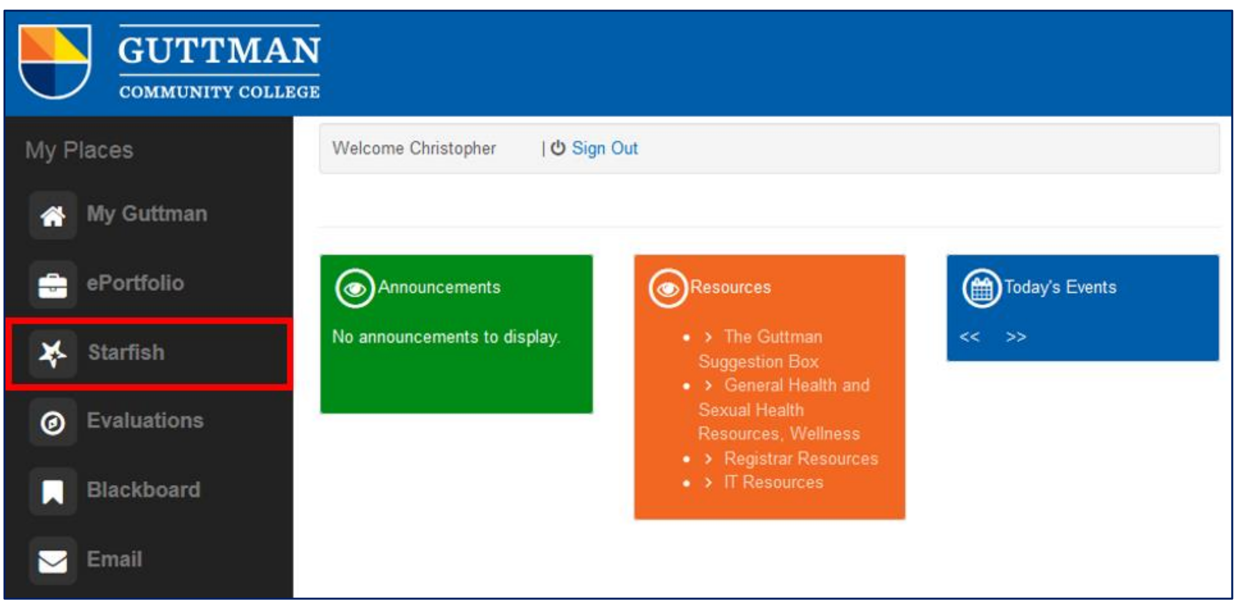
Getting Started Guide to Starfish

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).



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.

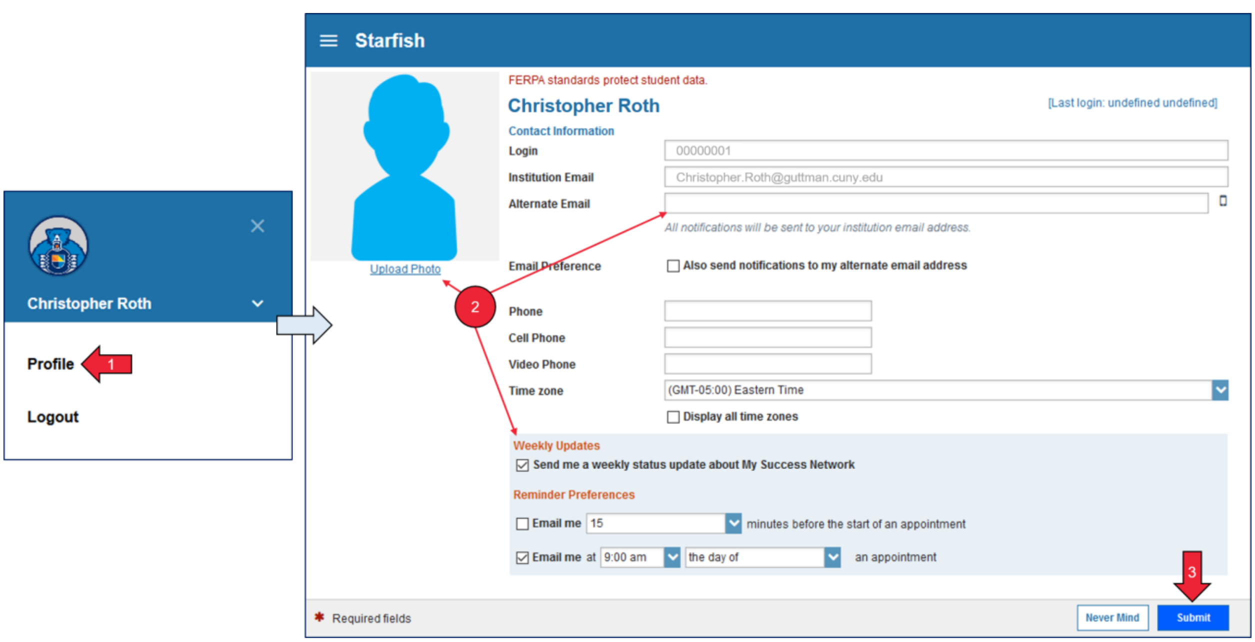
❖ Set up your profile

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.

