify the minimum and maximum duration that students or calendar managers will be able to choose for appointments during these Office Hours.

7. Appointment Types:

The role(s) you have in Starfish (e.g., Faculty Advisor, Instructor) connect you to one or more appointment types for meeting with students. For example: your Instructor role might connect you to an appointment type called "Teaching Meetings", and your Faculty Advisor role might connect you to an appointment type called "Advising Meetings". If you want to limit this Office Hour block to a particular type of appointment, check the box only for that appointment type.

> **Note:** Students will only see Office Hour availability where the appointment type(s) you selected match the relationship they have with you. Continuing the example with the appointment types above: if you are an instructor for Jane Student, and a Faculty Advisor for Joe Student, Jane would only see Office Hours where you have checked the "Teaching Meetings" appointment type, and Joe would only see those where you checked the "Advising Meetings" appointment type.

Your Starfish administrator sets up the appointment types and which roles are associated with each.

8. Instructions tab:

Information you enter here is included in the email invitation that the student receives for an appointment. Instructions are optional and is sent to students with scheduled appointments (not walk-ins).

9. Start/End Date tab:

By default the Office Hours are set to start on the day you create the Office Hours, with no end date. Click this tab to specify a future start date and/or an end condition for this meeting block. For example you might want this block to run only for the first 3 weeks of the term.

o (Optional) In the **Starts** field, enter a future start date in the format mm/dd/yyyy.

o   In the **Ends** field and select from among the dropdown choices

Never	The Office Hours will remain indefinitely.
End of Term	You will be prompted to select a term.
On Date	You will be prompted to enter a date.
After	You will be prompted to select the number of occurrences.

10.   Click **Submit:**

Click Submit to finish.

Virtual Office Hours

You can convert in-person office hours to virtual with a Phone Number or Zoom Room URL as other locations in faculty and staff Office Hours. This allows students to see how they can connect with you remotely.

Add Instructions to office hours that students will see on the pre-confirmation screen when they make their appointment. This may be helpful if you want to communicate specific instructions for your students regarding meeting procedures as the situation continues to be updated

Tip: If you edit instructions for Office Hours or other meetings, students who have already signed up with appointments will not be notified of the change (i.e. Zoom passwords). However, if the student gets an appointment reminder, that reminder email will include the updated information. If necessary, you may need to select each student in the calendar view and send them a message with the updated information.

5.   In the selected week, enter the start and end times for each block in the appropriate day columns. You can schedule multiple Office Hour blocks on any day within the week. If you need to schedule more than three blocks on any day, select the **Add Another Block** link in the column for that day.

6. When all Office Hour blocks have been specified, select the **Finish** button to complete the process and create all of the office hour blocks.

A summary of the blocks you've created will be presented. The summary will include a list of hours that could not be created due to conflicts between the blocks you specified and existing calendar items. Note the failed blocks before clicking the **Finish** button to exit the wizard.

To check your set up

1. Navigate to **Appointments > Agenda** sub-tab.
2. Existing Office Hour blocks are displayed in the panel labeled **Availability**.
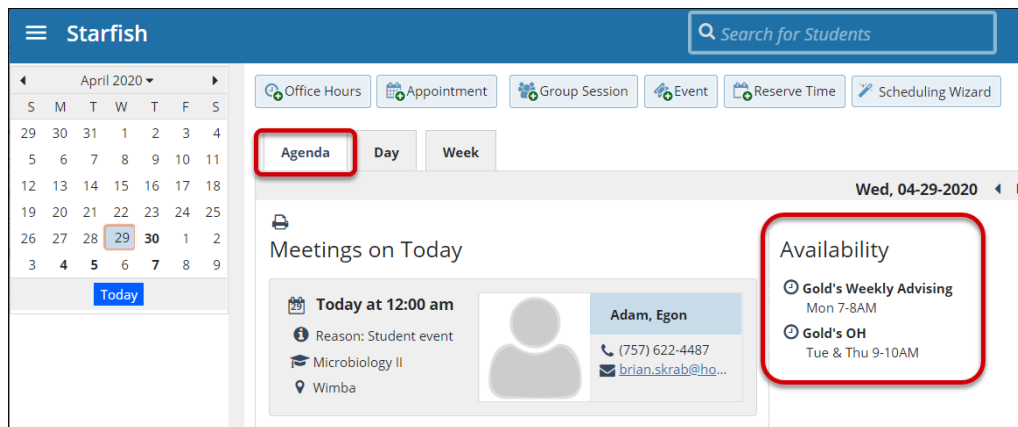
Edit or Cancel (Delete) Existing Office Hours

