Student Guide

What is Starfish?

Starfish is an early warning and student tracking module that collects information and manages concerns so that you as a student can engage more deeply with your instructors and the staff at CCC.

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 view your success network and tackle an issue before it arises

This training guide will help you setup your profile, show you how to stay on track and teach you how to connect to people and services that can help you.

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

Technical Support

Help Desk
Email: 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.

Starfish

Your Rights 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. Since we are always looking for ways to ensure that you take full advantage of our services, in the fall of 2017, CCC will launch the new Starfish Early Alert system.

Starfish is a retention tool that supports academic success. This system eases communication between students, faculty and administration. Starfish allows instructors to raise flags (Early Alert notifications), give Kudos or refer you to a support service on campus. Starfish also assists academic advisors with any academic difficulty you may be facing

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. When an instructor raises an early alert, the notification will be sent to you and your academic advisor. An advisor will contact you and help you get back on track.

Clovis Community College respects your privacy, and wants you to know that this system 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.

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

Best,

Clovis Community College
To Dream. To Achieve. To Succeed.

Contents

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 in to **Canvas.** Once you are in Canvas, select one of your courses, to the left of the screen will be a Starfish tab.

Click this tab and you will be directed to your **Starfish homepage.** If you have any questions please contact the Help Desk at helpdesk@clovis.edu.

Your **Home** page includes access to a customizable profile and personalized channels that make it easy to connect with your instructors, advisors, student services offices 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** icons for quick access to contact information, appointment scheduling, and course help.
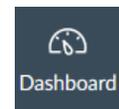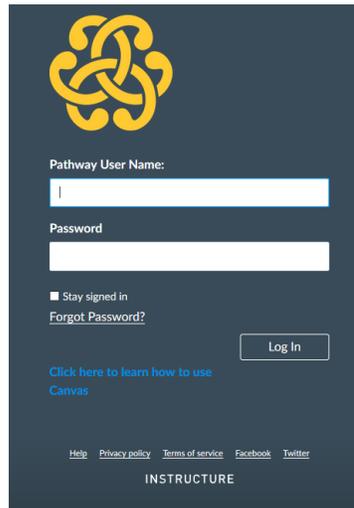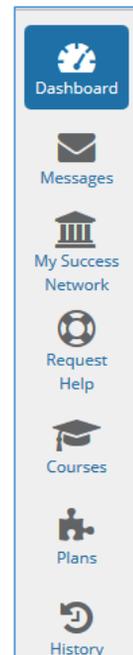
Set up your Profile

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 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 and adding a secondary email address for receiving Starfish emails (e.g. your mobile phone).

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**".

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.

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.
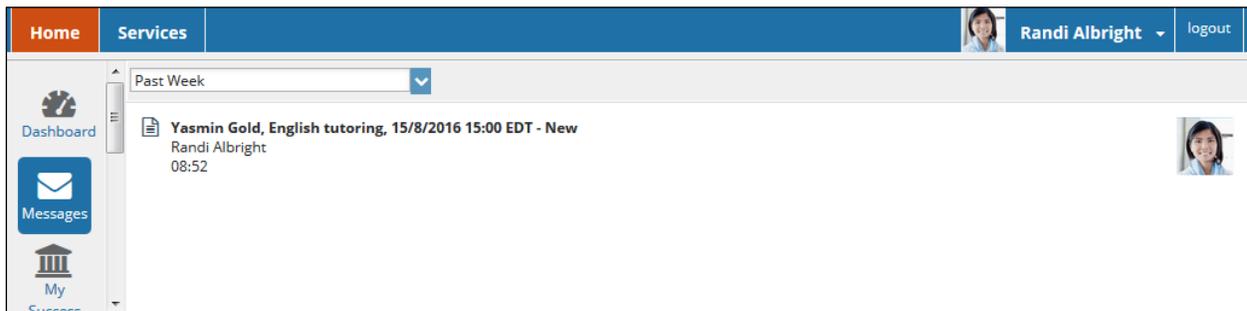

