

Getting Started Guide to Starfish



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 homepage. Starfish includes access to a customizable profile and personalized channels that make it easy to schedule the dedicated time you need with your faculty, advisors, and various campus support services. Login using your Guttman portal username and password (my.guttman.cuny.edu).

The screenshot shows the Starfish homepage interface. At the top left is the Guttman Community College logo. Below it is a dark sidebar menu titled "My Places" with icons and labels for "My Guttman", "ePortfolio", "Starfish" (highlighted with a red box), "Evaluations", "Blackboard", and "Email". The main content area has a header with "Welcome Christopher" and a "Sign Out" button. Below the header are three main sections: a green "Announcements" box with "No announcements to display.", an orange "Resources" box with a list of links: "The Guttman Suggestion Box", "General Health and Sexual Health Resources, Wellness", "Registrar Resources", and "IT Resources". To the right is a blue "Today's Events" box with navigation arrows.

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

❖ Set up your profile

Begin by setting up your student profile. Your profile lets faculty, advisors, and staff 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.
2. From here, you can customize your profile by uploading a new photo (must be a photo of you), setting appointment reminders, and adding a secondary email address for receiving Starfish emails.
3. Once you have made your desired changes to your profile, click the *Submit* button to save your updates.

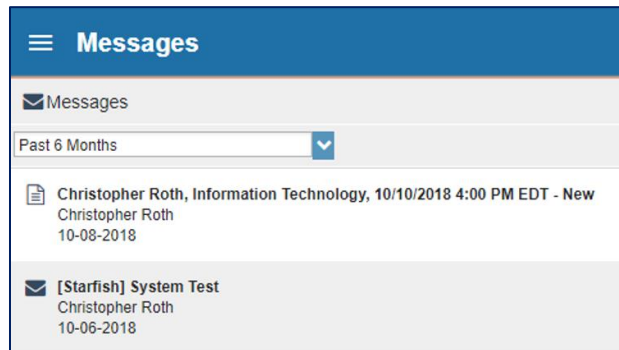
The screenshot shows the Starfish user interface. On the left, a navigation menu is open, showing the user's name 'Christopher Roth' and a dropdown menu with 'Profile' and 'Logout'. A red arrow labeled '1' points to the 'Profile' option. The main content area shows the user's profile for 'Christopher Roth'. A red arrow labeled '2' points to the 'Upload Photo' link. Below the profile information, there are sections for 'Contact Information', 'Email Preference', 'Weekly Updates', and 'Reminder Preferences'. A red arrow labeled '3' points to the 'Submit' button at the bottom right of the form. The page includes a 'FERPA standards protect student data.' notice and a '[Last login: undefined undefined]' indicator.

❖ [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 services and online appointment scheduling.

