CU *Succeed* Office Hours & Appointments Workshop

CU Succeed - Login   CU Succeed TEST site - Login

☰ **CU Succeed**

🔍 *Search for Students*

Office Hours | Appointment | Group Session | Event | Scheduling Wizard | Reserve Time | Record Attendance

7,358 STUDENTS RECEIVED A TRACKING ITEM**

4,798 APPOINTMENTS MADE USING STARFISH THIS SEMESTER

SPRING 2023 semester Starfish usage statistics as of 5-5-23

48 RAISED HANDS BY 40 STUDENTS ASKING FOR HELP

34,984 tracking items* raised so far this semester

Starfish

Bloomsburg | Lock Haven | Mansfield
COMMONWEALTH UNIVERSITY OF PA

System Announcement:
Welcome, Faculty and Staff!
Learn how to clear a flag in about one minute!
Have questions about how to use Starfish? Email Starfish@commonwealthu.edu for

Once logged in, click on the "hamburger" menu icon from your home page

Appointments ▢

My Services −

Faculty

Agenda ⟶

- *Set-up and revise meeting locations*
- *Appoint a calendar manager*
- *Set-up and revise office hours or group sessions*
- *Adding in an appointment outside of your regularly scheduled office hours*
- *Integrate your Starfish and Outlook calendars to avoid double-booking*
- *Set reserve time when you cannot be present for regularly scheduled office hours (emergency, illness, conference, etc.)*
- *Cancel an appointment slot that has already been filled*
- *See what a student sees when scheduling a meeting*

How do I set up and revise meeting locations?

Click on your name to access your Profile settings

Your Name

Edit Profile

Appointment Preferences

Notifications

Logout

Home

Appointments

The first step in creating Office Hours in CU Succeed is to add one or more locations, which are created in the Appointment Preferences tab

Search for Students

Assign... select ... tem. All role assignments are term specific, so users who are assigned a role will ...the privile... Select the delimiter used in the file to separate columns of data.

...ed information about the data format for the batch file.

...default mode is t... ...ships for the selected group and term. If you select 'Overwrite' then ALL existing relationships for the ...o and t... ...will b... ...ced with those in the file you are currently uploading.

...ade ...

...ing File ... Browse...

...DEP...

Create new groups ... ...assignments. ?

- ⦿ **Comma** ○ **Tab**
- ⦿ **Integration ID** ○ **Username**
- ⦿ **Add to existing relationships** ○ **Overwrite all current relationships**

Never Mind Save

My Locations

Customize your appointment locations.

➕ Add Location

Name

Phone | Phone
Instructions
570-389-3862

Zoom | Online
Instructions
https://bloomu.zoom.us/j/8993933880

CLEAR CHANGES

Scroll down until you see the My Locations box and click Add Location, then follow the prompts in the pop-up box

Add Location

*Location Type

Select a Location Type ▼

*Location Name

Provide a Location Name

Instructions

Provide instructions to students for this location, if any.

100 characters max

ADD LOCATION

EDIT PROFILE | **APPOINTMENT PREFERENCES** | NOTIFICATIONS

My Locations

Customize your appointment locations.

➕ Add Location

Name	Type	
Phone	Phone	⋮
Instructions 570-389-3862		
Zoom	Online	⋮
Instructions https://bloomu.zoom.us/j/8993933880		

You can add as many locations as you would like

You can edit or delete locations by clicking on the three dots and follow the prompts

IMPORTANT NOTE: Always click SAVE CHANGES on all of the Profile settings tabs after any changes have been made

CLEAR CHANGES

SAVE CHANGES

How do I select a Calendar Manager?

CU Succeed

Q Search for Students

EDIT PROFILE | APPOINTMENT PREFERENCES | NOTIFICATIONS

570-389-3862

FYI: A Calendar Manager is a CU Succeed user who can see and edit another user's CU Succeed calendar.

Calendar Management

Customize and view people who manage your calendar.