After setting your initial Office Hours in Starfish, as your availability changes, you may need to adjust, or even cancel, your original Office Hour blocks. You may edit or cancel those Office Hours as follows:

1. Select **Appointments** from the main menu.
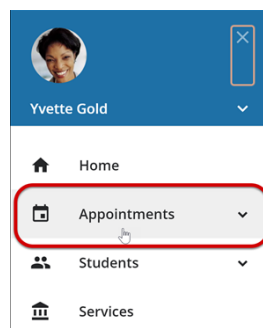
2. Select the **Day** tab of your Starfish Calendar and locate the Office Hour Block you would like to modify.

3. Open the Office Hours pop-up card by hovering over the Office Hours icon 🕐 to the left of the Office Hour block title.
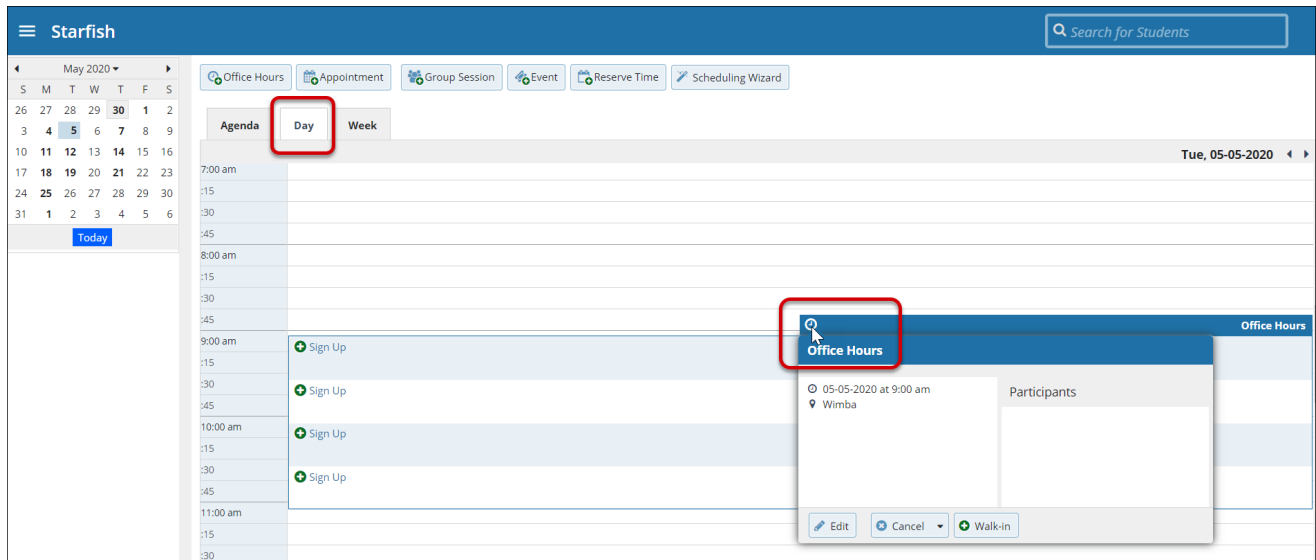
4. Select **Edit** from the Office Hours pop-up card to edit an existing block.

   o You cannot modify the "What Day(s)" settings, but you can modify the frequency of recurrence, start and end times, locations, durations, appointment types, instructions and overall start/end dates for the meeting series.

   o To cancel an occurrence of the Office Hour block, select the arrow on the **Cancel** button, and from the Cancel menu, select "Just this one."

   o To cancel all occurrences of the Office Hour block, select the arrow on the **Cancel** button, and from the Cancel menu, select "The entire series."
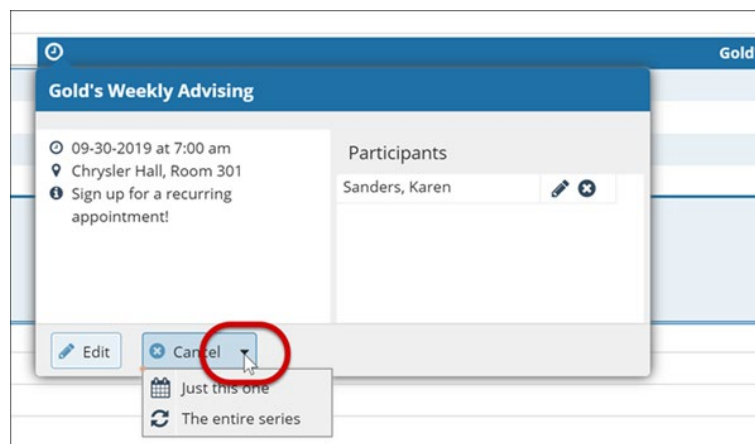
5. Update the desired fields and click **Submit**.