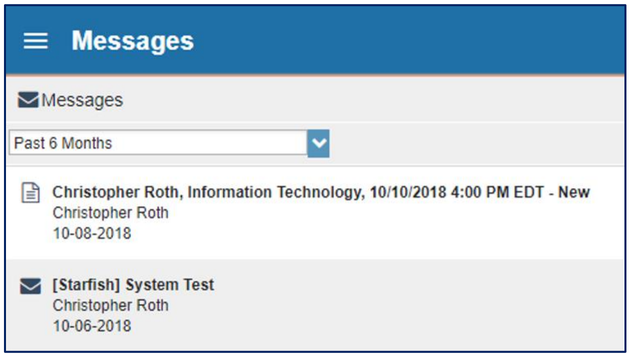


❖ **Connect to people and services that can help you**

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.

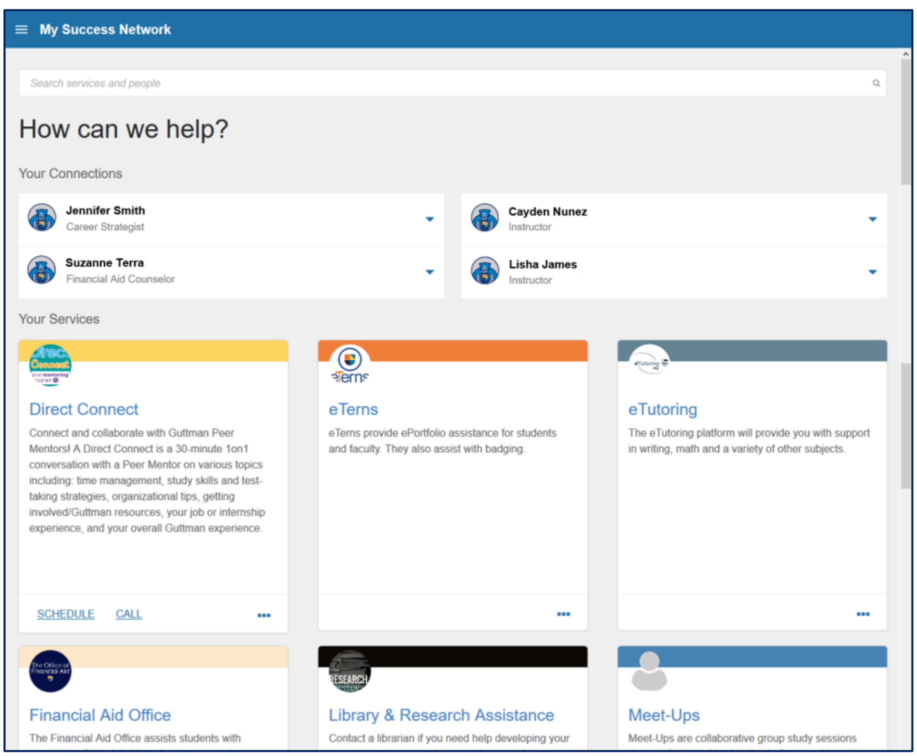
Messages

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.



