

Version 1.0 Last Revised 9/2017



# Student Getting Started Guide Starfish ®

Version 6.4

## Welcome to Starfish ®

Starfish provides you with a central location to connect to the people and services that can help you finish what you start – all accessible right from your Starfish **Home** page.

Log in to your Starfish Home page by going to MyHerkimer.

Your **Home** page includes access to a customizable profile and personalized channels that make it easy to schedule the dedicated time you need with your instructors, advisors or counselors. Starfish can also help you manage the steps you need to take to stay on track and meet your goals.

Here are three great 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 if you can't find what you're looking for through your personalized channels.

## That's it. Simple for you. Powerful for your future.



## Set up your Profile

Begin by setting up your student profile. Your profile lets instructors and

advisors know who you are and how to contact you. It also gives you control over how you wish to receive emails.



 Click your name in the top right corner of your Home page to open your profile.

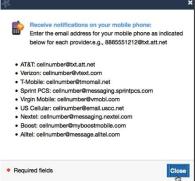
From here, you can customize your profile by uploading a photo, setting appointment reminders, and adding a secondary email address for receiving Starfish emails (e.g. your mobile phone).

	FERPA standards protect stud	ent data.	
	Randi Albright		[Last login: 13:19 28-04-2015]
125	Contact Information	1	
	Login	pgretich	
1997	Institution Email	ralbright@exellent.edu	
	Alternate Email		0
		All notifications will be sent to your institution email address.	
Upload Photo	Email Preference	Also send notifications to my alternate email address	
	Phone	888-555-1212	
	mobile		
	Video Phone		
	Time zone	(GMT-05:00) Eastern Time	
		Display all time zones	
	Reminder Preferen	a sydnet about My Success Network CCS minutes before the start of an appointment the day of  a supportment	
Required fields			Never Mind Submit

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

Alternate Email	4445551234@vtext.com	n	mobile Users 🛜	
Video Phone			mobile Users: Read more detail	s.
O Institution Emai	il 🛛 Alternate Email	<ul> <li>Both</li> </ul>		

 Enter the *email address* of your mobile phone in the Alternate Email field. This address will be a combination of your phone number plus carrier information. Click the more information icon (?) for a list of common carriers and email address formats :



with "Send my correspondence to".

Click the **Both** radio button associated

2. Once you have made your 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 web sites and online appointment scheduling.

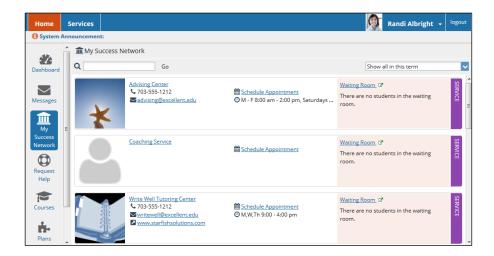
#### <u>Messages</u>

Click the **Messages** icon on your Home page to display messages sent to you in Starfish. Click on any message in the list to display the full contents of that message.



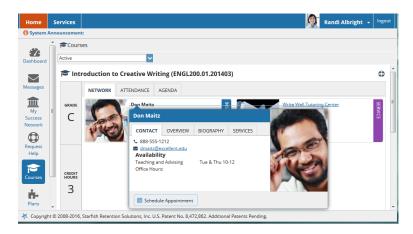
#### My Success Network

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 Service Catalog. This is on the top portion of your Success Network). At the bottom of your Success Network you will find a list of your current teaching faculty, the Associate Dean for your division, as well as your Advisor. In addition, for each person or service listed in your Success Network you will find contact information, supporting websites, and, if online scheduling is enabled, a link to make an appointment.



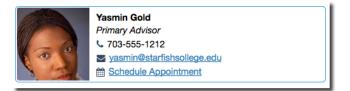
#### <u>Courses</u>

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.



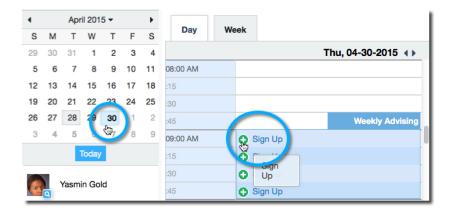
### <u>Make an Appointment</u>

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 in the small monthly calendar 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.



- This 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 need so that your instructor or advisor can be prepared for the meeting.
- Click Submit to set the appointment. You will get an email with the appointment details and the appointment will be listed on your Dashboard.

Add Appo	intment	Never Mind Submit	
With Beason	Yasmin Gold General Advising Visit		
Course	No Course		
Select a reaso	n in order to complete the following fields:		
When	9:00 am 04-30-2015		
Duration	20 minutes		
Where	Advising Center North Rm 118		
nstructions	Please bring your most recent registration report and any transcripts from your previous academic institution. You might also find it helpful to visit www.excellent.edu/advising for additional resources that we will reference during our meeting		
	I am a bit confused by the options available to me for Summer	vs. Fall	
	Explain in detail what you are looking to accomplish in this appr	ointment.	
* Required fiel	de	Never Mind Submit	

## Change an Appointment

Upcoming appointments will be listed on your **Dashboard** in the time line view (left column). Click the edit icon (*(*) to modify the appointment or the cancel icon (**x**) to cancel it.

## Stay on track

### <u>Dashboard</u>

Your **Dashboard** displays upcoming appointments and datebased tasks on the left to help you plan your week. The right hand column of your Dashboard highlights items that require your attention and may include alerts related to your class work, recommended referrals to campus support offices to help you succeed, and Kudos from your instructors.

#### <u>Messages</u>

The messages will display the content of email messages sent to you through Starfish.

Home	Services		Randi Albright 🗸 🔤	
🕄 System Ann	nouncement:			
<b>*</b>	2 Dashboard	TODAY	D Display hidden	
Dashboard Messages	No items scheduled today. Enjoy your day!		Recent Kudos	
My Success Network	15:00 Appointment	15-08-2016 & X	(a) Added by <u>Varmin Gold</u> (b) Added by <u>Varmin Gold</u> (c) Added by <u>Varmin Gold</u>	
Request Help	Resson: English tutoring     Advice Center North Rm 18     Berger Center North Rm 18     Berger Center North Rm 18     Berger Center North Rm 18     Section Code     Ysamin Gold		Image: The set of the	
Courses Plans	Load more_		Randi doesn't seem to be paying as much attention as she had been earlier in the te      Hote     Attendance Concern     Actional by Sustainere Miller	
9 History			<ul> <li>Raised on 15:12:2015</li> <li>Marketing for Business Majors (BUSN201.01.201501)</li> </ul>	



## Not sure what you need?

#### 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 broader Services catalog accessed from the top navigation bar. On this page you can search for a service or scroll through the list of available services. For each service you can, view contact information, visit service websites, and schedule online appoints (if available).



## Frequently Asked Questions

#### What if I don't see anyone listed in My Success Network?

Your specific advisors or counselors might not be assigned yet. Check back later or contact your institution's help desk for additional assistance.

# What if I click the Starfish link and get a "You do not have access" message?

Contact your institution's help desk for assistance with accessing the Starfish system.

## What should I do if I have a flag raised?

When a flag is raised you should make an appointment to see the person that raised the flag – they are the one that will be able to provide you more information on how to resolve the issue.

### What happens if I have more than one flag raised?

It is always in your best interest to make an appointment with the flag raiser. When a student has three or more flags a member of the academic outreach team will contact the student to offer further support if needed.