Schedule Future Office Hour Blocks

When scheduling office hour blocks, the start date of the series of office hours defaults to the current date. However, Starfish does allow faculty and staff to plan their schedule ahead of time as follows:

1. Select the **Add Office Hours** button in the action bar on the Home or Appointments tab.
2. Specify the days, times, locations and other settings on the Add Office Hours form.
3. Scroll down and select the **Start/End Date** tab at the bottom of the form.
4. Specify the start date for the office hour block series in the "Starts" field and if applicable the End date in the "Ends" field.

INSTRUCTIONS	START/END DATE	
Starts: 07/17/2011	Ends: Never	

5. Click the **Submit** button on the form.

Your office hour blocks will now appear on the days specified starting from the start date you selected.

RECOMMENDATION: To set your Start Date and End Date of Office Hours to follow the semesters dates. Example: Spring 2021 begins 1/20/2021 and ends May xx. OR you can leave blank.

> **Note:** If you need to update or edit your locations, please navigate to the **Hamburger Menu > Your Name > Appointment Preferences**. For instructions see Set Choices for Meeting Locations.

Appointments

Customize appointment notification preferences.

☐ I **do not** want to receive appointment notifications during the weekend.
　　When selected, appointment notifications for Saturday, Sunday, or Monday will be sent on the Friday prior to those appointments.

Summary Reminders

○ Don't send me planning reminders
○ Send me a notification individually for each appointment
⦿ Send me a digest of all appointments

Send Digest at

| 8:00 am ▾ | the day of ▾ |

Alert Reminders

☐ Notify me **before the start**:

| 15 minutes 🔒 |

Add Location

|	
✱ **Type**	Online ▾
✱ **Name**	Zoom
Instructions	Join me in my zoom room at the time of our meeting: www.starfishu.zoom/meeting/12345

✱ Required fields   [Never Mind] [**Save**]

Record Meeting Outcomes

Overview

The **Outcomes** tab and **SpeedNotes** tab are tools that Starfish provides to help you to document for your meetings. The options that you see have been determined by the Starfish Function Team. Welcome to utilize Outcomes and SpeedNotes, as you see fit.

Outcomes Tab

Hover over the appointment (calendar) icon associated with the desired appointment to open the appointments pop-up card. From that card, select the **Outcomes** tab from the menu to record outcomes from the meeting.
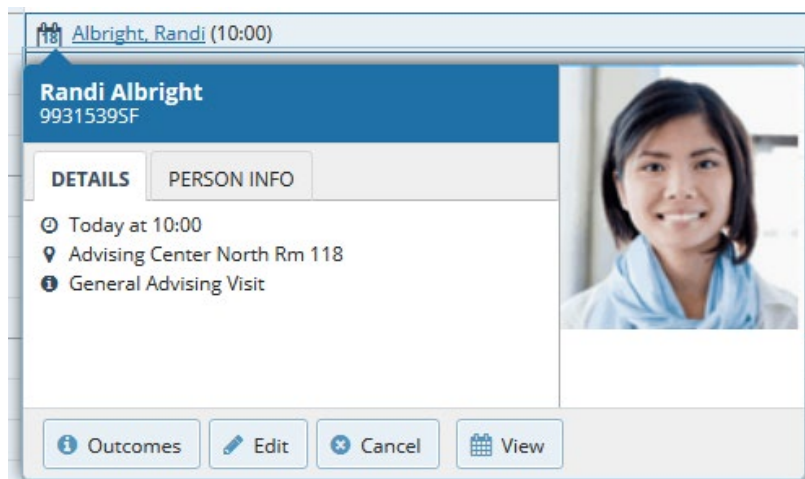
Document Results on the Outcomes Tab

From the Outcomes tab, you can record the details of the meeting, including the actual start and end time, attendance, and comments from the meeting.

(see next page for image)

Document the Time and Duration of Your Meeting

In some situations, a meeting may start or end before or after the scheduled time. In those cases, you can you can add the actual start and end time of the meeting on the Outcomes tab to account for the actual time that the meeting occurred when that time differs from the scheduled appointment time. Click on the **Scheduling** tab associated with the appointment to see the originally scheduled time.