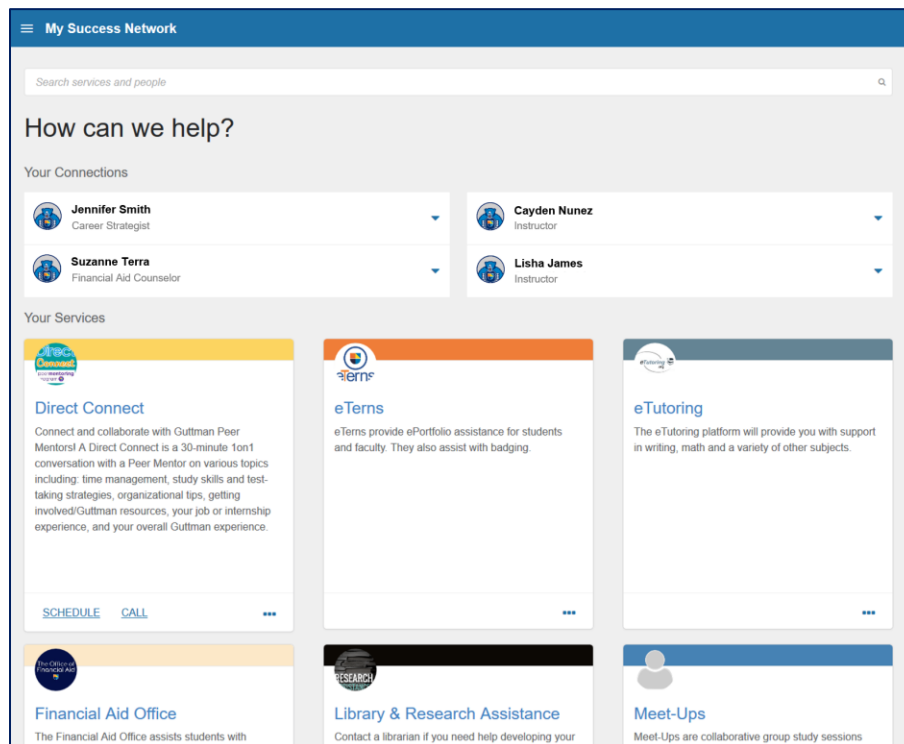
Messages

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

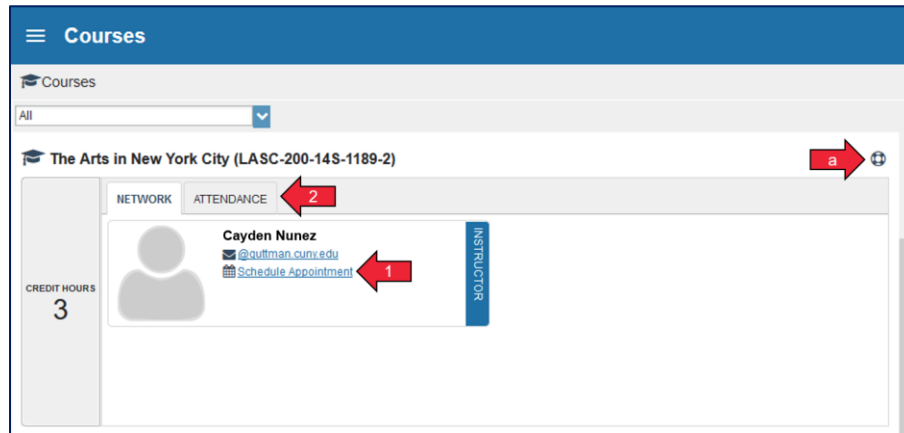
Select *My Success Network* from the navigation menu to display your personalized network. This channel lists the people and resources that are available to assist you. For each person or service listed, you will find contact information, and, if online scheduling is enabled, a link to schedule appointments.



Courses

Select *Courses* from the 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:

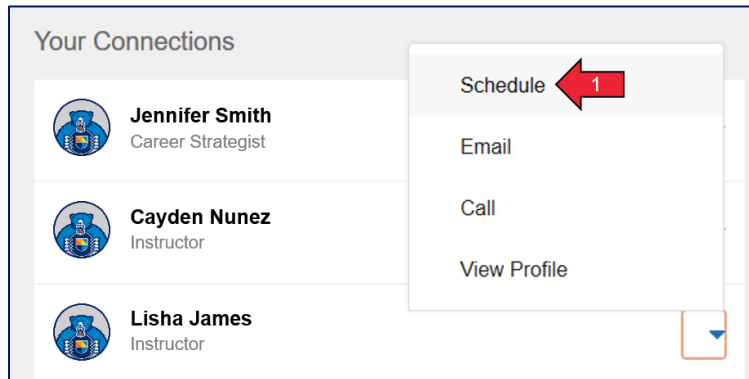
1. *Schedule Appointment*
2. *View Attendance* if your instructor records via Starfish
3. *Raise Your Hand* to request help related to a course:
 - a. Click the *Help Me With This Course* icon in the upper right corner next to any of the courses in which you are currently enrolled.
 - b. This will bring up the *Raise Your Hand* form. Select the type of help needed from the drop down menu and give specific details on how staff can assist you.
 - c. Click the *Submit* button to submit your request when you are finished.



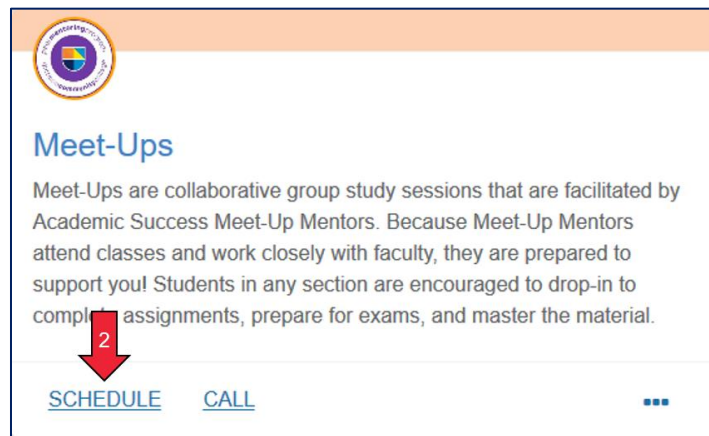
The screenshot shows the 'Raise Your Hand' form. The form has a title 'Raise Your Hand' and buttons for 'Never Mind' and 'Submit'. The 'Type' dropdown is set to 'I Have a Question for My Instructor'. The 'Course' is 'The Arts in New York City (LASC-200-14S-1189-2)'. The 'Details' field contains the text 'Where do I find the course syllabus?'. A red arrow labeled 'b' points to the 'Submit' button, and another red arrow labeled 'c' points to the 'Submit' button at the bottom of the form.