My Success Network

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 and supporting websites
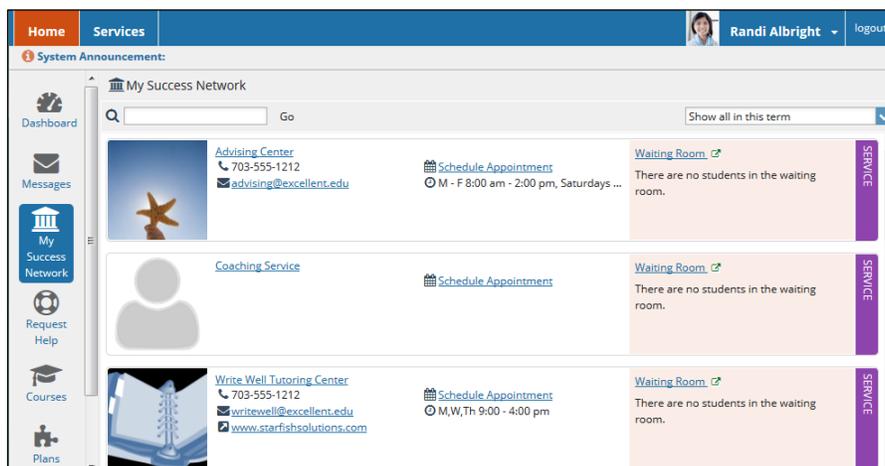
Courses

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.
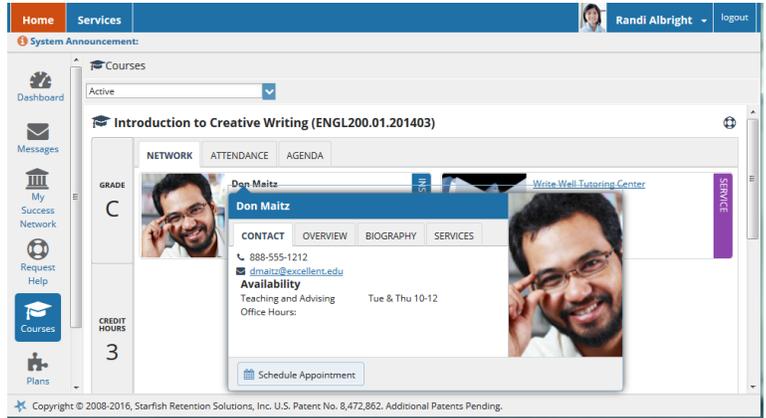
Stay on track

Dashboard

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.

Not sure what you need?

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 or visit service websites.
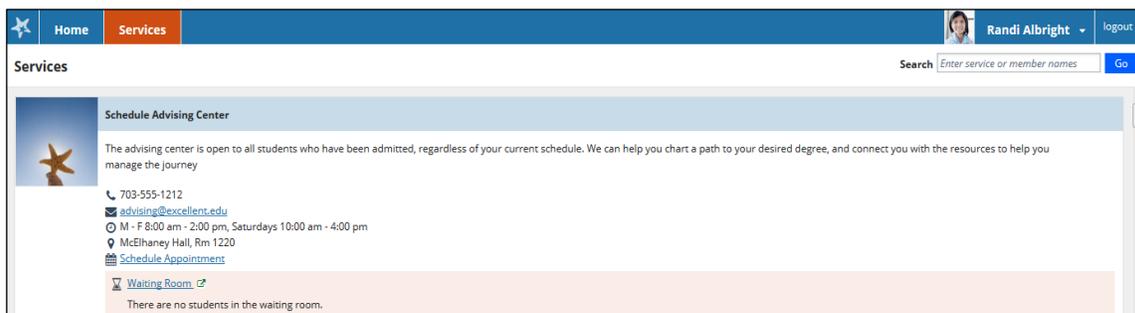
Frequently Asked Questions

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 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 575-769-4969. For questions regarding a flag, please contact your instructor or advisor.