⊕ Add Calendar Manager

Name

Starr, Roongo

Scroll to the bottom of the Appointment Preferences tab to find the Calendar Management box, then click Add Calendar Manager

CLE

Add Calendar Manager

Search User to Add

Add User as Calendar Manager ▾

ADD CALENDAR MANAGER

HINT: Search using format *LastName, FirstName* (comma included) or just *LastName* or just *FirstName* (but not *FirstName LastName*)

Your Name

Home

Appointments

Students

Services

Inventory

Admin

Help

Click on your name to access your menu options

Go to your Appointments tab
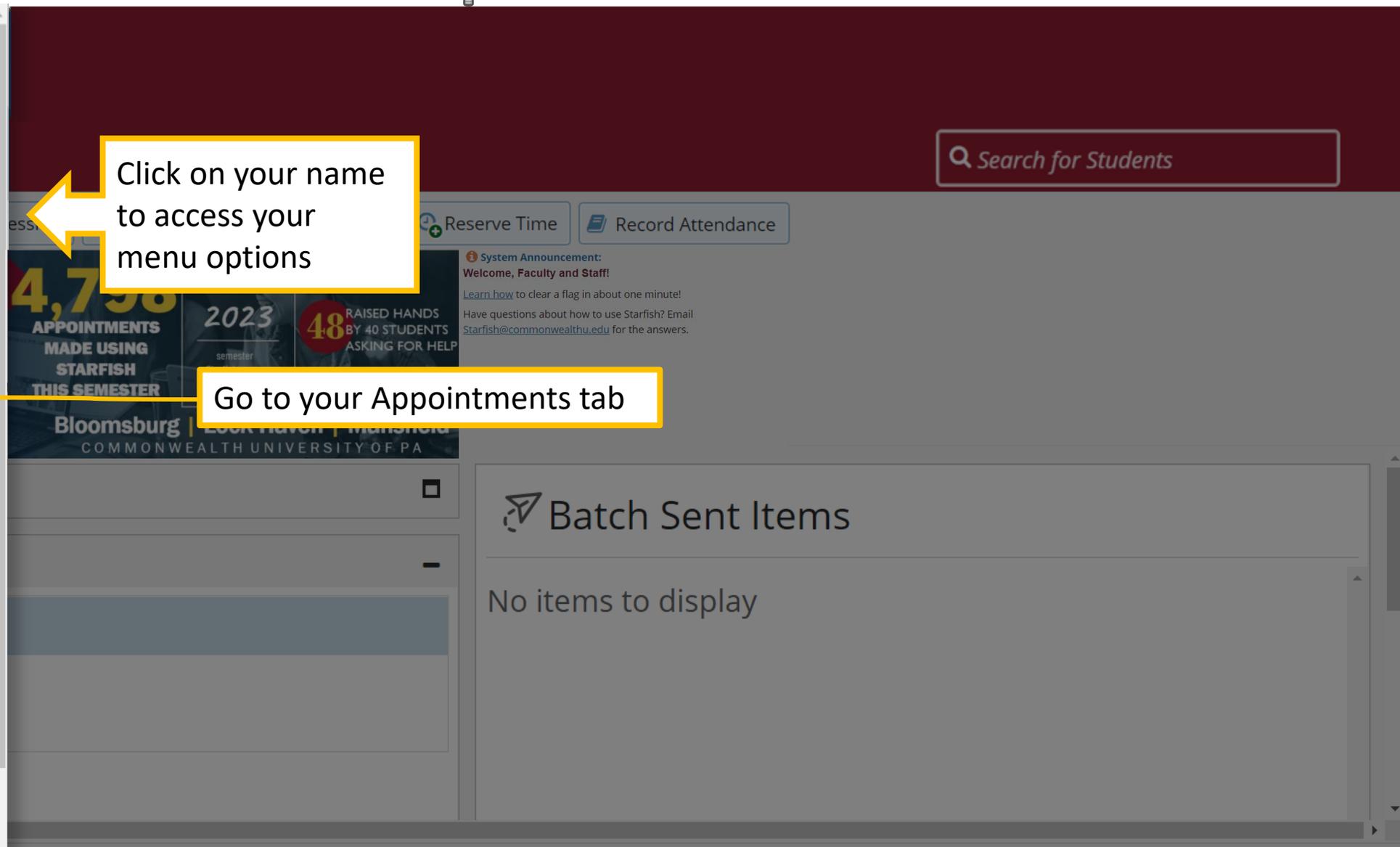
Reserve Time