Make an Appointment

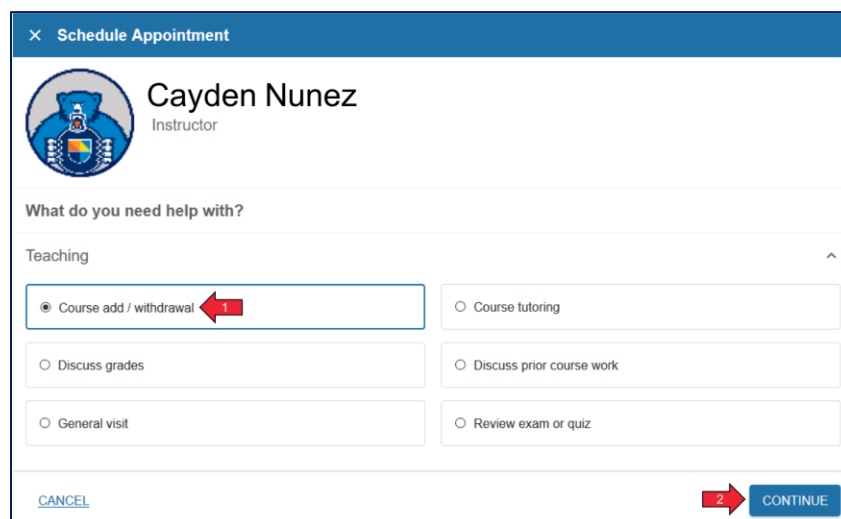
1. From *My Success Network*, click the triangle beside the name of the person you want to schedule an appointment with, and then select *Schedule*.



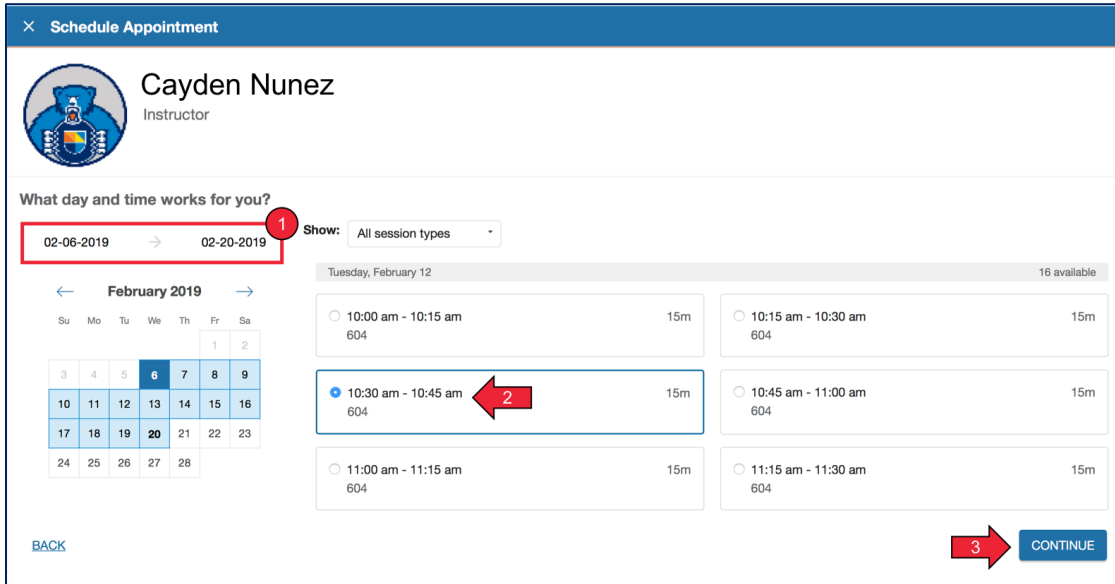
2. For services where appointments are available, select *Schedule* for the desired service.



