

## 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.

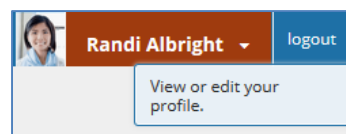
Log in to your [Starfish Home page](http://mountunion.starfishsolutions.com/starfish-ops/) by going to <http://mountunion.starfishsolutions.com/starfish-ops/>.

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

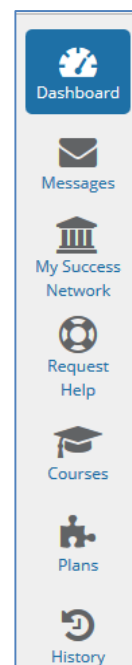
Use your personalized **Dashboard** to stay on top of upcoming appointments, assignments, plans, and recommendations from your instructors.

### 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?

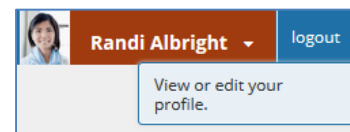
Browse the [Services Catalog](#) or use the [Request Help](#) option if you can't find what you're looking for through your personalized channels.



*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.



1. 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 student data.

**Randi Albright** [Last login: 13:19 28-04-2015]

Contact Information

Login: pgregich

Institution Email: ralbright@excellent.edu

Alternate Email: [Empty field]

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: [Empty field]

Video Phone: [Empty field]

Time zone: (GMT-05:00) Eastern Time

Display all time zones

Weekly Updates

Send me a weekly status update about My Success Network

Reminder Preferences

Email me 15 minutes before the start of an appointment

Email me at 12:00 the day of an appointment

\* Required fields

Never Mind Submit

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

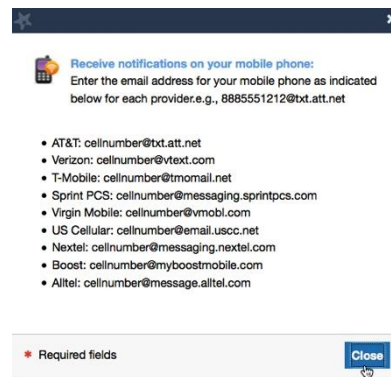
Alternate Email: 4445551234@vtext.com

mobile Users ?

mobile Users: Read more details.

Institution Email  Alternate Email  Both

- 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 :
- Click the **Both** radio button associated with “**Send my correspondence to**”.



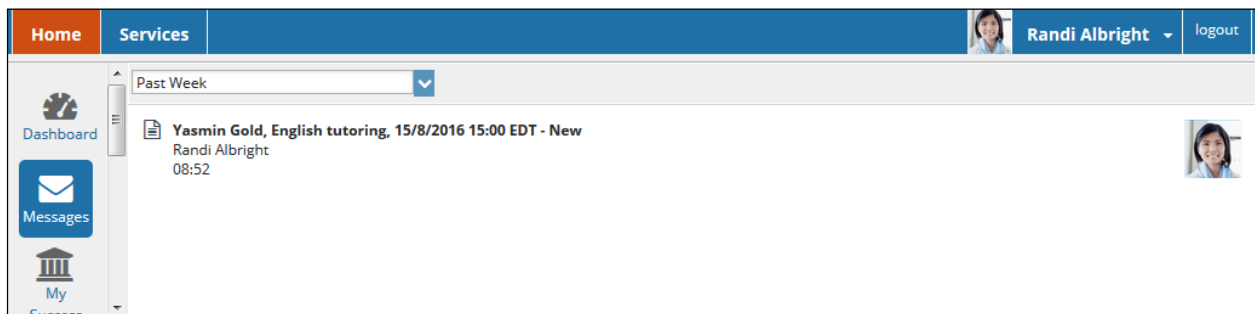
2. Once you have made your desired changes to your profile, click the **Submit** button to save your updates.

## 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.

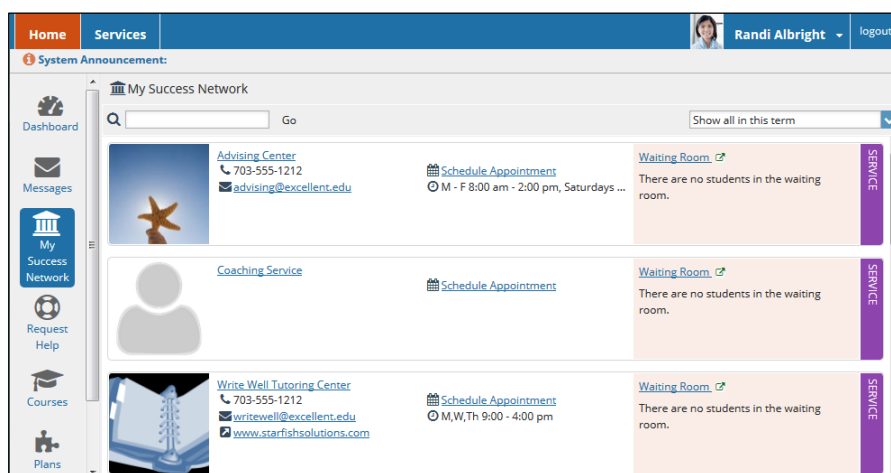
## Messages

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](#)). 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 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.

