

Version 8.0

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 from the side navigation menu of your Starfish Home page.

Log in to your Starfish Home page https://blackhawk.starfishsolutions.com/starfish-ops/

The navigation menu 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

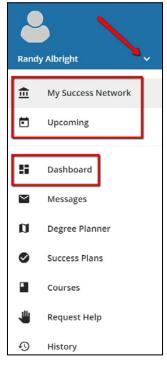
Make it easier for your instructors and advisors to get to know you and stay in contact.

2. 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.

3. Stay on track

Use the **Upcoming** tab to keep track of upcoming appointments, and your personalized **Dashboard** to see assignments, plans, and recommendations from your instructors.



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

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.



1. Open the navigation menu and click your name, and then **Profile** 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 stu Randi Albright	[Last login: 13:19 28-04-2015]	
125	Contact Informatio		
	Login	pgretich	
	Institution Email	ralbright@exellen.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	
	Weekly Updates Send me a weekly stat	tus update about My Success Network	
	Reminder Prefere	nces	
	Email me 15	v minutes before the start of an appointment	
	Email me at 12:00	the day of an appointment	
		and a second sec	
* Required fields		Nev	er Mind Submit

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

Alternate Email	5132842342@txt.att.net					
	All notifications will be sent to your institution email address.	Cell Phone Users: Read more				
Email Preference		details.				
Alterna combin inform a list of • Check	he <i>email address</i> of your mobile phone in the ate Email field. This address will be a nation of your phone number plus carrier ation. Click the more information icon () for f common carriers and email address formats: the Also send notifications to my alternate address radio button.	 Receive notifications on your mobile phone. Enter the email address for your mobile phone as indicated below for each provider.e.g., 8885551212@txt.att.net AT&T: cellnumber@txt.att.net Verizon: cellnumber@txt.att.net Sprint PCS: cellnumber@twtext.com Sprint PCS: cellnumber@tmessaging.printpcs.com US Cellular: cellnumber@messaging.nextel.com Nextel: cellnumber@messaging.nextel.com Altel: cellnumber@messaging.nextel.com Altel: cellnumber@messaging.attel.com 				

Required fields

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.

Messages

Select **Messages** 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

Select **My Success Network** from the navigation menu to display your personalized network. This channel lists the people and resources that are available to assist you. For each person or service listed, you will find contact information, supporting websites, and, if online scheduling is enabled, a link to Schedule 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.

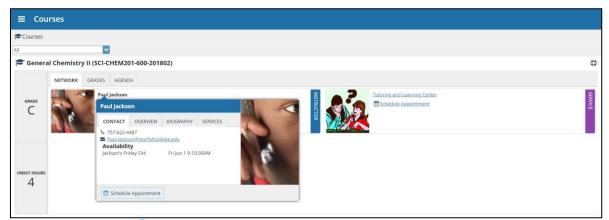
The Services that are most relevant to you are displayed first. Select Show Other Services at the bottom of the page to see additional services.

≡ Services				
Search services and people				٩
How can we help?				
Your Connections				
Yasmin Gold Mother of Dragons	• (Auric Goldfinger King of the North		•
Paul Jackson Instructor	- (Grant Jordan TA		•
General Advisor	- (Justin Withers Instructor		•
Your Services				
S	K		1	
Advising Center	Freshman Seminar Adv	vising	Tutoring and Learning Center	

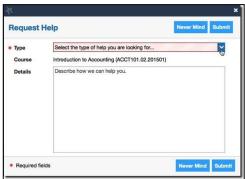
© 2018 Hobsons Inc. | Proprietary and Confidential

Courses

Select **Courses** from the side navigation menu 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 Schedule Appointment or Request Help related to a course.



- 1. Click the Help icon (Plink in the upper, right corner next to any of the courses in which you are currently enrolled.
- This will bring up the Request Help form. Select the Type of help needed from the drop down menu and give specific Details on how staff can assist you.
- 3. Click the **Submit** button to submit your request when you are finished.



Schedule

Email

Call

Calvin lo

Clara Kass

Department

Student

Make an Appointment

 From the My Success Network, click the triangle beside the name of the person you want to schedule an appointment with, and then select Schedule.

For Services where appointments are available, select **Schedule** for the desired service.

Or, from the **Courses** channel, select **Schedule Appointment** below the contact information for the desired person or service.

Kaily Maze General Advisor	This Week's Walk-in Hours: Monday 9:00 - 10:30 AM Monday 7:00 - 8:00 PM Tuesday & Thirsday 7:00 - 8:00 AM VIEW MORE				
What do you need help with?					
Weekly Advising $ \phi $	~				
Advising	~				



2. Select the type of appointment you want to schedule and choose a reason from the list.

Paul Jackson	
What do you need help with?	
Teaching	^
Discuss grades	Review exam or quiz

3. Adjust the date range as needed to find days and times that work for your schedule, and then select a time from the list.

5/30	18		\rightarrow	06	6/01/	18	Friday, 06/01			6 available
\leftarrow		М	ay 20)18		\rightarrow	09:00 - 09:15 am My Office	15m	09:15 - 09:30 am My Office	15m
Su	Mo	Tu	We	Th	Fr	Sa				
		1	2	3	4		09:30 - 09:45 am	15m	09:45 - 10:00 am	15m
6	7	8	9	10			My Office		My Office	
13	14			17	18	19				
				24	25		10:00 - 10:15 am	15m	10:15 - 10:30 am	15m
			30	21			My Office		My Office	

- Complete your sign up by adjusting any details, such as duration or course, where applicable, and add a description for why you want to meet.
- 5. Click **Confirm** to finish scheduling the appointment. You will get an email with the appointment details and the appointment

Does this look correct?	
Date and Time Friday, June 01 09:45 – 10:00 am <u>Change duration</u>	Reason for Visit Review exam or quiz <u>Change</u> Course
Location My Office Knock once and enter	Add a course If you want, tell us a little bit about what's going on so we can help
BACK	CONFIRM

will be listed on the Upcoming tab.

Change an Appointment

On the **Upcoming** tab, you can view scheduled appointments and make changes. Click on an appointment to make changes to it, such as changing the location or duration, when available. You can cancel the appointment by clicking the ellipsis **•••** and selecting **Cancel appointment**.

≡ Dashboard					
22 Dashboard				Ø	Display hidden items
9:45 am Appointment Brason: General Visit P Wimba	TOMORROW ^	Recent Kudos ★ Grade above 90			*
Yasmin Gold		Poor Attendance	2		HIDE

Stay on track

Dashboard

Your **Dashboard** also displays upcoming appointments as well as date-based 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.

Plans

The **Success Plans** channel will display any customized success plans created for you by your advisor. These plans contain specific tasks with due dates. Click the **View Details** button associated with a plan to display a printable version of the plan.

Select **Degree Planner** to create, view, and/or manage your academic degree plan.

Not sure what you need?

Request Help

Select **Request Help** from the navigation menu to see information about where to go for assistance.

From here, you can select **Help Me** to submit a request for help. You will be asked to provide additional information such as the type of help you are requesting, the related course (if applicable), and a description.

ĸ		,
Request	Help	Never Mind Submit
* Type	Select the type of help you are looking for	~
Course	Select a Course	~
Details	Describe how we can help you.	
* Required fie	lds	Never Mind Submit

We encourage you to make your description as detailed as possible to insure you get the appropriate help needed. Click **Submit** to submit your request when done.

Frequently Asked Questions

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

Your specific advisors might not be assigned yet. Check back later or contact yourinstitution'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 if I need more help?

For technical issues, contact the Help Desk at 608-757-7711. For questions regarding a flag, please contact your instructor or advisor.