Record Attendance

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4,798
APPOINTMENTS
MADE USING
STARFISH
THIS SEMESTER
2023
semester
48 RAISED HANDS
BY 40 STUDENTS
ASKING FOR HELP

Bloomsburg | Lock Haven | Mansfield
COMMONWEALTH UNIVERSITY OF PA

Q Search for Students

Batch Sent Items

No items to display

Once in your Appointments tab, click the Add Office Hours or the Add Group Session button

CU Succeed

Q Search for Students

S	M	T	W	T	F	S
30	31	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	29	30	31	1	2
3	4	5	6	7	8	9

Today

Appointment Types

All Appointments

☐ **Available Only**

Office Hours   Appointment   Group Session   Event   Reserve Time   Scheduling Wizard

Agenda	Day	Week	Schedule

Mon, 08-21-2023 ◄ ►

Your Name

🖨

Meetings on Today

Availability

📅 **Today at 8:00 am**

CU Succeed

Search for Students

Add Office Hours

Never Mind   Submit

The Title is only seen by you

* Calendar	My Calendar
* Title	Office Hours

* What day(s)?   Weekly   **Repeats every** 1 week(s)

Repeat on: ☐ Mon ☑ Tue ☐ Wed ☑ Thu ☐ Fri ☐ Sat ☐ Sun

* What time?   9:00 am   to   10:00 am

* Where?   **Note:** You may select more than one location to give students a choice.

☑ **Phone**
   570-389-3862

☑ **Zoom**
   https://bloomu.zoom.us/j/8993933880

* Office hours Type ❓   Scheduled Appointments Only

Only take scheduled appointments

* How long?   15 minutes   minimum appointment length
                15 minutes   maximum appointment length

Complete the form (You may need to create multiple Office Hour blocks depending on the times you are available)

* Required fields   Never Mind   Submit

Search for Students

Add Office Hours

Never Mind   **Submit**

❋ Appointment Types   Select the types of meetings you will have in these office hours.

- [ ] Advisement - ZCOB
- [ ] Cohort 2024 (Juniors) Section 1 ❓
- [ ] Cohort 2025 (Sophomores) Section 1 ❓
- [ ] Costume fitting
- [x] EAB
- [ ] GA Academic Coaches - Recurring Meetings ♻
- [ ] Office of Institutional Effectiveness
- [ ] Peer Tutoring for MU and LHU Students
- [ ] Simulated Learning Lab
- [ ] Student Athlete Support Program
- [ ] Tutoring Request
- [ ] UDS Exam Scheduling
- [ ] WALES Workshops

- [ ] COVID testing
- [ ] Cohort 2024 (Juniors) Sect
- [ ] Cohort 2025 (Sophomores
- [ ] Disability Services
- [ ] GA Academic Coaches
- [ ] General
- [ ] Peer Tutoring
- [ ] Pet Therapy
- [x] Starfish Admin
- [ ] Supplemental Learning
- [ ] Tutoring for Athletes
- [ ] WALES

Instructions   **Start/End Date**

These will be sent to anyone who makes an appointment.

Please wait in the Zoom room if I am not initially there.

**❋** Required fields   Never Mind   **Submit**

Tip: Only select the Appointment Types that pertain to you to avoid confusion for yourself and for your Students

CU Succeed

Search for Students

Add Office Hours

[Never Mind] [**Submit**]

* Appointment Types Select the types of meetings you will have in these office hours.

