WELCOME TO STARFISH®,
THE STUDENT SUPPORT NETWORK

Starfish provides you with a central location from which to connect to the people and services that can help you succeed—all accessible right from your Starfish home page.

Log in to your Starfish home page.

Here are three ways to get started:

1. **Set up your profile.**
   Make it easier for your instructors and advisors to get to know you and stay in contact.

2. **Stay on track.**
   Use your personalized Dashboard to stay on top of upcoming appointments, assignments, plans, and recommendations from your instructors.

3. **Connect to people and services that can help you.**
   Use your personalized “My Success Network” and “Courses” channels for quick access to contact information, appointment scheduling, and course help.

   **Not sure what you need?**
   Browse the Services Catalog or use the “Request Help” option if you can’t find what you’re looking for through your personalized channels.
SET UP YOUR PROFILE.

Your profile lets instructors and advisors know who you are and how to contact you. It also gives you control over how you receive emails.

1. Click on your name in the top right-hand corner of your home page to open your profile.

From here you can customize your profile by uploading a photo, setting appointment reminders, and adding a secondary email address for receiving Starfish emails (e.g., your mobile phone).

To have Starfish emails sent to your mobile phone (in addition to your primary institutional email address):

- Enter the email address of your mobile phone in the Alternate Email field. This address will be a combination of your phone number and carrier information. Click the “Cell Phone” icon ( ) for a list of common carriers and email address formats.
- For “Send my correspondence to,” select “Both.”
2. Once you have made the desired changes to your profile, click the “Submit” button to save your updates.

CONNECT TO PEOPLE AND SERVICES THAT CAN HELP YOU.

The “My Success Network” and “Courses” channels display the people and services that are available to help you succeed. Here you can find key contact information as well as links to student service websites and online appointment scheduling.

My Success Network

Click the “My Success Network” icon on your home page to display your personalized network. This channel lists the people and resources that are available to assist you. (You can browse a broader list of available services in the Services Catalog). For each person or service listed you will find contact information, supporting websites, and, if online scheduling is enabled, a link to make an appointment. If a service includes a waiting room for walk-in appointments, you can click the “Waiting Room” link to find out how many students are currently in line.
Courses
Click the “Courses” icon on your home page to display information about courses you are enrolled in as well as contacts and available support related to each. Like the “My Success Network” channel, it is personalized to show the people and services specific to the courses you are taking and gives you the ability to make an appointment or request help related to a course.

Make an Appointment
1. Click the “Schedule Appointment” link below the contact information for the desired person or service in the “My Success Network” or “Courses” channel.

2. Use the small calendar on the left to quickly identify days with available office hours (available days will be shown in bold). Click the desired date to display availability on that day.

3. Available time slots on the selected day will include a “Sign Up” link. Click the “Sign Up” link associated with the desired time slot.
4. Clicking “Sign Up” opens the Add Appointment form. Complete the form by selecting a reason for the meeting and a course (if relevant). Include an explanation of what you wish to accomplish at the appointment so that your instructor or advisor can be prepared for the meeting.

5. Click “Submit” to set the appointment. You will receive an email with the appointment details, and the appointment will be listed on your Dashboard.

Change an Appointment
Upcoming appointments will be listed on your Dashboard. Click the “Edit” icon (✓) to modify the appointment or the “Cancel” icon (✗) to cancel it.
STAY ON TRACK.

Dashboard
The left-hand column of your Dashboard displays upcoming appointments and date-based tasks to help you plan your week. The right-hand column highlights items that require your attention, which may include alerts related to your class work, referrals to campus support offices to help you succeed, and kudos from your instructors. If an email was sent to you relating to any of these items, you will find the content of the message by clicking on the “Messages” icon near the “Profile” link in the top right-hand corner of the page.
NOT SURE WHAT YOU NEED?

Request Help
Click the “Request Help” button to submit a request for help.
You will be asked to provide information such as the type of help you are requesting, the related course (if applicable), and a description.

We encourage you to make your description as detailed as possible to ensure that you get the help you need. Click “Submit” to submit your request.

Services Catalog
Certain counselors and advisors may be listed in your personal My Success Network channel, but other individuals and services can be found in the Services Catalog accessed from the top navigation bar. On the Services Catalog page you can search for a service or scroll through the list of available services. For each service listed, you can view relevant contact information, visit the service’s website, and schedule online appointments (if available).