3. Select the type of appointment you want to schedule and choose a reason from the list (1) and select *Continue* (2).

A screenshot of a "Schedule Appointment" form for Cayden Nunez, an Instructor. The form asks "What do you need help with?" and lists several options under the "Teaching" category. The "Course add / withdrawal" option is selected, indicated by a red arrow with the number "1". At the bottom right, there is a "CONTINUE" button with a red arrow and the number "2" pointing to it, and a "CANCEL" button on the left.

- Adjust the date range as needed to find days and times that work for your schedule (1), select a time from the list (2), and then select *Continue* (3).



Schedule Appointment

Cayden Nunez
Instructor

What day and time works for you?

02-06-2019 → 02-20-2019 **1** Show: All session types

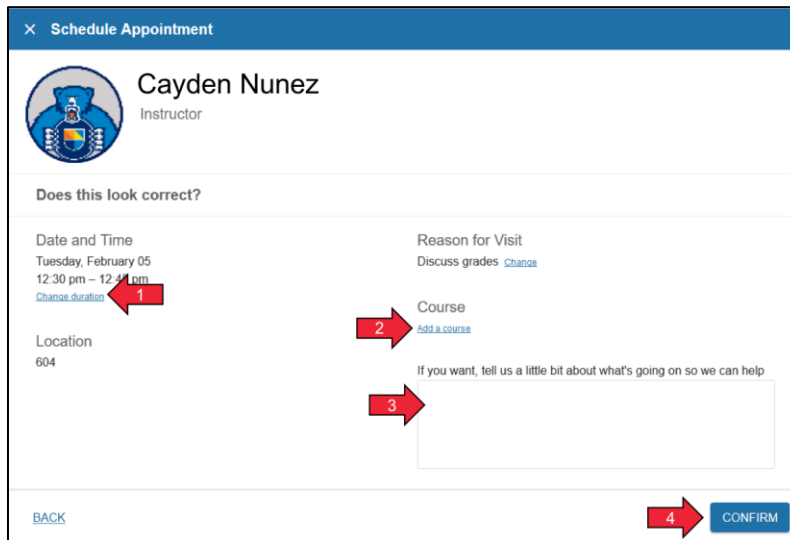
February 2019

Tuesday, February 12 16 available

- 10:00 am - 10:15 am 604 15m
- 10:15 am - 10:30 am 604 15m
- 10:30 am - 10:45 am 604 15m **2**
- 10:45 am - 11:00 am 604 15m
- 11:00 am - 11:15 am 604 15m
- 11:15 am - 11:30 am 604 15m

[BACK](#) **3** [CONTINUE](#)

- Complete your sign up by adjusting any details, such as duration of appointment (1) or course (2) if applicable, and add a description for why you want to meet (3). Click *Confirm* (4) to finish scheduling the appointment. You will get an email with the appointment details and the appointment will be listed on your *Dashboard*.



Schedule Appointment

Cayden Nunez
Instructor

Does this look correct?

Date and Time
Tuesday, February 05
12:30 pm - 12:45 pm **1**
[Change duration](#)

Reason for Visit
Discuss grades [Change](#)

Location
604

2 [Add a course](#)

If you want, tell us a little bit about what's going on so we can help

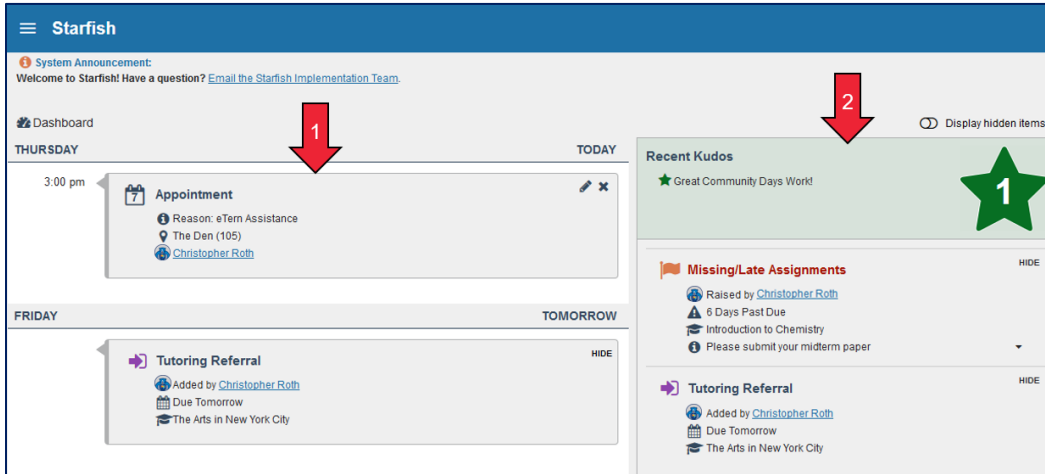
3

[BACK](#) **4** [CONFIRM](#)

❖ [Stay on track](#)

Dashboard

Your *Dashboard* displays upcoming appointments and date-based tasks on the left to help you plan your week (1). The right-hand column of your *Dashboard* highlights items that require your attention and may include flags related to your class work, recommended referrals to campus support services, specific tasks to complete called to-dos, and kudos acknowledging your achievements (2).