- ☐ Advisement - ZCOB
- ☐ Cohort 2024 (Juniors) Section 1 ❓
- ☐ Cohort 2025 (Sophomores) Section 1 ❓
- ☐ Costume fitting
- ☑ EAB
- ☐ GA Academic Coaches - Recurring Meetings 🔄
- ☐ Office of Institutional Effectiveness
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- ☐ Tutoring Request
- ☐ UDS Exam Scheduling
- ☐ WALES Workshops

- ☐ COVID testing
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- ☐ Cohort 2025 (Sophomores
- ☐ Disability Services
- ☐ GA Academic Coaches
- ☐ General
- ☐ Peer Tutoring
- ☐ Pet Therapy
- ☑ Starfish Admin
- ☐ Supplemental Learning
- ☐ Tutoring for Athletes
- ☐ WALES

Instructions | **Start/End Date**

Start Date: 08-21-2023 📅

End Date: End of Term ⌄ Fall 2023 ⌄

* Required fields

[Never Mind] [**Submit**]

Add an End Date if you know this Office Hours block will only be for this semester, for example

CU Succeed

Q Search for Students

◄ August 2023 ▾ ►

S	M	T	W	T	F	S
30	31	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	29	30	31	1	2
3	4	5	6	7	8	9

Today

Appointment Types

All Appointments ▾

☐ Available Only

☑ **My Calendar**
Calendars I Manage
Deselect All   Select All

Office Hours   Appointment   Group Session   Event   Reserve Time   Scheduling Wizard

Agenda   Day   Week   Schedule

Mon, 08-21-2023 ◄ ►

Your Name

🖨

Meetings on Today

📅 **Today at 8:00 am**

📅 **Today at 3:00 pm**

You will see the Office Hours blocks you created on the Agenda tab under Availability

Availability

🕐 **Office Hours**
Tue & Thu 9-10AM

To avoid having your Outlook calendar overrun by your CU Succeed Office Hours, right click on the blocks and select Decline, then Do Not Send a Response

This will remove the blocks from your Outlook calendar without deleting them from your CU Succeed calendar. As Starfish meetings are made, they will come into your Outlook calendar one by one.

What if a Student and I need to meet outside of my Office Hours?

Your Name

- Home
- Appointments ⌄
- Students ⌄
- Services
- Inventory
- Admin
- Help

...ession | Event | Scheduling Wizard | Reserve Time | Record Attendance

System Announcement:
Welcome, Faculty and Staff!

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4,798 APPOINTMENTS MADE USING STARFISH THIS SEMESTER

SPRING 2023

48 RAISED HANDS BY 40 STUDENTS ASKING FOR HELP

Bloomsburg | Lo... COMMONWEALTH...

Going back to your CU Succeed calendar...

Batch Sent Items

No items to display

Q Search for Students

CU Succeed

Q Search for Students

◄ August 2023 ▼ ►

S	M	T	W	T	F	S
30	31	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	29	30	31	1	2
3	4	5	6	7	8	9

Today

Appointment Types

All Appointments

☐ Available Only

☑ My Calendar

Calendars I Manage

Deselect All   Select All

Office Hours   Appointment   Group Session   Event   Reserve Time   Scheduling Wizard

Agenda   Day   Week   Schedule

Click the *Add Appointment* button

Your Name

🖨

Meetings on Today

Availability

🕐 **Office Hours**
    Mon, Tue, Wed, Thu, Fri 8:30-11:30AM

Note: You and your Calendar Manager(s) can add a meeting onto your schedule anywhere there is an open spot. Students, however, can only schedule in open times you have within your Office Hours.

Complete the pop-up form and click Submit

CU Succeed

students

Add Appointment

Never Mind | **Submit**

Scheduling | Outcomes | SpeedNotes

Calendar My Calendar

With

★ **People in** ● **Active terms** ○ All terms

Student Roongo ▼

Starr, Roongo
roongo@huskies.bloomu.edu
276758

★ **When**

★ **Where** Zoom ▼

★ **Reason** General > Other - general ▼

ⓘ Note: Updating the Reason will reset all SpeedNotes.

