# Student Guide to Using Starfish

Starfish is our system that helps to facilitate communication to students with academic advisors, professors, campus staff members, and others who are here to support your student learning and campus experience. Starfish provides you with a central location to connect to individuals and campus services that can help you in your education at PC.

How and Where to Log In to Starfish

From the PC homepage, click on **Students**. Under Resources, click on **Starfish**. Log in using your PC Username and PC Password (these are your network credentials and the same credentials you use for Brightspace.) *Note: if you saved your password on your personal computer and then changed your network password, be sure to log into Starfish with your new password. That may mean that you may need to update your saved password, and/or clear your browser cache in order to log in successfully. If you have any problems or questions, email academicsuccess@presby.edu

When you first log into your Starfish account, you will see your **Dashboard** page. On this page, you will see any **Notifications** you may have from professors or offices on campus. (You will receive an email about these notifications too.) You may even see To-Dos or Referrals that have been recommended for you by the Academic Success Office or professors. On this page, **My Connections** lists your current professors and your academic advisor(s). **My Services** include things such as the Academic Success Office, Online Tutoring, Peer or Athletic Tutoring, the Writing Center, and more. The **Calendar** will indicate when you have scheduled appointments using Starfish, and *may* indicate assignments due from professors who have connected their Brightspace gradebooks to Starfish. You may click on **Request Help** in the upper right-hand corner of the page to ask for Academic Help or if you need Financial Help or Advice. In either case, a staff member from one of our offices will reach out to you.
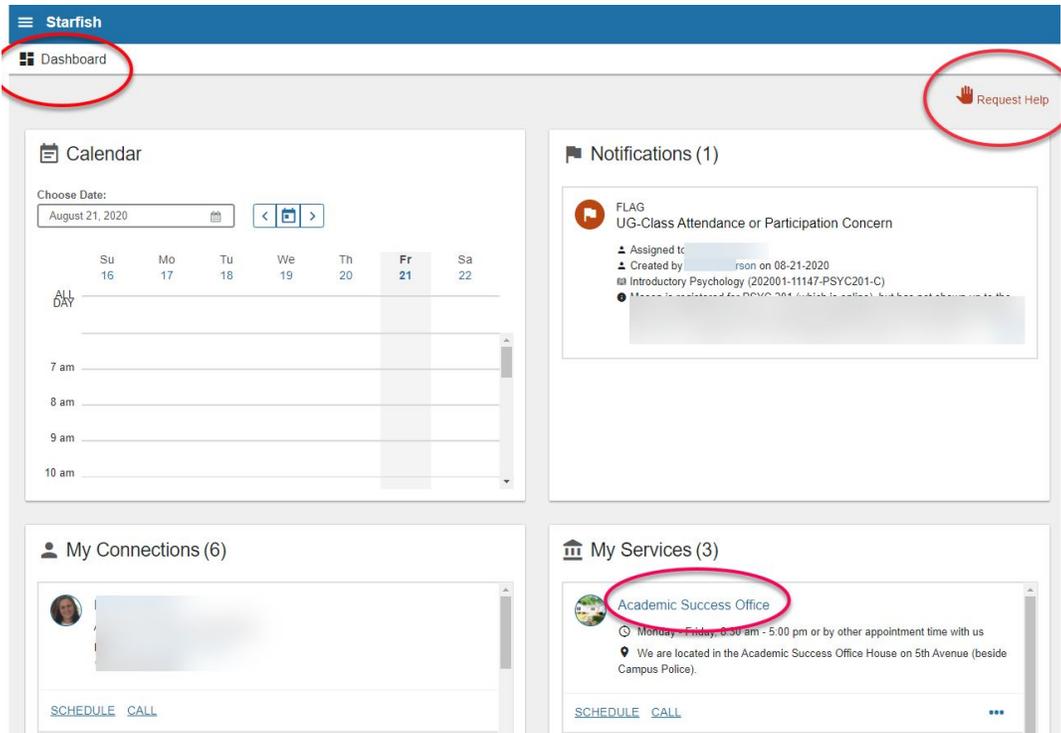
How to Schedule an Appointment with the Academic Success Office

The Academic Success Office uses Starfish for all appointment scheduling. Our office coordinates all Starfish functionality for undergraduate programs at PC. Under *My Services*, click on Academic Success Office.

Option 1: Click on the *Schedule* button. A schedule of individual meeting days and times will appear for all staff members. This option should be used when you need a General Questions Visit and can meet with any staff member.

Option 2: To make an appointment with a specific staff member, click on the link for the Academic Success Office, then click on the specific staff member's name to pull up their office meeting calendar. Then select *Schedule Appointment.* Select what you need help with from the menu choices, then click *Continue* in the lower right-hand corner of the page. Use the calendar to select the day and time that works for you, click *Continue*. Each staff member has Location options for meetings. These may include in-person meetings, Zoom meetings, or a phone call appointment. Select the location, then click *Confirm* in the lower right-hand corner.

How To Schedule Appointments With Other Connections

In your **Connections**, many of those contacts will have a **Schedule** button available for you to make an appointment. *Note: not all professors and staff use Starfish for appointment scheduling.

How Starfish Will Help You and What to Do Next:

Starfish is a tool that will help you and other campus offices stay connected with you and help to keep you updated with important academic information that needs your immediate attention. Do these things:

1 **Set up your Starfish Profile.**
Click on the drop down arrow by your name then click *Edit Profile*. Your Campus ID photo will already or soon be loaded into your Starfish account. Add your cell phone number(s) and email preferences so professors and campus staff can easily get in touch with you when needed. Be sure to click, *Save Changes* in the lower right-hand corner of the page.