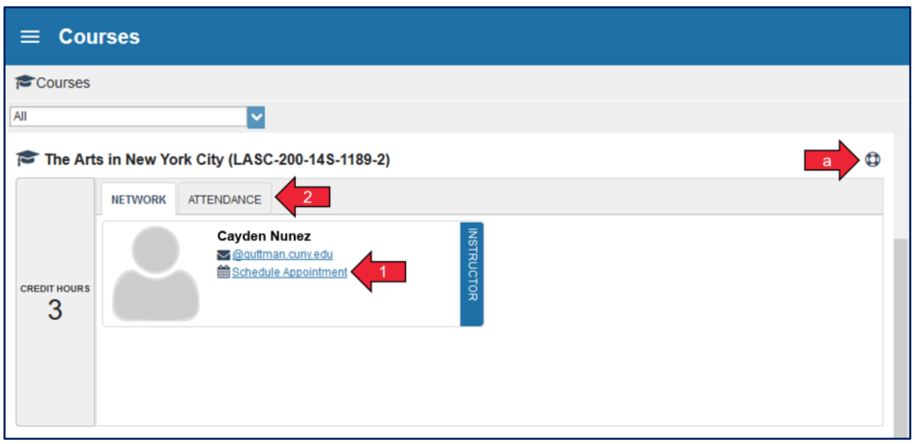
Courses

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*

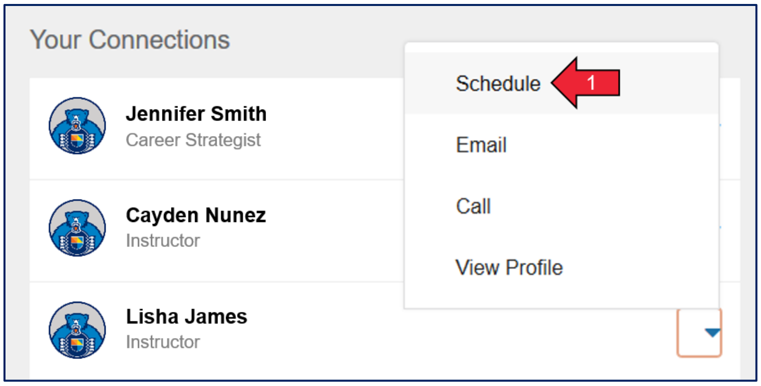
2. View *Attendance* if your instructor records via Starfish

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.

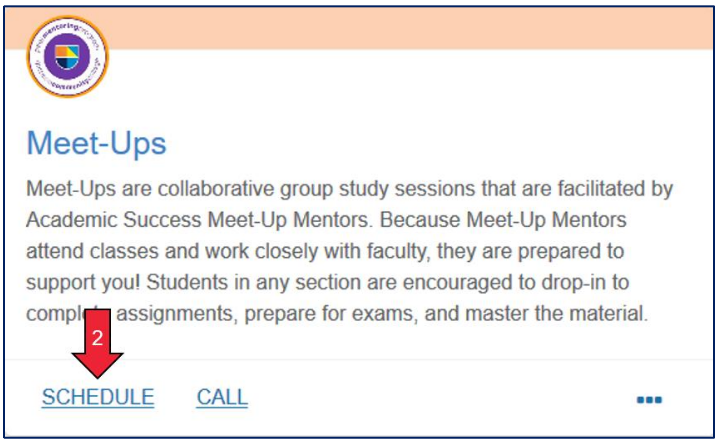


Make an Appointment

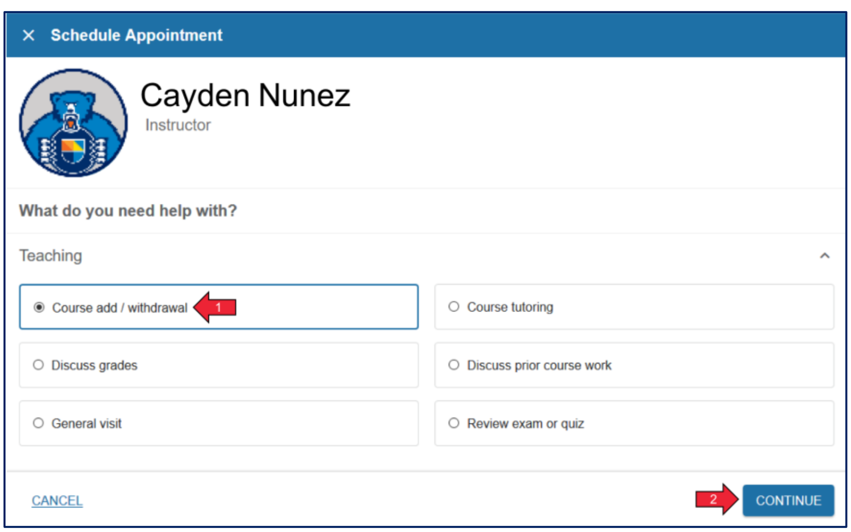
1. From *My Success Network*, click the triangle beside the name of the person you want to schedule an appointment with, and then select *Schedule*.



