



## Student Guide

### What is Starfish?

Starfish is an early alert system that collects information and manages concerns so that you can stay on track throughout your academic career. Starfish uses “*Flags*” to identify concerns regarding situations like; frequent absences, missed assignments, low scores or possible failure in a class. Starfish also allows instructors to give praise, or “*Kudos*”, to celebrate a student's success or improvement in a class. “*Referrals*” are used to direct you to a particular office on campus.

### How will Starfish Benefit you?

- Starfish gives you the opportunity to connect with advisors, instructors and support services quickly and easily
- If you fall behind during the semester, Starfish gives advisors and instructors a heads-up on your performance
- You have a strong support network that works with Starfish to make sure you stay on track throughout your college career at CCC
- Starfish gives you the opportunity to tackle an issue before it arises

*That's it. Simple for you. Powerful for your future.*

## Technical Support

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Help Desk

Email: [helpdesk@clovis.edu](mailto:helpdesk@clovis.edu)

Call: 575.769.4969

Toll free: 1.800.769.1409

### Hours of Operation:

Monday – Thursday 7 a.m. - 6:00 p.m.

Interim: 7 a.m. -5:00 p.m.

Fridays: 7 a.m. - 4:30 p.m.

# Your Right as a Student

Clovis Community College is committed to the success of its students by providing the best tools for teaching and learning. The support services and educational opportunities that CCC has to offer are centered on what we believe our students need most.

Starfish is a retention tool that supports academic success. This system eases communication between students, faculty and student services. Early Alert notifications called “*Flags*” identify concerns regarding frequent absences, missed assignments, low scores or possible failure in a class. Starfish also allows instructors to give praise or “*Kudos*” to celebrate a student's success or improvement in a class. “*Referrals*” are used to direct you to contact a particular office on campus.

Early Alerts are not grades, nor are they a form of punishment. These notifications are a way of getting your attention and connecting you with the appropriate assistance.

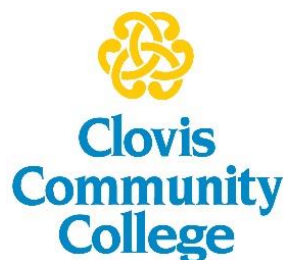
Clovis Community College respects your privacy, and wants you to know that Starfish is 100% covered under the Family Educational Rights and Privacy Act of 1974 (FERPA).

Our ultimate goal is to have you respond to the flag, reach out to individuals associated with that flag and remain in contact with us so that we can assist you in the best way possible.

We care about your education. We want you to succeed and are determined to be with you every step of the way.

Best,

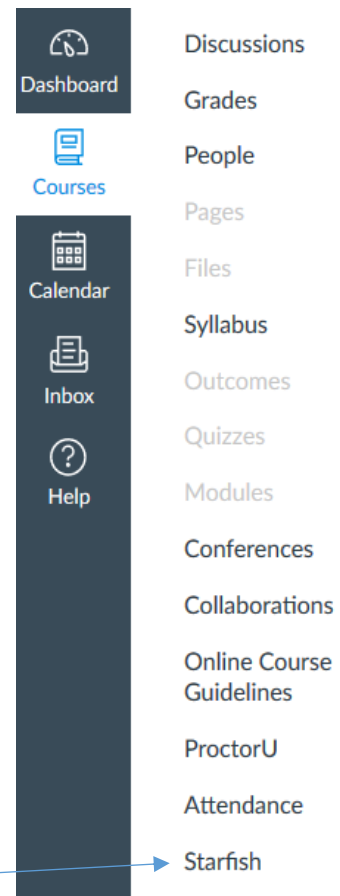
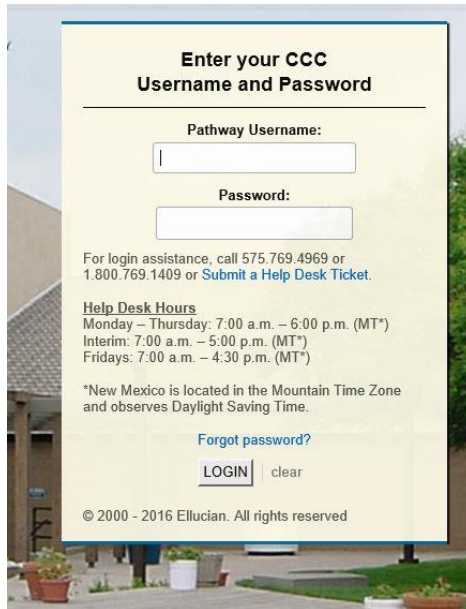
Clovis Community College  
*Pathway to your Future.*



## Welcome to Starfish

Starfish provides you with a central location to connect you to the people and services that can help you finish what you start.

