# **FisherLink**

## Getting Started Guide Faculty & Staff

## Welcome to FisherLink

FisherLink gives you a convenient way to communicate with students – from raising flags when you observe a pattern of behavior that concerns you, ensuring that the people on campus who can intervene are aware to distributing kudos to let students know they are doing well. It also allows your students to easily book an appointment with you or someone else who can help support their success.

Getting started is easy.

• Accessible via <u>my.sjfc.edu</u>, click on the link within the navigation pane labeled **FisherLink**.

This guide highlights the steps for completing common tasks in FisherLink:

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### Setup your Profile

Some of your profile, such as your contact information - imported from Banner.

- 1. Click on your name in the Top Navigation bar and click on Institutional Profile.
- 2. Your Banner photo will appear. You may change the photo by using the **Upload Photo** link beneath your existing photo.



Browse to a photo file (.jpg, .png, or .gif), and then click the **Upload Now** button to update your photo.

- Edit your Phone number and ensure that the Time zone selected matches your time zone. This effects appointment times.
- Add information to the General Overview and My Biography sections to let students know a bit more about you.

This information will appear to students who can make appointments with you in FisherLink.

Partie	Login Page	Default Login Page		~					
ACCORDAN)	Title								
	Contact Infor	Contact Information							
0 00	Login	merklenz-watts	Institution Email	merklenz-watts@sjfc.edu					
	Phone	5853858404	Alternate Email						
CA AS	Cell Phone		Video Phone						
Upload Photo	- Send my corr	respondence to	Institution Em	ail 🔘 Alternate Email 🔘 Both					
			_						
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eral message should go here. Tell pe e Director of Academic Student Supp and the Center for Career and Acad	ople how you can l	help them during your make sure students h	office hours.	ssary to be successful in their college caree					
eral message should go here. Tell pe e Director of Academic Student Supp. and the Center for Career and Acad t every student to find success! Biography	ople how you can ord, my focus is to emic Planning as a	help them during your make sure students h "go to" place for any "	office hours. ave all the support nece questions/concerns you	ssary to be successful in their college caree	areer exploration.				

5. Click the **Submit** button to save your changes.

## **Setup your first Office Hours block**

The first time you log in to FisherLink, a 'wizard' to walk you through setting up your office hours will appear, which enables students to schedule time with you. If you do not wish to complete the wizard just yet, check the box labeled "Show me this Office Hours Setup Page again next time I login if I don't have any Office Hours", and then click the Close button.

If your office hours are different week to week, follow the "**If your office hours don't repeat weekly**, <u>click here</u>" link.

#### If your office hours recur:

- 1. Complete the fields presented to specify:
  - What day(s) do you have office hours? - check the boxes for each day.
  - What time are your office hours? - enter a start and end time.
  - Where are they? select the Type of setting and enter the **Details** in the field provided (e.g. the building and room number of your office).
  - If relevant, provide Instructions for students

more later.  1. What day(s) do you h M T W  2. What time are your o Enter Start Time to  3. Where are they? Type in an	T _F _S _S
M T W 2. What time are your o Enter Start Time to 3. Where are they? Type in an	T _F _S _S
2. What time are your o Enter Start Time to 3. Where are they? Type in a	
Enter Start Time to 3. Where are they? Type in a	office hours?
3. Where are they? Type in a	
Type in a	Enter End Time
Details Ente	n office 🔽
	er an office location
Instructions Kno	ock once and enter
Show me this Office Hours Close Set up Office	Hours Setup Page again next time I login if I don't have any Office

who make appointments with you.

2. Click the Set up Office Hours button to save your office hours.

#### Notes:

To setup additional office hours or make any changes, use the buttons on your Home or Appointments page to Add Office Hours, Add Appointment, Add Group Session, Reserve Time or use the Scheduling Wizard.

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•		May	201	8 🕶		•	Co Office H	ours 🛍 A	ppointment	Scheduling Wizard €
S	М	Т	W	Т	F	S	Connection		ppointment	
29	30	1	2	3	4	5				
6	7	8	9	10	11	12	Agenda	Day	Week	

You may also find this Two Minute Tip on <u>How to Create Office Hours</u> helpful.

Attendance

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Cohort

**Q** Search for Students

Phone

(757) 622-4487

Progress Surveys

nal Filters

Cell Phone

(757) 622-4487

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### Message or Raise a Flag, Referal, and Kudos on Students

**≡** Starfish

Search

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K

Overview My Students

Student Name, Username, Go

Randy Albright

When you want to communicate with a particular student or group of students, raise a flag, pass along a kudos, or refer to a support service, FisherLink is your go-to tool. The appropriate individuals will be automatically notified when you save the item.

