

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 logging into Moodle [https://moodle.lsuhsc.edu/login/index.php]. Next, click on the Starfish link and enter your Moodle ID and password.

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.

Rar	idi Albright 👻	logout
	View or edit you profile.	r

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 st	dent data.	
	Randi Albright		[Last login: 13:19 28-04-2015]
	Contact Informatio	n	
0.00	Login	pgretich	
(22)	Institution Email	ralbright@exellent.edu	
	Alternate Email		D
		All notifications will be sent to your institution email address.	
Upload Photo			
0000011000	Email Preference	Also send notifications to my alternate email address	
	Phone	888-555-1212	
	mobile		
	Video Phone		
		(GMT-05:00) Eastern Time	
	Time zone		×
		Display all time zones	
	Weekly Updates		
	Send me a weekly sta	us update about My Success Network	
	Reminder Prefere	nces	
	Email me 15	minutes before the start of an appointment	
	Email me 15		
	Email me at 12:00	v the day of v 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):



- 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".

	Receive notifications on your mobile phone:
	Enter the email address for your mobile phone as indicate
	below for each provider.e.g., 8885551212@txt.att.net
• A	T&T: cellnumber@txt.att.net
• V	erizon: cellnumber@vtext.com
• T	Mobile: cellnumber@tmomail.net
• S	print PCS: cellnumber@messaging.sprintpcs.com
• V	rgin Mobile: cellnumber@vmobl.com
• U	S Cellular: cellnumber@email.uscc.net
• N	extel: cellnumber@messaging.nextel.com
• B	oost: cellnumber@myboostmobile.com
• A	litel: cellnumber@message.alltel.com
* Req	uired fields Cto

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.

Home	Services			Randi Albright	logout
System	Announcement:				
2000 Dashboard	A My Success	Go		Show all in this term	~
Messages	×	Advising Center 703-555-1212 advising@excellent.edu		Waiting Room. C There are no students in the waiting room.	SERVICE
Success Network Request Help		Coaching Service	Schedule Appointmens	Waiting Room I There are no students in the waiting room.	SERVICE
Courses		Write Well Tutoring Center & 703-555-1212 Writewell@excellent.edu Www.starfishsolutions.com		Waiting Room C* There are no students in the waiting room.	SERVICE

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 © 2015 Starfish Retention Solutions, Inc. | Proprietary and Confidential

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.

With	Yasmin Gold
Reason	General Advising Visit
Course	No Course
	on in order to complete the following fields:
When	9:00 am 04-30-2015
Duration	
Where	Advising Center North Rm 118
Instructions	Please bring your most recent registration report and any transcripts from your previous acade 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 appointment.

•		Apr	il 201	5 -		•				
S	М	т	W	т	F	S	Day	Week		
29	30	31	1	2	3	4			Thu, 04-30-2	015 🔹
5	6	7	8	9	10	11	08:00 AM			
12	13	14	15	16	17	18	:15			
19	20	21	22	23	24	25	:30			
26	27	28	29	30	1	2	:45		Weekly	y Advising
3	4	5		07	8	9	09:00 AM	Sign	Up	
			Today				:15	Å –		
							:30	• U	gn D	
(0)	à	rasm	in Go	ld			:45	🕒 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 (\checkmark) to modify the appointment or the cancel icon (\checkmark) to cancel it.

_		_				
×	Hom	e Services			Randi Albright 👻	logout
🚯 Sy	stem Ar	nouncement:				
4		Dashboard			Display his	dden
Dashi		FRIDAY		TODAY	Recent Kudos	
Messi			No items scheduled today. Enjoy your day!		* You are a rockstar!	3
	1	MONDAY		15-08-2016		
M				13-08-2010	Added by <u>Yasmin Gold</u> Aginificantly Overdue	
Netw		15:00	15 Appointment	8 ×	Please contact Mary Wethers at the Career Services office to talk about your interests. •	
Requ Hel	lest		Reason: English tutoring Advising Center North Rm 118 Technical Writing (ENGL300.01.201601) Organin Gold		Low Participation in Class Raised by <u>lules Nimini</u> Raised on 19:09-2015	IIDE
					Raised on 19-09-2015 Throduction to Accounting (ACCT101.02.201501)	
Cour	ses				() Randi doesn't seem to be paying as much attention as she had been earlier in the te \star	
Plan			Load more		Attendance Concern	IIDE
S	-				Marketing for Business Majors (BUSN201.01.201501)	

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.

Submit	Never Mind	aat Help	Request I
Submit	Never Millio	est neip	Request
×		Select the type of help you are looking for	Туре
6		e Introduction to Accounting (ACCT101.02.201501)	Course
		Is Describe how we can help you.	Details
d Submit	November 1	ind fields	Poquind fic
	Never Mino	ired fields	Required fie

3. Click the **Submit** button to submit your request when you are finished.

Stay on track

Dashboard

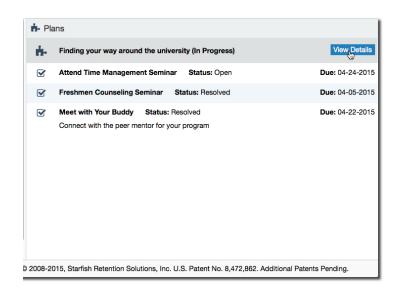
Your **Dashboard** displays upcoming appointments and date-based tasks on the left to help you plan your week. The right hand column of your Dashboard highlights items that require your attention and may include alerts related to your class work, recommended referrals to campus support offices to help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

Request Help

Click on the **Request Help** channel icon. Additional information about where to go for help will be displayed on the page. Click the **Help Me** button 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.

×		×
Request	Help	Never Mind Submit
* Туре	Select the type of help you are looking for	~
Course	Select a Course	×
Details	Describe how we can help you.	
* Required fi	elds	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 appoints (if available).

×	Home	Services	<u> </u>	Randi Albright 👻	logout
Serv	ices		Search Enter service	ce or member names	Go
		Schedule Advising Center			
	×	The advising center is open to all students who have been admitted, regardless of your current schedule. We can help you chart a path to your desired degree, a manage the journey	and connect you with the resource	es to help you	
		♥ 703-555-1212 S advising@excellent.edu			
		© M - F £00 am - 200 pm, Saturdays 10:00 am - 4:00 pm ♀ McEihaney Hall, Rm 1220 ■ Schedule Appointment			
		<u>Waiting Room</u>			

Frequently Asked Questions

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

Your specific advisors or counselors may 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 if I need more help?

For technical issues, contact the Help Desk at 504-568-5196 or NSComputerSupport@lsuhsc.edu. For questions regarding a flag, please contact your instructor or advisor.