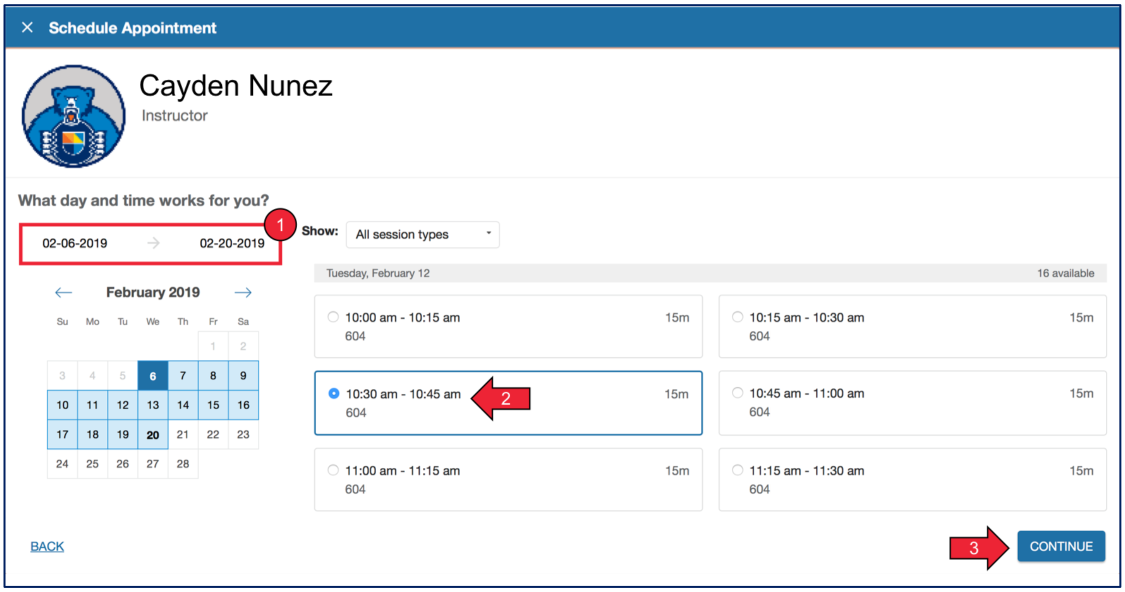
2. For services where appointments are available, select *Schedule* for the desired service.



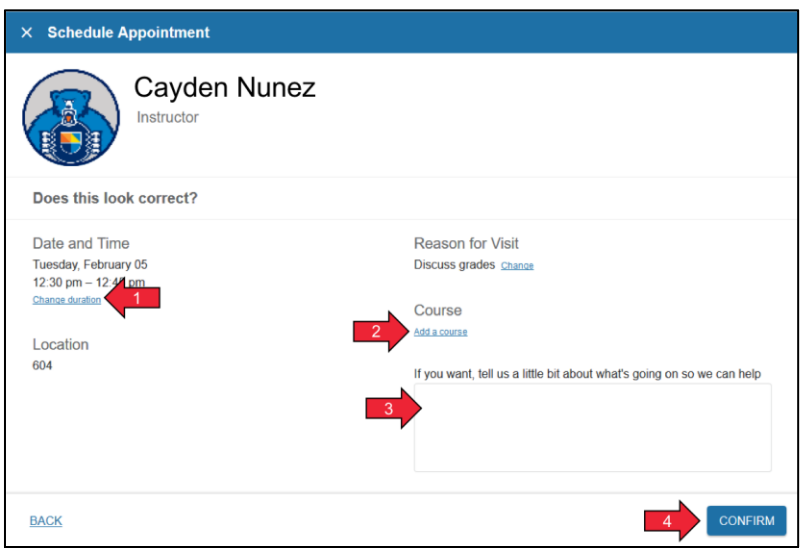
3. Select the type of appointment you want to schedule and choose a reason from the list (1) and select *Continue* (2).



4. 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).



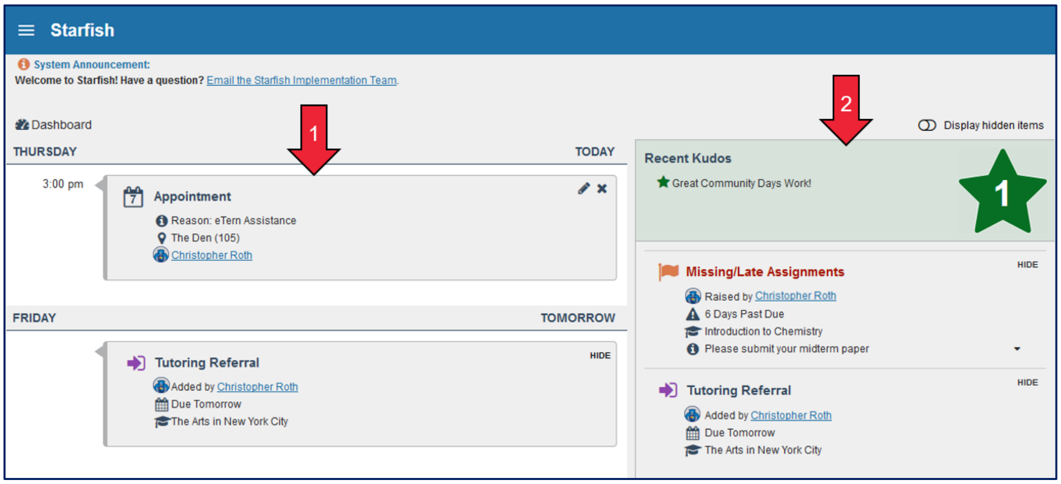
5. Complete your sign up by adjusting any details, such as duration of appointment (1) or course (2) if applicable, and add a description for why you want to meet (3). Click *Confirm* (4) to finish scheduling the appointment. You will get an email with the appointment details and the appointment will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