2 **Connect to people who can help you.**
From your profile page, click on *My Success Network* to see your current connections for your professors, your primary advisor, and even your coaches if you are a student-athlete. Be sure to click on *Services* to access campus resources and connect to the Academic Success Office.

3 **Stay on track.**
Use your **Dashboard** to stay on top of upcoming appointments, and see Flags, Kudos, Referrals, and To-Dos that have been raised or recommended for you.

Starfish Symbols and Explanations

Dashboard

Your Dashboard displays all your upcoming appointments <u>and</u> any Flags, Kudos, Referrals, or To-Dos that have been raised or recommended for you.

My Success Network

Your Success Network lists the people and resources that are available to assist you.

Upcoming

Clicking on Upcoming will show you any upcoming appointments you have scheduled using Starfish.

Intake

Click on the tab for Intake to fill out a short questionnaire for your Primary Advisor, Campus Life Deans and VP, and the Academic Success Office staff to get to know you a little better. Be sure to click Submit at the bottom right-hand corner to save any changes you've made.

Messages

Messages displays any messages you may have received from faculty or staff. If you need to reply to a message, do so in your student email account.

Plans

Plans will display any Academic Success Plan you may have developed with the Academic Success Office.

Courses

Courses will display all courses in which you are enrolled. You'll also be able to see all your previous academic semesters at PC as well as final grades and credit hours earned for each course. When you click on the current term, it will indicate the number of credit hours of each course and your professor's contact information. You will be able to see midterm and final grade information here as well. If your professor records attendance, that information will also appear here.

Request Help

You may request help from a campus staff office by selecting one of the following items: I am Thinking About Leaving PC, I Need Academic Help, or I Need Financial Help.

Flags, Kudos, Referrals, and To-Dos

Starfish notifications in the form of Flags, Kudos, Referrals, and To-Dos will be sent to your PC email account and can be viewed on your Dashboard. For more information on each of these items, including who can raise or view this information, refer to the Student Guides, *Understand Why You Receive Flags and Kudos* and *Receiving Referrals and To-Dos*.

If you receive a **Flag**, please take action!

- Meet with your professor.
- Speak to your academic advisor.
- Utilize tutoring or other support services.
- Improve your study habits.
- Attend all your classes.

* Please note: Not all of our professors use Starfish. You may have some professors who do not raise Flags,provide Kudos or make Referrals. Not receiving a Starfish notification does not indicate good or poor performance. You should *always* speak with your professor if you are unsure of your academic status in your course.

Receiving a **Kudos** is our way of saying, **Congratulations** or **Keep up the Good Work!** Receiving a Kudos means that your professor or campus staff member has noticed your good work performance in one, or hopefully all of your courses!

Receiving a **Referral** or a **To-Do** item means that your professor or a campus staff member wants you to follow through on a specific item or items. Some Referrals and To-Dos have deadline dates to help keep you on track. Once you have followed through with completing these items, the person or office who raised it will usually be the same ones to clear it as a completed task.

Tutoring Services

All students will use Starfish to access **Peer Tutoring** information. **Athletic Tutoring** is only for our student-athletes on campus, and **Peer Tutoring** is for all other students who are not student-athletes.

Under *My Services*, scroll down and select either **Peer Tutoring** or **Athletic Tutoring**. *All* students may use Online Tutoring.

- Student-athletes must contact Jonathan Butler, Athletic Tutoring Coordinator, to request an individual tutor. Jonathan's office is located in Neville Hall, in the Writing Center. His email address is jbbutler@presby.edu Once a student-athlete meets with Jonathan to discuss tutoring needs, he will work on assigning you a tutor and will notify you. You and your tutor(s) will determine how you'll meet and at what day and time(s).
- All non student-athletes will click **Peer Tutoring** under the *My Services* menu and browse through the list of tutors and the subjects they tutor. Once you find a tutor for your subject, click on the tutor's profile and email or text them to make an appointment. Be sure to tell them what subject/class you need for tutoring.

Frequently Asked Questions

Q: I'm having trouble logging into Starfish.

A: You should be using your PC username and network password. This is the same password you use for Brightspace. If you have changed your password for Brightspace recently, be sure you are using this same password to access Starfish. You may have to clear your cache or browser history, and/or update any saved passwords you've stored in your computer. If you have tried all of these things and you *still* cannot access Starfish, submit a ticket to helpdesk@presby.edu

Q: What if Starfish won't allow me to schedule an appointment?

A: Contact the faculty or staff member the old-fashioned way through email or phone.

Q: What if I don't see any availability for me to make an appointment?

A: See above answer!

Q: What if I receive a Flag or Referral, but I don't know how to resolve it, or I have resolved it and it still appears on my Dashboard?

A: Contact the person who raised the Flag or Referral and they will help you with next steps. Also, if the Flag or Referral has been resolved, ask that person to clear those items.

Q: What if I complete a To-Do item and it still shows up on my Dashboard?

A: Contact the person who assigned the To-Do and let them know you have completed it so they can clear it.

Q: What information about me is visible to others in Starfish?

A: Starfish is role and relationship based. Only individuals in particular roles (e.g. your academic advisors, professors) who are in a relationship with you (e.g. your assigned advisor, your professors) can see information in Starfish, and then they only see information necessary for their role. Academic advisors and various campus staff members use Starfish to document the topics discussed in advising or academic success meetings. This documentation is an ethical standard for advising because it helps advisors better help you make your way through PC. Notes kept in Starfish need to meet professional and legal standards, and fall under your FERPA rights.

Q: I have questions about accessing or using Starfish. Who can help me?

A: Please contact a staff member in the Academic Success Office, or email academicsuccess@presby.edu