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## Welcome to Starfish

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Starfish provides you with a central location to connect to the people and services that can help you finish what you start – all accessible from the side navigation menu of your Starfish **Home** page.

There are two primary locations where you can find a Starfish login link. These include Canvas and the LETU Starfish web page. When logged in to Canvas and within your class's profile, in the left-hand side column, you should be able to see a Starfish link. Direct links to Starfish and the LETU Starfish Web Page are also included below:

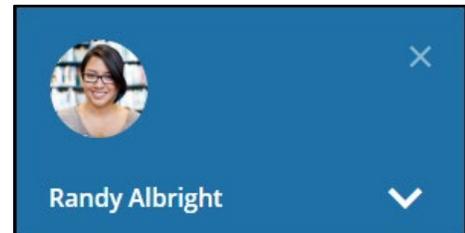
**Starfish:** <https://letu.starfishsolutions.com/starfish-ops>

**LETU Starfish Web Page:** <https://www.letu.edu/online-and-graduate-students/starfish.html>

The navigation menu  includes access to a customizable profile and personalized channels that make it easy to schedule the dedicated time you need with your instructors, advisors, or counselors. Starfish can also help you manage the steps you need to take to stay on track and meet your goals.

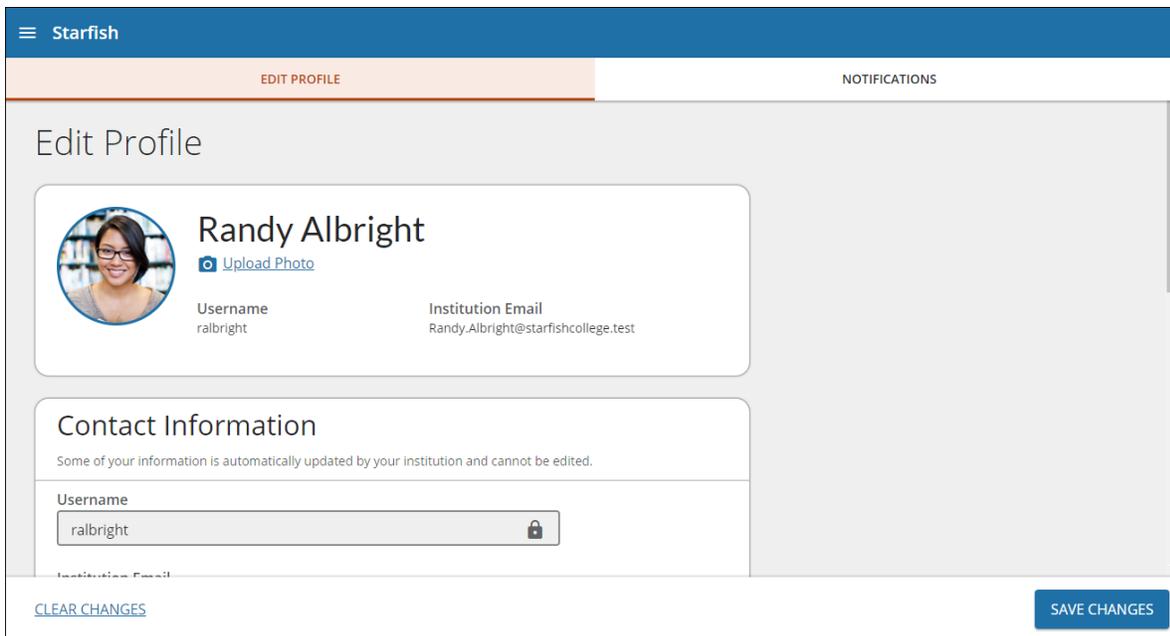
## Setup Your Profile

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. Open the navigation menu and click your name, and then **Edit Profile** 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.

A screenshot of the Starfish web application's "Edit Profile" page. The page has a blue header with the Starfish logo and a navigation menu icon. Below the header, there are two tabs: "EDIT PROFILE" (active) and "NOTIFICATIONS". The main content area is titled "Edit Profile" and contains a profile card for "Randy Albright". The profile card shows a circular profile picture, the name "Randy Albright", and an "Upload Photo" button. Below the name, there are two fields: "Username" with the value "ralbright" and "Institution Email" with the value "Randy.Albright@starfishcollege.test". Below the profile card, there is a "Contact Information" section with a note: "Some of your information is automatically updated by your institution and cannot be edited." This section contains a "Username" field with the value "ralbright" and a lock icon. At the bottom of the page, there are two buttons: "CLEAR CHANGES" and "SAVE CHANGES".

2. Select the **Notifications** tab to update your notification preferences.
3. Once you have made your desired changes to your profile, click **Save Changes**.

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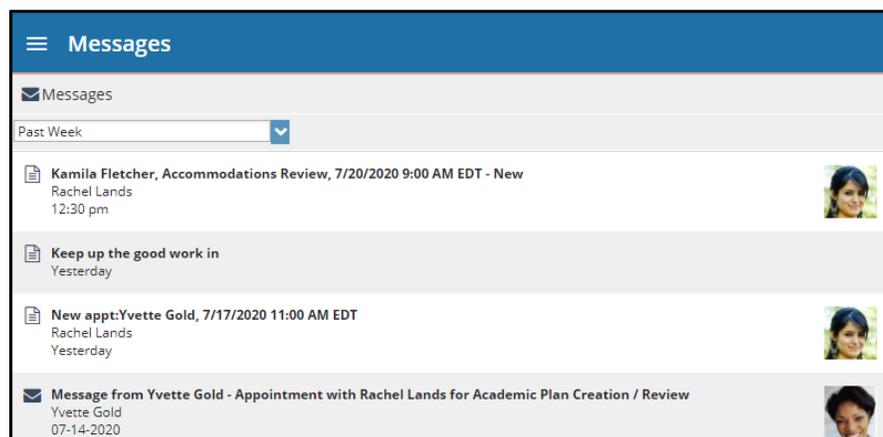
## Connect to People and Services that Can Help You

