Starfish
by HOBSONS

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 view your success network and 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.
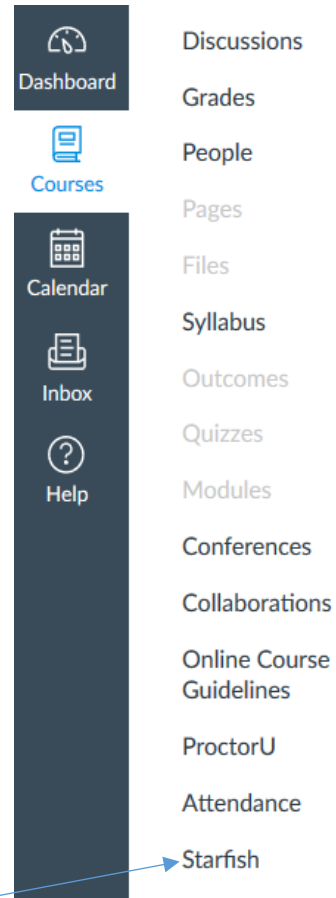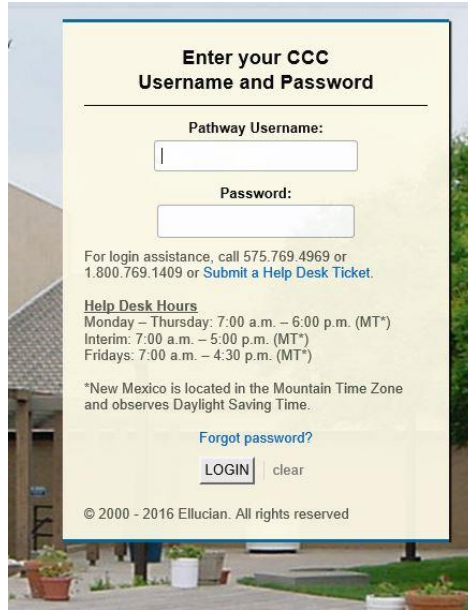
Best,

Clovis Community College
Pathway to your Future.
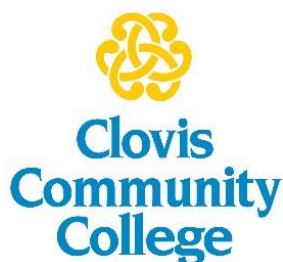
Welcome to Starfish ®

Starfish provides you with a central location to connect you to the people and services that can help you finish what you start.
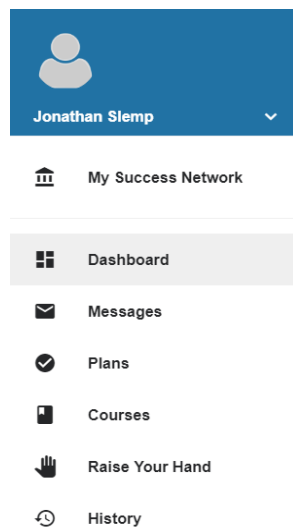
1. Log in to your Starfish Home page by first logging in to **Canvas** with your Pathway username and password.

Enter your CCC Username and Password

Pathway Username:

Password:

For login assistance, call 575.769.4969 or 1.800.769.1409 or Submit a Help Desk Ticket.

Help Desk Hours
Monday – Thursday: 7:00 a.m. – 6:00 p.m. (MT*)
Interim: 7:00 a.m. – 5:00 p.m. (MT*)
Fridays: 7:00 a.m. – 4:30 p.m. (MT*)

*New Mexico is located in the Mountain Time Zone and observes Daylight Saving Time.

Forgot password?

LOGIN | clear

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Dashboard
Courses
Calendar
Inbox
Help

Discussions
Grades
People
Pages
Files
Syllabus
Outcomes
Quizzes
Modules
Conferences
Collaborations
Online Course Guidelines
ProctorU
Attendance
Starfish

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.

Jonathan Slemp

🏛 My Success Network

▦ Dashboard

✉ Messages

✔ Plans

▪ Courses

✋ Raise Your Hand

🕘 History

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**.

Not sure what you need?

Browse the **Services Catalog** or use the **Request Help** option if you can't find what you're looking for and someone will contact you.

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).

☰ Starfish

FERPA standards protect student data.

Jonathan Slemp   [Last login: undefined undefined]
Contact Information

Login	jslemp
Institution Email	slempj@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

3. To have Starfish emails sent to your mobile phone (in addition to sending to your primary institutional email address):

Alternate Email	5132842342@txt.att.net	📱
	All notifications will be sent to your institution email address.	
		Cell Phone Users: Read more details.
Email Preference	☑ **Also send notifications to my alternate email address**	

4. 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 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.

☰ **Messages**
✉Messages
Past Week ▾
No messages
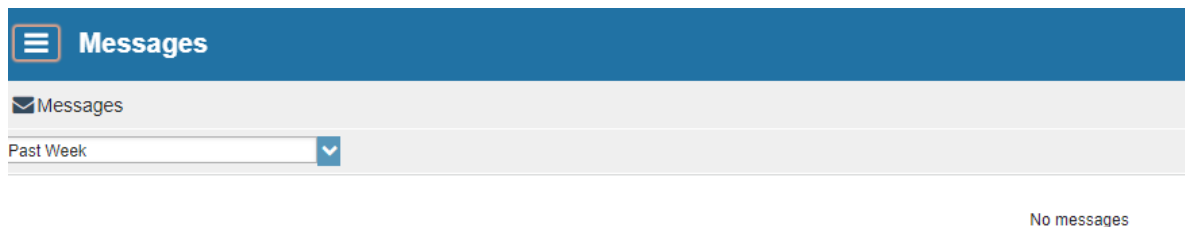
My Success Network

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 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 Schedule an Appointment.

Make an Appointment

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

2. 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

3. Available time slots on the selected day will include a **Sign up** link. Click the **Sign Up** link associated with the desired time slot.

4. 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.

5. 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.

Messages

The **Messages** will display the content of email messages sent to you through Starfish.

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 Early Alert?

- Starfish is a student retention system that helps you 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 your success or improvement in a class. "*Referrals*" are used to direct you to contact a particular office on campus.

Why did I get a *Kudo*?

- A student receives a kudo as an acknowledgement from the instructor for improving work or for outstanding achievement in their course.

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:

  - **Attendance Concern**
  - **General Concern**
  - **No-Show**
  - **No Online Participation**
  - **Missing Submission**
  - **In Danger of Failing**
  - **Recommend Withdrawal**

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

- If you are contacted with 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.