Course No Course ▼

★ **Sharing** ● **Shared** ○ Private

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

Detailed Description

Enter a detailed description about the appointment. This is viewable by you and the student with whom the appointment is made.

Start typing a Student's name, then click on their profile

★ Required fields

Never Mind | **Submit**

CU Succeed

August 2023 ▾

S	M	T	W	T	F	S
30	31	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	29	30	31	1	2
3	4	5	6	7	8	9

Today

Appointment Types

All Appointments

☐ Available Only

☑ **My Calendar**
Calendars I Manage
Deselect All   Select All

⊕ Office Hours   ⊞ Appointment   👥 Group Session   🗑 Event   📅 Reserve Time   🪄 Scheduling Wizard

Agenda   **Day**   **Week**   **Schedule**

The meeting will then show up on your *Agenda* tab for that day

Your Name

🖨

Meetings on Today

📅 **08-21-2023 at 2:00pm**

ⓘ Reason: Other - general

📍 Zoom

Starr, Roongo

📞 (570) 555-1212

✉ roongo@huskies.bloomu.edu

Availability

🕐 **Office Hours**
Mon, Tue, Wed, Thu, Fri 8:30-11:30AM

How do I integrate my CU *Succeed* and Outlook calendars?

First, go to your Outlook calendar and click on the *Share Calendar* button
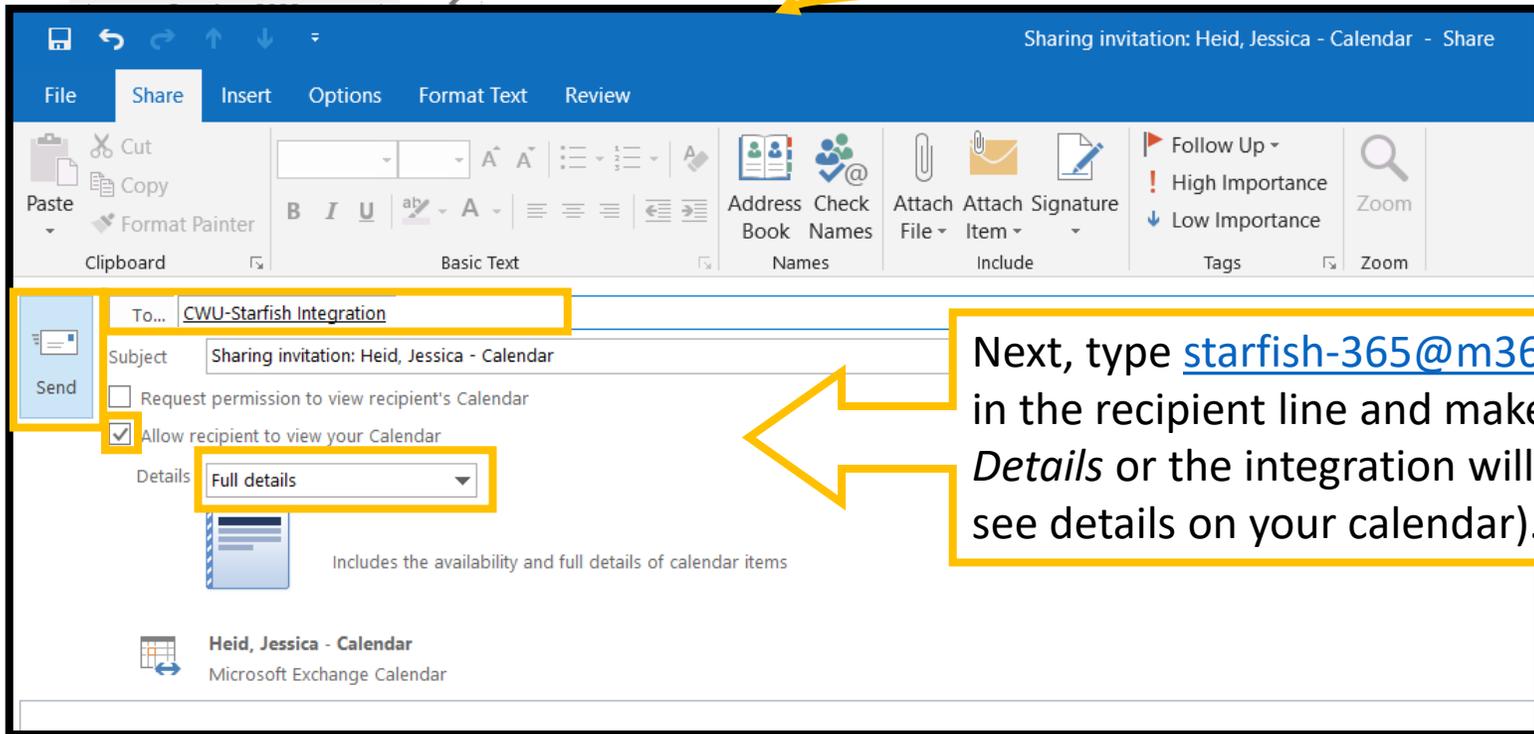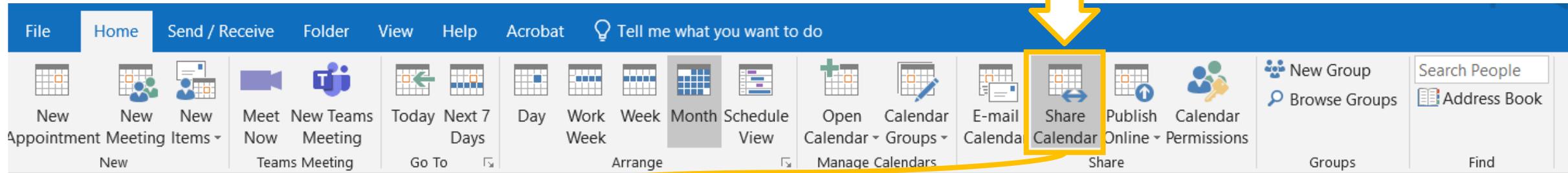
Next, type starfish-365@m365.cloud.commonwealthu.edu in the recipient line and make sure you are sharing *Full Details* or the integration will not work (Students cannot see details on your calendar). Click *Send*.