**Add Appointment** Never Mind Submit

With: Yasmin Gold

Reason: General Advising Visit

Course: No Course

Select a reason in order to complete the following fields:

When: 9:00 am 04-30-2015

Duration: 20 minutes

Where: Advising Center North Rm 118

Instructions: 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](http://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 appointment.

\* Required fields Never Mind Submit

April 2015

S M T W T F S

29 30 31 1 2 3 4

5 6 7 8 9 10 11

12 13 14 15 16 17 18

19 20 21 22 23 24 25

26 27 28 29 30 1 2

3 4 5 6 7 8 9

Today

Yasmin Gold

Day Week

Thu, 04-30-2015

08:00 AM

08:15

08:30

08:45

09:00 AM

09:15

09:30

09:45

Weekly Advising

Sign Up

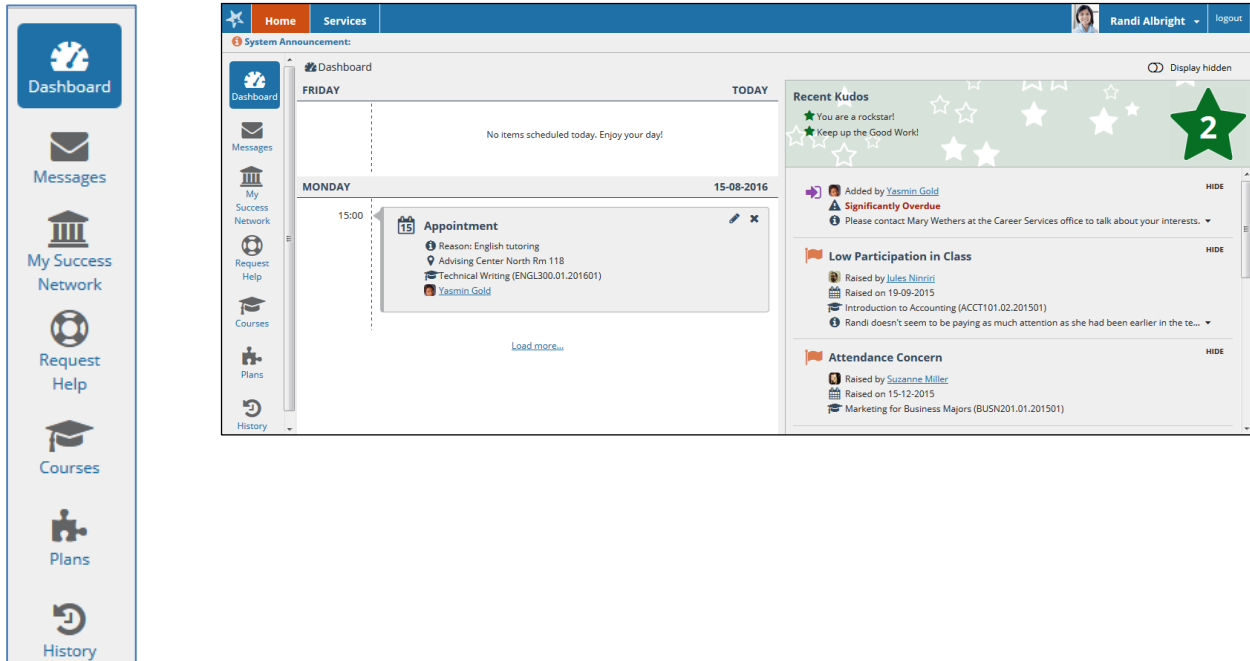
Sign Up

Sign Up

4. 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.
5. Click **Submit** to set the appointment. You will get an email with the appointment details and the appointment will be listed on your **Dashboard**.

## Change an Appointment

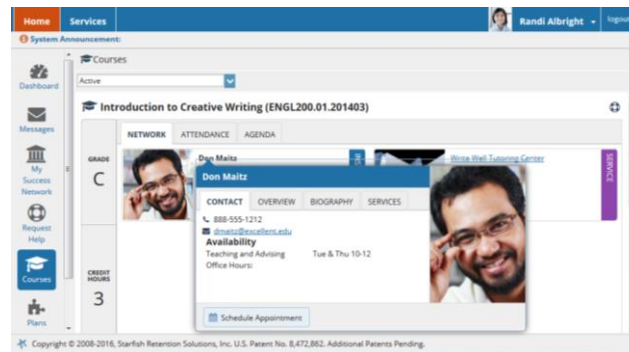
Upcoming appointments will be listed on your **Dashboard** in the time line view (left column). Click the edit icon (✎) to modify the appointment or the cancel icon (✕) to cancel it.



