On Saturday, October 6, 2012 at 12am EDT (4am GMT), we will be upgrading our Operations environment to Starfish® 2.8 and our Early Availability environment to Starfish® 2.9. Please expect up to three hours of downtime.

With the 2.9 release you'll see increased support for advising and tutoring center operations.

In our Early Availability environment

- **Walk-In Support**
  Advisors, instructors, tutors and other people who see students can create blocks of time in their calendar to make their walk-in hours visible to students. When students walk in to be seen, add meetings to the block.

- **Record Actual vs. Scheduled Meeting Time**
  Find out whether meetings are being assigned the appropriate amount of time. An estimated duration is selected when a student schedules an appointment. Now you can record the actual start and end time of every meeting and report on this data, comparing it to the schedule times for different types of meetings.

- **Waiting Room Management with Starfish Kiosk (BETA!)**
  Note: This feature is being released in Beta. Interested in using it? Talk to your account manager for details on testing and planning for production deployment and use in the next term.
  - Starfish Kiosk with Swipe Card Sign-In: Setup a kiosk at the front desk of your advising and tutoring centers. Students can sign in to be seen either by swiping their student ID card or manually entering their student ID and name. Contact your account manager for more information about purchasing the swipe card reader and configuring the kiosk.
  - Waiting Room for Providers: Advisors and tutors can view the queue of students waiting to be seen at their center. If a student has an appointment with the provider, the provider sees that the student has arrived for their appointment. Providers can see pertinent data about the student, including the length of time they've been waiting, the reason for their visit and the student's folder in Starfish. Ready to meet with a student? The meeting can be started from the waiting room view, so the meeting is added to the provider's calendar and the outcomes window is opened for meeting notes to be entered. Did the student leave before being seen? Indicate that in the waiting room, so the student is removed from the queue and this information is recorded in the student's folder.

- **Add Appointments from the Student Folder**
  We continue to work to save you clicks. When viewing a Student Folder, you can now add an appointment with the student directly from the Student Folder without needing to back out to Calendar or Starfish Homepage.

- **Configurable Date Format Throughout**
  We can now configure the date format to be used in Starfish to be either the default of mm/dd/yyyy or to be dd/mm/yyyy. International clients, contact Starfish Technical Support to have the date format change in your instance of Starfish.

TIPS & TRICKS
Where's my Profile?
We have made a few changes on your Starfish Home page to make more room for the most used features. You will notice that the profile placard in the upper left column has been removed in Starfish 2.9. We have also removed the Profile link from the main navigation and moved it to the upper right corner of every page.

You will now see a thumbnail of your profile picture and your name in the upper right corner. Click on your picture, your name or the down arrow next to them to access your profile.

In our Operations environment

- **Exchange Integration 2.0**
  We have redesigned our Exchange integration to update Starfish calendars with users' free/busy times in real-time. The new integration also no longer requires installation of an adapter, making your administrator's life a little easier. Let me know. We are starting off with a small pilot group for this feature. If you are interested in being a part of the group, Thank you, University of Cincinnati and Ivy Tech Community College for your help and feedback on this feature.

- **Bulk Upload of Profile Photos**
  You can now use the SIS Adapter to push student and faculty ID pictures to Starfish for use as profile photos in the system. This feature will require an SIS Adapter upgrade, so contact Starfish Product Support if you are interested and ready to upgrade.

- **Close the Loop Notes in the Student Folder**
  When clearing a flag, the Close the Loop note is now saved to the Student Folder. View the note along with Clear note on the Tracking and Notes tabs in the Student Folder.