Tracking

Connection

All My Students

Success Score Email

Intake

Zoom In 腾 Flag 🗞 Referral 🐼 To-Do 🏂 Kudos 🏟 Success Plan 🔤 Message 🚯 Note 🔕 Download 🎝 Prospective Student

Term

Randy.Albright@starfishcollege.edu

Active

1. From the menu click on Students.

> \*Ensure you are on the **My** Students tab.

2. Find the desired student by typing the name into the Search box. \*Additionally, via the **Connection** 

dropdown menu locate by class or by affiliation.

3. Click on the student's name to bring up the Student Folder or click on box by Name to select the entire group.

70

4. Click the Message, Flag, Referral, or Kudos buttons.

> For message, a blank template for you to complete will appear.

A list of Flags, Referrals or Kudos that you have permission to raise on this student is displayed.

landi Albrig	ht	3
😽 Flag 🔹 Referral	😚 To-Do 🏠 Kudos 📩 Success Plan 🕜 Academic Plan 🔤 Messag	e Note More
Overview	Student Information	
Info	V First Generation Student? Y	_
- Success Plans	Major if declared: Finance	12 0
O Assertantia Diana	Athletic Memberships: Baseball, Volleyball	1 Cash
Academic Plans	6 FERPA standards protect student data.	

- 5. Select the desired **Flag, Referral, Kudos** from the list.
- If relevant, select a course from the Course Context, drop down list, and enter notes in the Comment box.
- 7. Click the Save button. Save means send.

#### Notes:

The **Student View:** indicates whether the student can view the flag and the notes, you include in the **Comment** box.

The **Permissions** area lists roles that have permission to view the selected flag and the notes you include in the **Comment** box.

Flag		r Academic Performance 🗸 🗸 🗸
Course Context		Attendance Concern Raise this when a student isn't attending class regularly.
Comment	1	In danger of failing when a student is in danger of failing after 4 weeks in to term
		Poor Academic Performance Raise this when a student is not performing well in class across multiple factors
Student View: The st	tudent	can view this item and the notes entered above.
relationship with the		ne following roles may be able to see this tracking item if they have a t(s):
<ul> <li>Instructor</li> <li>Major Advisor</li> </ul>		
TermRelationshi	ipAdvis	or

### Add a Comment –follow up

Advisors can follow up by entering a note/comment within a Flag.

- 1. Within the **Tracking** tab, click or hover on a flag and click on **Comment**.
- From the Create a Note window, enter subject and comments. Additionally, you can select who will receive a copy of the note.

Create Note	Never Mind Submit
Subject	
Note	
	Send copy of note to yourself
	Send copy of note to student
	Send copy of comment to flag raiser

## **Frequently Asked Questions**

### How do I change how FisherLink emails me?

FisherLink emails you a calendar item for each appointment and a summary of flag activity for your students. Use the **Email Notifications** tab of your **Profile** to modify details of how and when you receive these notifications. For more information see:

- Update how you are emailed about Flags To-Dos and Referrals;
- <u>Update how you are emailed about Appointments</u>



September 2015 -

31 1 2 3 4 5

7 8 14 15 16 17 **18** 19

13

S M T W T F S

20 21 22 23 24 25 26

27 28 29 30 1 2

Appointment Types

All Appointments

My Cal

Available Only

Calendars | Manage Deselect All Select All

🗌 Lanlsri, Lester

🗆 Patones, Irina

9 10 11 12

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• I

Agenda

8:00 am

9:00 am

10:00 am

Day

🔂 Add

🔁 Add

🗘 Add

🔂 Add

Week

Schedule

Office Hours

🥒 Edit

08-07-2015 at 10:00 am

Advising Center North Rm 118

🛚 Cancel 👻 😋 Walk-in

Just this one

### How do I get more detail on a student?

Click the hyperlink associated with the student's name wherever you find it to reach the Student Folder. (e.g. in the student list, or appointment).

### How do I cancel office hours?

### **Cancel one occurrence**

Select the day from the calendar, and *hover* (don't click) over the icon associated with the Office Hours on the desired day (2).

Click the Cancel button and select, "Just this one" from the pop up Office Hours card presented.

#### **Cancel a series**

From the Agenda view, hover (don't click) over the **Office Hours** icon (<sup>(2)</sup>) next to an office hour title.

Select Cancel from the pop up Office Hours card presented. (If the day you have selected on the calendar includes an occurrence, you will have the option to cancel "Just this one" or "The entire series")