*RECOMMENDATION: Is to **not** change the actual start or end date under the Outcomes Tab.

Document a Student "No-Show"

Check the box labeled **Student missed appointment** to indicate that the student did not show up for the appointment. Depending on your Starfish setup, marking the student as a no show on the appointment, and submitting your update may trigger an email to the

student regarding their no show. Check with your Starfish Administrator if you're not sure whether or not the student will be notified when this option is selected.

Provide Narrative Comments/Notes About the Meeting

Enter notes about the meeting in the **Comments** box to document what you and the student discussed, any action items or next steps etc. Your institution may have specific guidelines for what to include in your comments. When submitted, this information will be saved with the appointment information as well as on the Notes tab within the Student Folder. Visibility of this information will be driven by the roles that have permission to view this type of appointment as well as by current relationships to the student. The roles who have permission to the appointment type are listed just below the comments box in the blue box with the heading "Permissions."

If appropriate, you can check the box to send a copy of the comments as an email note the student. Students do not have access to see these comments in Starfish if you do not check this box.

SpeedNotes Tab

You can quickly record recurring Outcomes through the use of SpeedNotes. Each Appointment Type that your institution sets up may have a set of activities associated with it that can be selected on the **SpeedNotes** tab. The items on this tab, and the organization of these items may be unique to each appointment type, so you may not always see the same options on this tab (e.g., you are meeting with one student as a tutor, and another student as an advisor). If your institution does not have any SpeedNotes configured for the appointment type, the SpeedNotes tab does not display.

(see image on next page)

After you have documented the duration and outcomes of the meeting, click
the **Submit** button to save this information with the appointment.

Student Perspective for Scheduling an Office Hr. Apt.

Student Perspective: Make an Appointment

1. From the **My Success Network**, click the ellipsis beside the name of the person you want to schedule an appointment with, and then select **Schedule**.
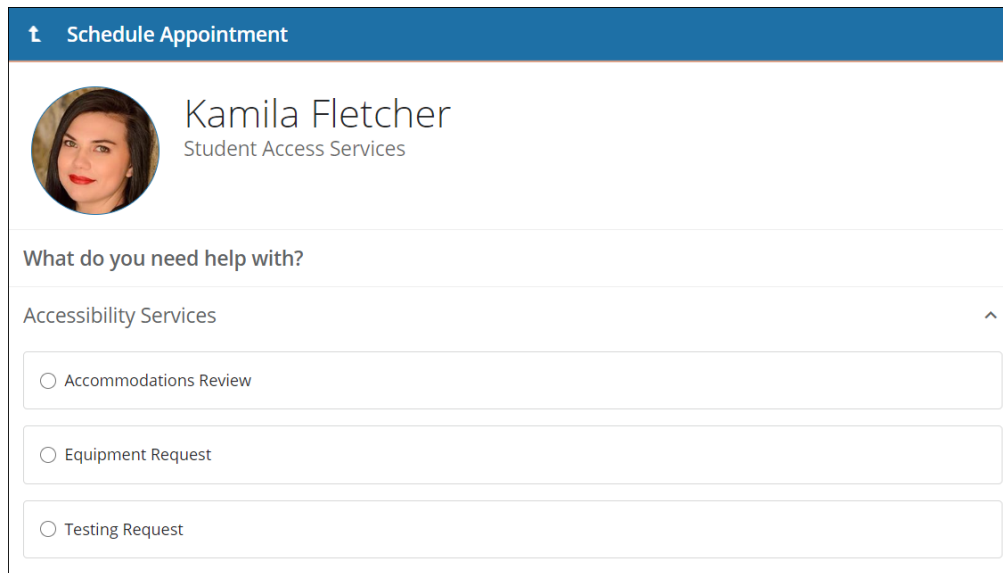
   For Services where appointments are available, select **Schedule** for the desired service.
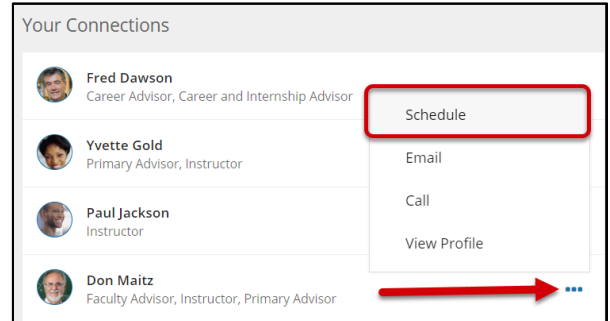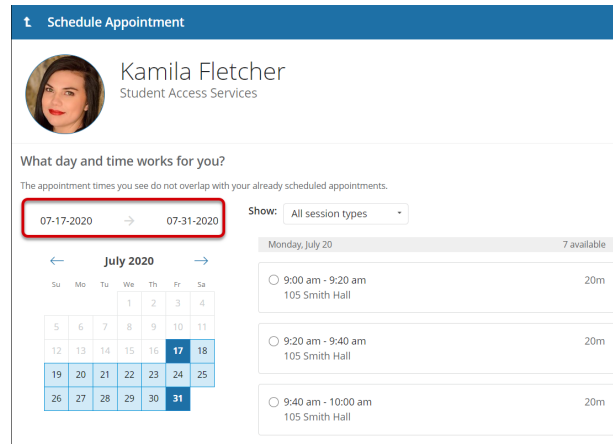
   Or, from the **Courses** channel, select **Schedule Appointment** below the contact information for the desired person or service.
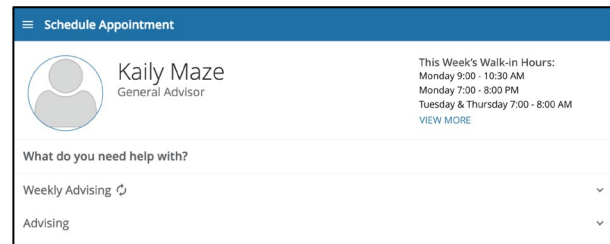
2. Select the type of appointment you want to schedule and choose a reason from the list.