CU Succeed

Search for Students

Office Hours | Appointment | Group Session | Event | Scheduling Wizard | Reserve Time

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Bloomsburg | Lock Haven | Mansfield
COMMONWEALTH UNIVERSITY OF PA

Click on the "hamburger" menu icon

Recent Changes	Appointments
Flags I'm Managing	Calendars I'm Managing
My Services	

⚐ Batch Sent Items

No items to display

0 Items in the last 30 days

Your Name

Edit Profile

Appointment Preferences

Notifications

Logout

Home

Appointments

Search for Students

Event   Scheduling Wizard   Reserve Time

System Announcement:
Welcome, Faculty and Staff!

...g in about one minute!

...how to use Starfish? Email Starfish@commonwealthu.edu for the answers.

Click on your name to access your *Profile* Settings

Click on the *Appointment Preferences* tab

Appointments

Calendars I'm Managing

Batch Sent Items

No items to display

Q *Search for Students*

EDIT PROFILE

APPOINTMENT PREFERENCES

NOTIFICATIONS

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

External Calendar Sync

Sync busy times **from** your External Calendar **to** your Starfish calendar

Outlook Calendar Sync

⚠ **Important:** You must share your calendar with starfish-365@m365.cloud.commonwealthu.edu
Click here for further instructions.

☑ Allow Starfish to read busy times **from** my Outlook Calendar

Scroll down to the Calendar Sync box, and check the *Allow CU Succeed to ready busy times from my Outlook Calendar* checkbox

My Locations

CLEAR CHANGES

IMPORTANT NOTE: Always click *SAVE CHANGES* on all of the Profile settings tabs after any changes have been made

SAVE CHANGES

What can I do if something comes up during regular Office Hours?

