Welcome!

Students will be able to use the Student Success Network to schedule appointments and contact academic advising, tutoring, and library services, as well as view other support services available to them.

You can get to Starfish by going to www.newschool.edu/student-success. Then, it’s as simple to schedule the time you need. Emails from Starfish will come from studentsuccess@newschool.edu.

Complete Your Profile

Your profile lets instructors and advisors know who you are and how to contact you. It also includes the email address where you want to receive updates and reminders.

1. Go to Starfish.
2. Click on your name at the top of the page.
3. Verify your contact information and email address
4. Click the Save button.

Access Campus Support Resources from the Success Network

Certain counselors and advisors may be listed in your personal My Success Network Section, but others can be found in the broader Success Network.

1. Click Success Network at the top of any page. Search for a service center or scroll through the list of services.
2. When you click on a service you will see the staff members who work there and their appointment availability.
3. Click Schedule Online to make an appointment with a service provider and follow the steps listed above.
Make an Appointment with Anyone in My Success Network

To make an appointment with an advisor, counselor, instructors, or others available for appointments:
1. My Success Network will display a list of people on campus with whom you can make appointments, if they have an online calendar.
2. Click the hyperlink of the person’s name to view their calendar.
3. Available meeting times will have a Sign Up link. Click this link to make an appointment for that time.
4. Complete the form and click the Save button. You’ll get an email confirmation of the appointment.

Frequently Asked Questions

• What if I need to cancel or modify an appointment I made?
  Find the appointment on your Upcoming Appointments channel shown on the Starfish home page. Click the icon at the beginning of the line. This will bring up a menu that will allow you to cancel or edit the appointment.
• What if a calendar I need is not available online?
  As we launching Starfish Connect, more and more people will be adding their calendars to the system. If someone has not had an opportunity to do so yet, please contact them through the traditional route. However, keep checking in to see when your instructor adds his or her calendar.
• What if my instructor has to cancel the appointment?
  You will be notified by email of the cancelation. It will disappear from your Upcoming Appointments channel.
• What if I need help?
  Contact your advising office or email studentsuccess@newschool.edu.