1. Log in to your Starfish Home page by first logging in to **Canvas** with your Pathway username and password.



2. Select a Canvas course
3. Select the Starfish tab at the bottom left of your screen

Selecting the 3 horizontal lines by the Starfish logo at the top left of the screen will give you access to a customizable profile and personalized channels that make it easy to schedule the dedicated time you need with your instructors or advisors.

Starfish can also help you manage the steps you need to take to stay on track and meet your goals.

Here are 3 great ways to get started:

1. **Set up your profile**

Make it easy 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 and recommendations from your instructors.

3. **Connect to people and services that can help you**

Use your personalized **My Success Network** and **Courses** tabs for quick access to **contact information, appointment scheduling, and course help.**

### 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 the 3 horizontal lines next to the Starfish logo at the top left corner of your **Home** page to open your profile, you will click the drop down arrow next to your name and select **Profile**.
2. From here, you can customize your profile by setting appointment reminders, and adding a secondary email address for receiving Starfish emails (e.g. your mobile phone).
3. To have Starfish emails sent to your mobile phone (in addition to sending to your primary institutional email address):
4. Once you have made the desired changes to your profile, click the **Submit** button to save your updates.

**Starfish**

FERPA standards protect student data

Jonathan Slemp [Last login: undefined undefined]

**Contact Information**

Login: jslemp

Institution Email: jslemp@clovis.edu

Alternate Email: jonathan.slemp@clovis.edu

All notifications will be sent to your institution email address.

Email Preference:  Also send notifications to my alternate email address

Phone: [ ]

Cell Phone: (999) 999-9999

Video Phone: [ ]

Time zone: (GMT-07:00) Mountain 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 pm the day of an appointment

\* Required fields

Never Mind Submit

## 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 the **Messages** tab by clicking on the 3 horizontal lines next to the Starfish logo at the top left of your screen, 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** tab by selecting the 3 horizontal lines next to the Starfish logo on the top left of your screen 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 Services Catalog by selecting Other Services at the bottom of your screen).

For each person or service listed you will find contact information, supporting websites and, if online scheduling is enabled, a link to Schedule Appointment by clicking on the drop down arrow next to the instructors name. 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 drop down menu to display information about courses you are enrolled in as well as contacts and available support.

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 an Appointment.

The screenshot displays the 'Courses' interface. At the top, there is a blue header with a hamburger menu icon and the text 'Courses'. Below this, a yellow bar contains a 'Courses' icon and the text 'Courses'. A dropdown menu is open, showing 'Active' with a downward arrow. The main content area is titled 'Starfish\_Training\_2018 (Starfish\_Training\_2018)'. On the left, a vertical sidebar shows 'CREDIT HOURS' and the number '3'. The main area has two tabs: 'NETWORK' (selected) and 'ATTENDANCE'. Under the 'NETWORK' tab, there are four instructor cards. Each card features a grey person icon, the instructor's name, phone number, email address, and a 'Schedule Appointment' link. The instructors listed are Lauren Jerige, Carolyn Lindsey, Robin Jones, and Karen Burns. A vertical 'INSTRUCTOR' label is positioned to the right of each card.

## Make an Appointment

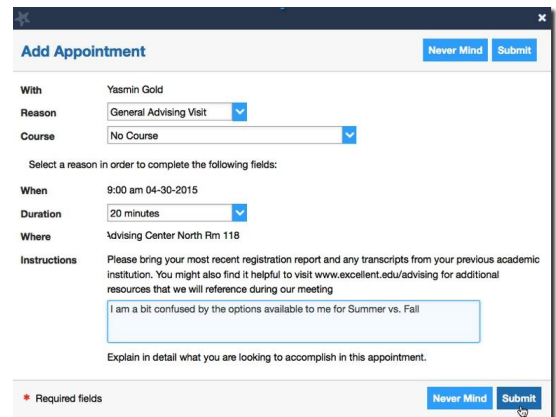
Click the **Schedule Appointment** link below the contact information for the desired person or service in the **My Success Network** or **Courses** channel.

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



Yasmin Gold  
Primary Advisor  
703-555-1212  
yasmin@starfishcollege.edu  
[Schedule Appointment](#)

1. Available time slots on the selected day will include a **Sign up** link. Click the **Sign Up** link associated with the desired time slot.
2. 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.
3. Click **Submit** to set the appointment. You will get an email with the appointment details and the appointment will be listed on your dashboard.