You can block out a time by clicking the Reserve Time button so that Office Hour time slots during this Reserve Time will no longer be visible to student

Office Hours | **Appointment** | **Group Session** | **Event** | **Reserve Time** | Scheduling W

Agenda | Day | Week | Schedule

Heid, Jessica

Meetings on Today

Today at 10:00 am

External Hold: EAB | Starfish Partnership

Reserve Time

Complete the items below to mark time on your calendar as unavailable for appointments.

* All Fields Required

* **Calendar**   My Calendar

* **Category**   Select a Category

* **Title**   Meeting

* **When**   **Date**   MM-DD-YYYY   **Start Time** Ex: 11:00 am   **End Time** Ex: 11:30 am

Repeats   Does not repeat   **Until** MM-DD-YYYY

CANCEL   ADD TO CALENDAR

This information is just for you and will not be visible to anyone else

How do I edit or delete my Office Hours?

Q Search for Students

August 2023

	S	M	T	W	T	F	S
2	30	31	1	2	3	4	5
	6	7	8	9	10	11	12
	13	14	15	16	17	18	19
1	20	21	22	23	24	25	26
2	27	28	29	30	31	1	2
3	3	4	5	6	7	8	9

Today

Appointment Types

All Appointments

☐ Available Only

☑ **My Calendar**
Calendars I Manage
Deselect All   Select All

Office Hours
Appointment
Group Session
Event
Reserve Time
Scheduling Wizard

Agenda   **Day**   **Week**   **Schedule**

0-2022

| Your Name

🖨

To edit a block that you already created, *hover* over the little clock icon, and select Edit or Cancel (which means *delete*).

Meetings on 08-21-2023

📅 **08-21-2023 at 2:00pm**

ℹ Reason: Other - general

📍 Zoom

Starr, Roongo

📞 (570) 555-1212

✉ roongo@huskies.bloomu.edu

Availability

🕐 Office Hours
Mon, Tue, Wed, Thu, Fri 8:30-11:30AM

If you have created a recurring time, you can select to delete just one or the entire series.

What is a student's view of my CU *Succeed* calendar?

Schedule Appointment

🔍 *Search for Students*

Your Name
Your Title

What do you need help with?

General ⌃

○ Advising

○ Office Hours

◉ Other - general

Here we see what Roongo sees when he schedules a time to meet. The student first selects a reason

CANCEL

CONTINUE

What is a student's view of my CU *Succeed* calendar?

⬆ Schedule Appointment

🔍 *Search for Students*

Your Name
Your Title

August 2023

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	29	30	31		
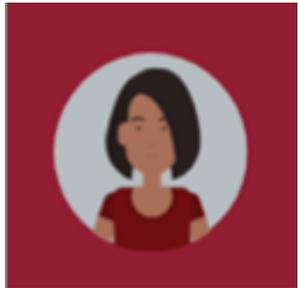
Monday, August 21 — 2 available

- ◉ 9:00 am - 9:30 am
  Zoom — 30m

The student then selects a day and time that fits their schedule. The only options open are the ones that you have created and are not already taken by other students.

- ○ 9:30 am - 10:00 am
  Zoom — 30m

Tuesday, August 22 — 2 available

- ○ 9:00 am - 9:30 am
  Zoom — 30m

↑ Schedule Appointment

🔍 *Search for Students*

Your Name
Your Title

The student selects a location from the one(s) you designated as options when creating the Office Hour block. The student can then add in a comment, and confirm the appointment. You will both get an Outlook email meeting invite.

Does this look correct?

Date and Time
Monday, August 21
9:00 am – 9:30 am

Reason for Visit
Other - general   Change

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

I have some questions about the syllabus...

Location
Zoom

BACK

CONFIRM

Questions?

Contact Starfish@commonwealthu.edu
or call Jessica Heid at 570-389-3862