❖ 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).

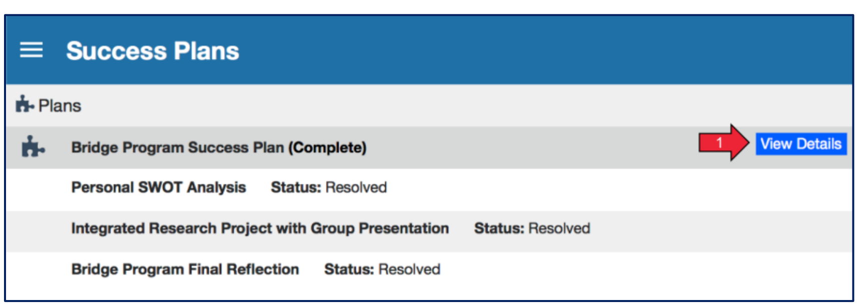


Change an Appointment

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.

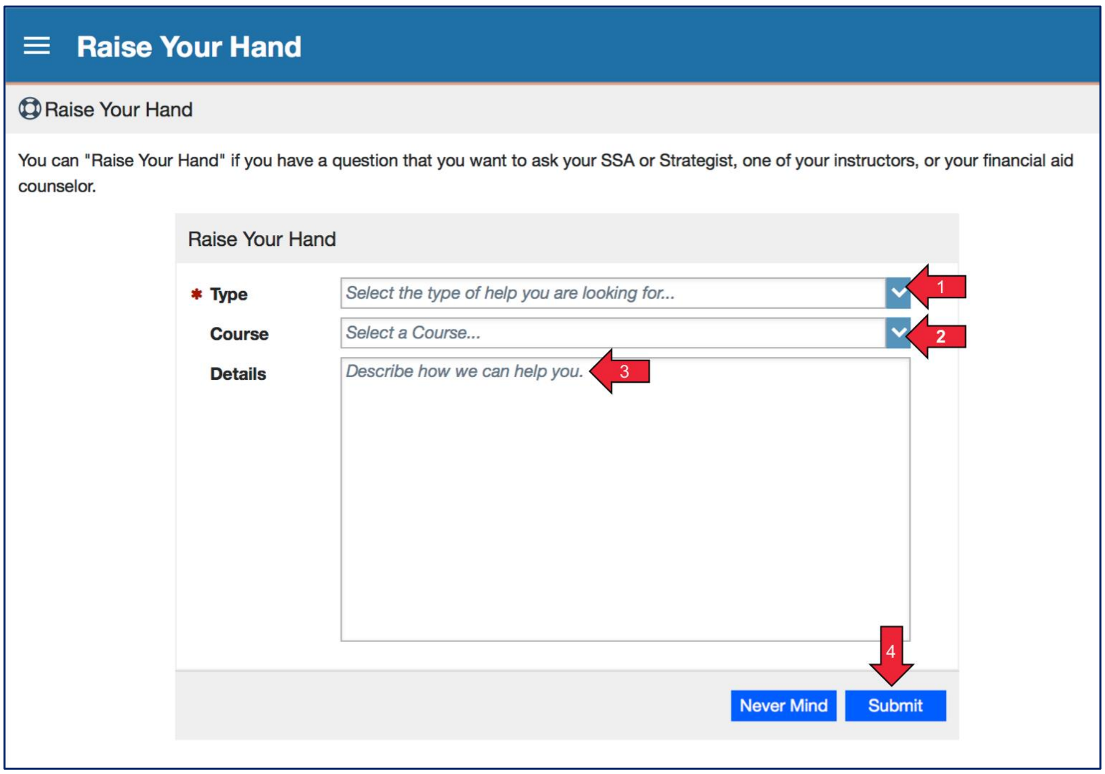


Raise Your Hand

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!



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.