3. Adjust the date range as needed to find days and times that work for your schedule, and then select a time from the list.

4. Complete your sign up by adjusting any details, such as duration or course, where applicable, and add a description for why you want to meet.

5. Click **Confirm** to finish scheduling the appointment. A confirmation page displays allowing you to make changes to the appointment or jump to another page. Additionally, you will get an email with the appointment details and the appointment will be listed on the **Upcoming** tab.
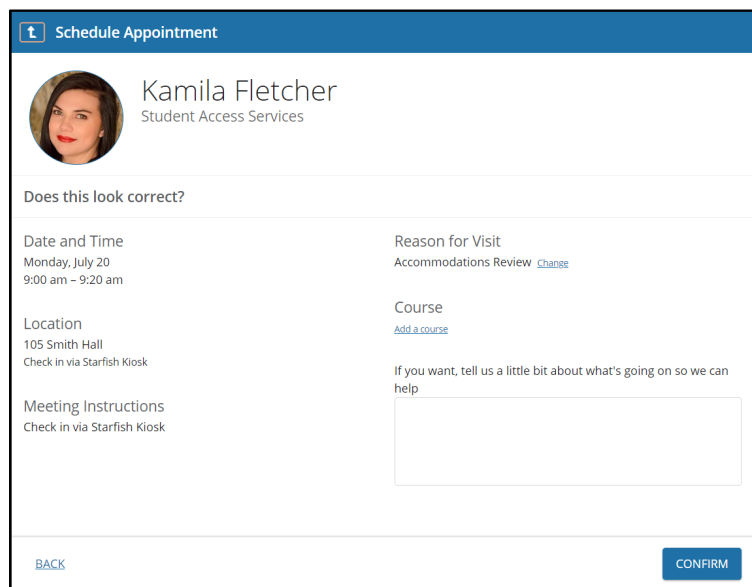
Student Perspective: Change an Appointment

On the **Upcoming** tab, you can view scheduled appointments and make changes. Click on an appointment to make changes to it, such as changing the location or duration, when available. You can cancel the appointment by clicking the ellipsis ▪▪▪ and selecting **Cancel appointment**.
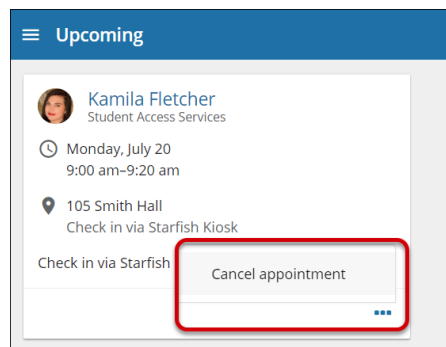
FAQ - Do I need to setup Exchange or Google Integration for my users Starfish appointments to display in their external calendars?

Users' Starfish appointments can be made to display in an external calendar without configuring additional integrations.

