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

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.
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.
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.
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.

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.

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).
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](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=EyJjtjvW1-M](https://www.youtube.com/watch?time_continue=3&v=EyJjtjvW1-M)