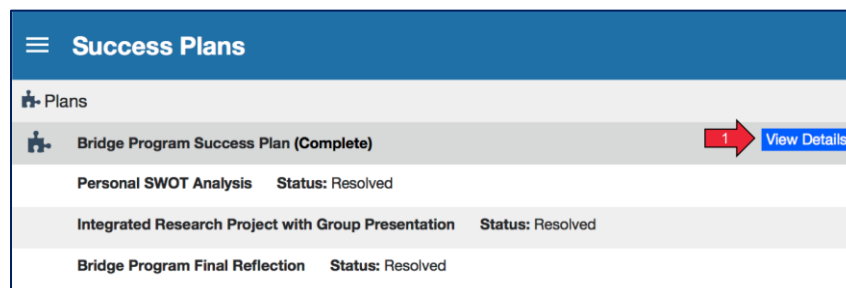
Change an Appointment

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.



Plans

The *Success Plans* channel will display any customized success plans created for you. These plans contain specific tasks with due dates. Click the *View Details* (1) button associated with a plan to display a printable version of the plan.



Raise Your Hand

When you need help, you can reach out by selecting *Raise Your Hand* from the navigation menu. This sends an alert to your advisor and the support area that can respond with assistance. The type (1) options to select are:

- ***I Have a Question for My Advisor*** - Select this option when you have a concern or question that you want to discuss with your advisor.
- ***I Have a Question for My Instructor*** - Select this option when you need assistance in a course.
- ***I Need a Tutor*** - Select this option when you need tutoring support.
- ***I Need Testing Accommodations*** - Select this option when you are requesting testing accommodations. You must do this 5 business days in advance of an exam. This request will be sent to your instructor, who will then notify the Office of AccessABILITY (OAS). OAS will administer the test.

You will be asked to provide additional information such as the related course if applicable (2), and any other details that might be helpful (3). Make your description as detailed as possible to ensure you get the appropriate help needed and click *Submit* (4) when done. If necessary, follow up with your advisor, instructor, or staff in person. If you are given feedback or a suggestion, take action!

The screenshot shows the 'Raise Your Hand' form interface. At the top, there is a blue header with a hamburger menu icon and the text 'Raise Your Hand'. Below the header, there is a sub-header 'Raise Your Hand' with a speech bubble icon. A paragraph of text reads: 'You can "Raise Your Hand" if you have a question that you want to ask your SSA or Strategist, one of your instructors, or your financial aid counselor.' The main form area is titled 'Raise Your Hand' and contains three sections: 'Type' with a dropdown menu labeled 'Select the type of help you are looking for...' and a red arrow labeled '1' pointing to the dropdown arrow; 'Course' with a dropdown menu labeled 'Select a Course...' and a red arrow labeled '2' pointing to the dropdown arrow; and 'Details' with a text area labeled 'Describe how we can help you.' and a red arrow labeled '3' pointing to the text area. At the bottom right of the form, there are two buttons: 'Never Mind' and 'Submit', with a red arrow labeled '4' pointing to the 'Submit' button.

Flags, Kudos, Referrals, and To-Dos



When you receive a flag, it is important for you to recognize it and take next steps. This is an opportunity for you to improve. We want to help you!



When you receive a kudos, it is important to acknowledge your positive progress and achievements.



When you receive a referral, it is important to act on this recommendation. Schedule an appointment with a provider through the services listing in your *My Success Network* or use the contact information to get in touch.



When you receive a to-do, it is important to complete the specific action being requested. Refer to any additional information provided and be proactive about completing the task.

Recent Kudos

★ Kudos
★ Kudos



 **Flag** HIDE

 Raised by [Christopher Roth](#)

 Raised Today

 Please see me about your midterm ▼

 **Referral** HIDE

 Added by [Christopher Roth](#)

 Added Today

 **To-Do** HIDE

 Added by [Christopher Roth](#)

 Due 06-28-2019