To get Starfish appointments to show up in a user's external calendar, the user simply needs to enable the feature in their Starfish Profile. Information about how the user can enable this is available in the help article Set Starfish Email Preferences.

Starfish Exchange and Google Calendar integrations are a separate integration that allow Starfish to read free/busy time from users' Outlook calendars and display that information in Starfish. More information is available about Calendar Integration if you are interested in adding this feature.

Calendar Integration

If you are using Microsoft Exchange or Google for your institution's calendaring system, you have the option to configure Starfish to import free/busy from those calendars. Once this is configured, users can opt-in to use this feature. The resources below provide an introduction to these options.

- Microsoft Exchange Integration
- Starfish Google Integration
- Request Microsoft Exchange/Office365 Integration
- Important IP Addresses

NVC Starfish Help Desk

Visit our NVC Starfish Help Desk Webpage on our Starfish Webpage for Contact Hours, Submitting a Starfish Support Ticket or how to contact us via email: Starfish@napavalley.edu

You also have a Help feature in the Starfish Early Alert System. Click on the hamburger menu and click Help.
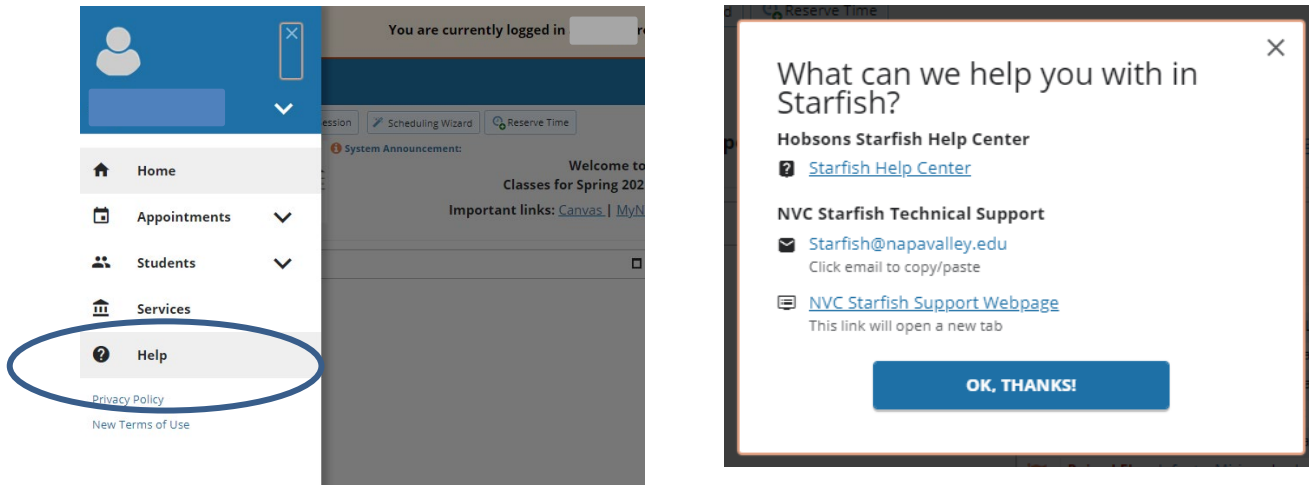
Hobsons Starfish Help Center

For in-depth resources on the Starfish Early Alert System, you can access the Hobsons Starfish Help Center through your hamburger menu by selecting Help > Hobsons Starfish Help Center.
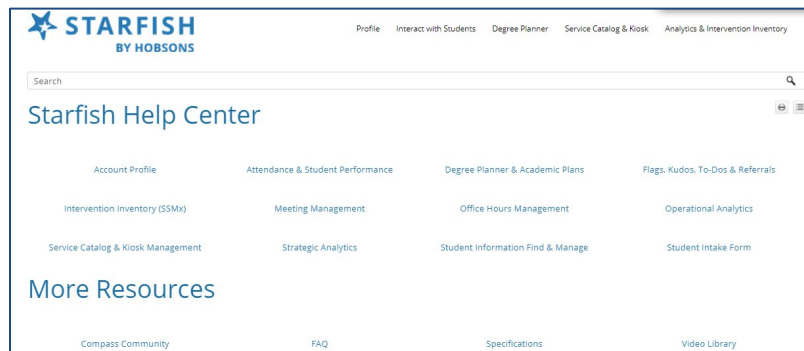
Starfish Early Alert Training Opportunities

Starfish Training dates/times are listed on our Starfish Webpage. You can view the list of dates/times of the training sessions available and register to attend.

*Note: Starfish Training Sessions are setup by Role.