**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

## 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.

## 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.


## 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 displays the 'My Success Network' interface. At the top, there is a blue navigation bar with a hamburger menu icon on the left, the text 'My Success Network', and a search box on the right containing the text 'Search for Students'. Below the navigation bar, the page is titled 'Other Services'. The main content area is a grid of six service cards. The first row contains three cards: 'Academic Advising Office' (with a calendar icon), 'Academic Coaching' (with a person and book icon), and 'Admissions and Records' (with a graduation cap icon). The second row contains three cards: 'Bookstore' (with a book icon), 'Business Office' (with a bar chart icon), and 'CAFB Educational Services Office' (with a person icon). Each card includes a title, a brief description, and action buttons at the bottom (e.g., 'SCHEDULE', 'CALL', and a three-dot menu).

My Success Network Search for Students


Other Services



### Academic Advising Office

The Academic Advisors will help you match your needs, interests, values, and goals to the educational programs offered at CCC. You will find that college is very different from high school. Advisors will explain assessment and degree plan requirements, and review your transcripts to see how any prior classes apply to your current degree. Academic advisors are available by appointment and on a walk-in basis (subject to availability). The office is open Monday-Thursday, 8:00 a.m.-5 p.m; and Friday, 8:00 a.m.-4:30 p.m .


[SCHEDULE](#) [CALL](#) ...



### Academic Coaching

Academic Coaching is a unique program that provides students with the opportunity to meet one-on-one with an academic coach to address academic and personal needs within a confidential setting. Students are educated about campus-wide resources, assess and identify presenting challenges, and develop personal plans to facilitate success. Appointments are scheduled on an as-needed basis. Contact the Academic Coaching Office for more information.


[CALL](#) ...




### Admissions and Records

The Admissions and Records department at CCC is a student's first stop in applying to attend classes at the college. Admissions and Records will also help students requesting official transcripts for college transfer and employment opportunities.


[SCHEDULE](#) [CALL](#) ...



### Bookstore



### Business Office



### CAFB Educational Services Office

## Frequently Asked Questions:

### What is Starfish?

- Starfish is a student retention system that helps you stay on track throughout your academic career.

### How does Starfish help me?

- Starfish helps you, as a student, to positively progress academically by connecting you to your instructor and campus services and resources. Starfish is here to help you succeed!

### What is a Flag?

- Starfish uses flags to identify concerns regarding situations like frequent absences, missed assignments, low scores or possible failure in a class.

### What is a System Raised Flag?

- System Raised Flags will automatically launch depending on the threshold assigned. Grades are monitored by Starfish based on scores entered in to the Canvas grade book, based on those grades or attendance taken by your instructor if you are in an onsite class System Raised Flags are launched.
  - No Online Participation in 8 Days
  - No Attendance Flag for Onsite Students – 4
  - No Attendance Flag for Onsite Students – 6
  - Performance Below 75%
  - Physical Therapy Assistant Performance Below 75%
  - Rad Tech Performance Below 70%
  - Cosmetology Performance Below 78%
  - Automotive Technology Performance Below 75%
  - Industrial Technology Performance Below 75%
  - Welding Technology Performance Below 78%

### Why did I get a Flag?

- If an instructor is concerned about your progress in class, you may see one or more of the following flags:
  - Irregular Attendance
  - General Concern
  - No Show
  - No Participation
  - Missing Submissions
  - In Danger of Failing
  - Recommend Withdrawal



**What should I do if I get an email about a Starfish Flag?**

- If you are contacted regarding a flag, please take action on the concern raised by your instructor. Follow the directions in the email and respond quickly to improve your class performance.
- Remember, flags are not a form of punishment, but a way of getting your attention and connecting you with the appropriate student resources.

**What is a Referral?**

- A referral is a recommendation to direct you to contact a designated Student Services Office on campus.

**Why did I get a Referral?**

- If an instructor, or designated person from student services, is concerned you may need assistance in some way, you may receive one or more of the following referrals:
  - Advising
  - Admissions and Records
  - Career Services
  - Coaching
  - Counseling
  - Financial Aid
  - Help Desk
  - Special Services
  - TRIO SSS
  - Tutoring

**What is a kudo?**

- Starfish also allows instructors to give praise, or kudos, to celebrate your success or improvement in a class.

**Why did I get a kudo?**

- You received a kudo as an acknowledgement from your instructor of improving work or for outstanding achievement in a course.

**Where can I go to get more information?**

- You can access more Starfish information at your Student Resources page on Clovis Community College's website <http://www.clovis.edu/students/starfish.aspx>
- For more information please check out our short Student Video at [https://www.youtube.com/watch?time\\_continue=3&v=EyJtjvW1-M](https://www.youtube.com/watch?time_continue=3&v=EyJtjvW1-M)