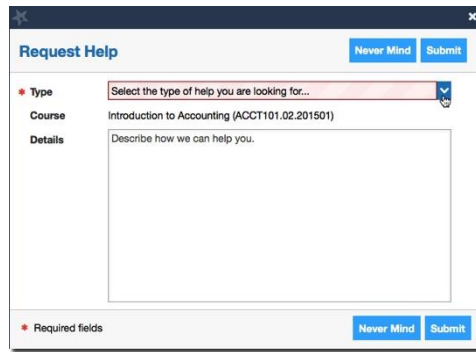
## Request Help with a Course

Need help with a course, but not sure where to go? Request help with a course directly from the **Courses** channel.

1. Click the Help icon (🗨️) link in the upper, right corner next to any of the courses in which you are currently enrolled.



2. 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.

## Stay on track

### Dashboard

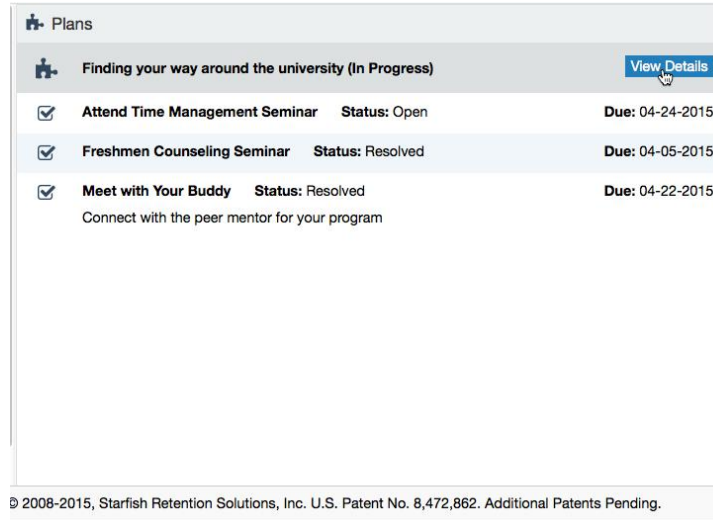
Your **Dashboard** displays upcoming appointments and date-based tasks on the left to help you plan your week. The right hand column of your Dashboard highlights items that require your attention and may include alerts related to your class work, recommended referrals to campus support offices to help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

### Messages

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

### Plans

The **Plans** channel will display any customized **Plans** created for you by your advisor. This might include an Academic Plan or a more targeted plan for a set of specific tasks with due dates. Click the **View Details** button associated with a plan to display a printable version of the plan.



## Not sure what you need?

### Raise Your Hand

Click on the **Raise Your Hand** lifesaver icon.

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.

**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 fields [Never Mind](#) [Submit](#)

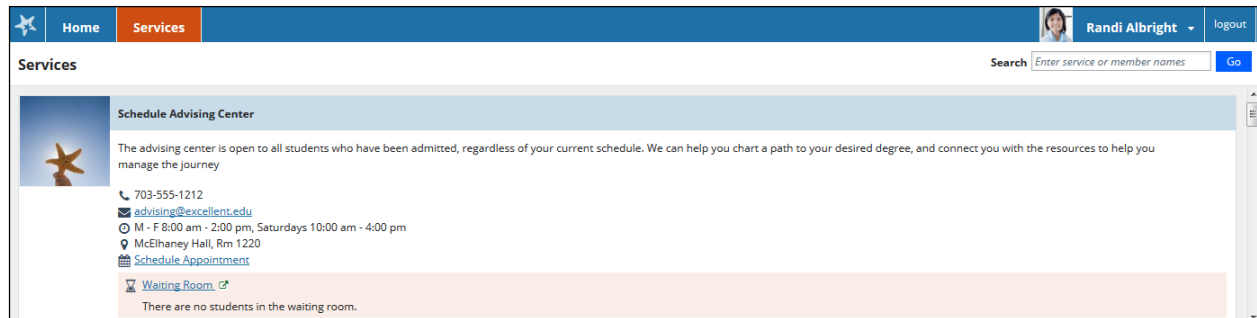
We encourage you to make your description as detailed as possible to insure you get the appropriate help needed. Click **Submit** to submit your request when done.

### 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 appointments (if available).



The screenshot shows the Starfish web interface. At the top, there is a navigation bar with 'Home' and 'Services' tabs. The user is logged in as 'Randi Albright'. Below the navigation bar, there is a search bar with the text 'Enter service or member names' and a 'Go' button. The main content area is titled 'Services' and features a card for the 'Schedule Advising Center'. The card includes a starfish icon, a description of the center's purpose, contact information (phone number 703-555-1212, email advising@excellent.edu, and hours M-F 8:00 am - 2:00 pm, Saturdays 10:00 am - 4:00 pm), location (McElhane Hall, Rm 1220), and links for 'Schedule Appointment' and 'Waiting Room'. The 'Waiting Room' section indicates that there are no students currently in the room.

## 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 the Center for Student Success for assistance with accessing the Starfish system.

**What if I need more help?**

For technical issues, contact the Center for Student Success at [starfish@mountunion.edu](mailto:starfish@mountunion.edu). For questions regarding a flag, please contact your instructor, advisor, or the Center for Student Success.