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The **Messages** channel allows you to see any message that was sent to you in Starfish. 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

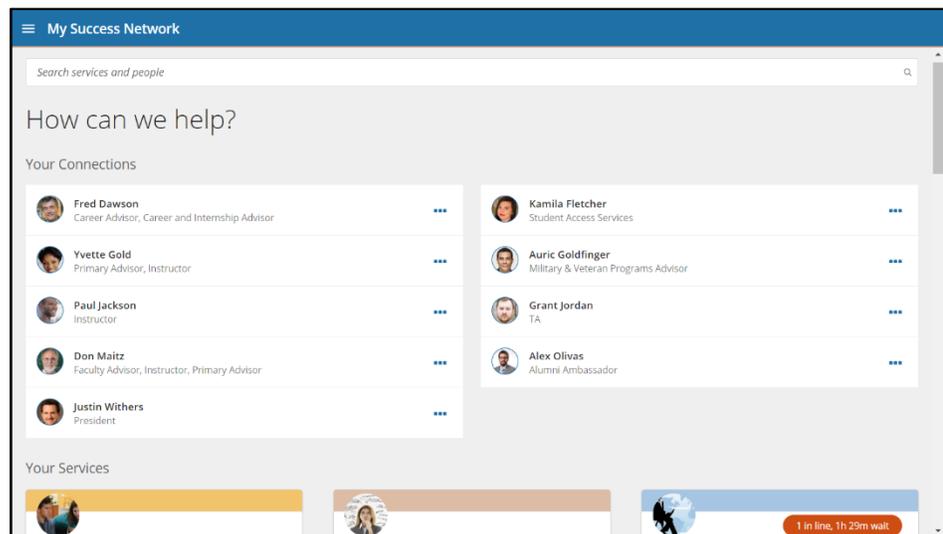
Select **Messages** to display messages sent to you in Starfish. Click on any message in the list to display the full contents of that message.



### 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, supporting

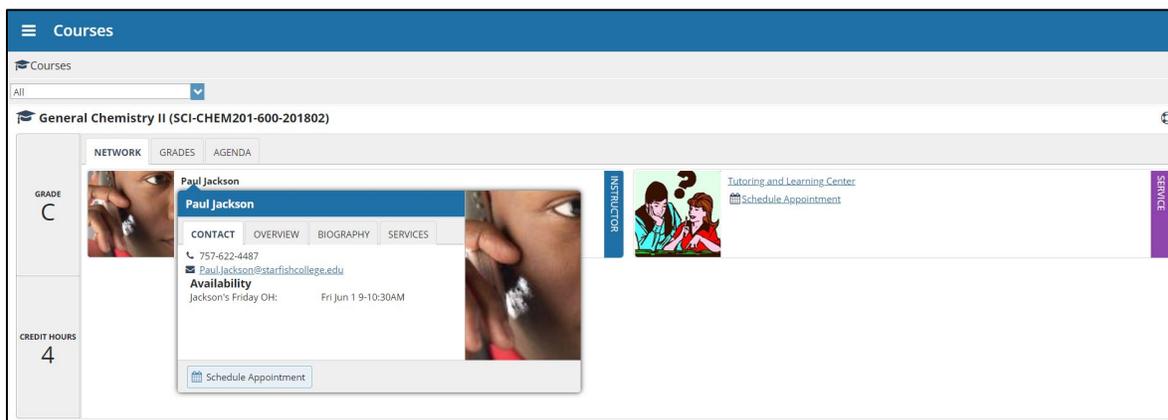


websites, and, if online scheduling is enabled, a link to Schedule Appointment. If a service includes a waiting room for walk-in appointments, you can click the “Waiting Room” link to find out how many students are currently in line.

The Services that are most relevant to you are displayed first. Select **Show Other Services** at the bottom of the page to see additional services.

## Courses

Select **Courses** from the side 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

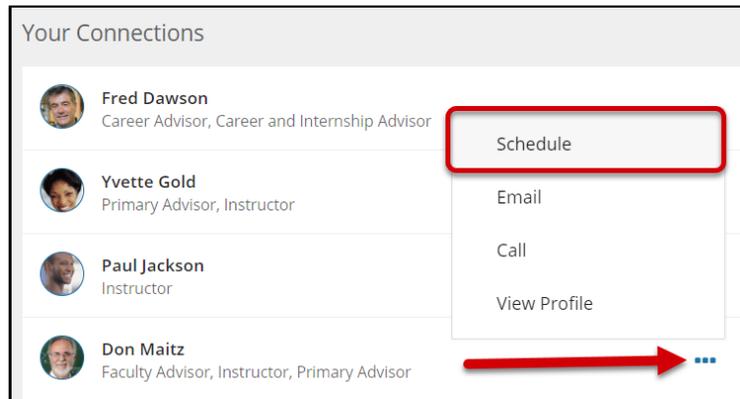


and services specific to the courses you are taking and gives you can **Schedule Appointments** or **Request Help** related to a course.

1. Click the Help icon (⊕) link in the upper, right corner next to any of the courses in which you are currently enrolled.
2. This will bring up the **Request Help** form. Select the **Type** of help needed from the dropdown menu and give specific **Details** on how staff can assist you.
3. Click **Submit** when you are finished.

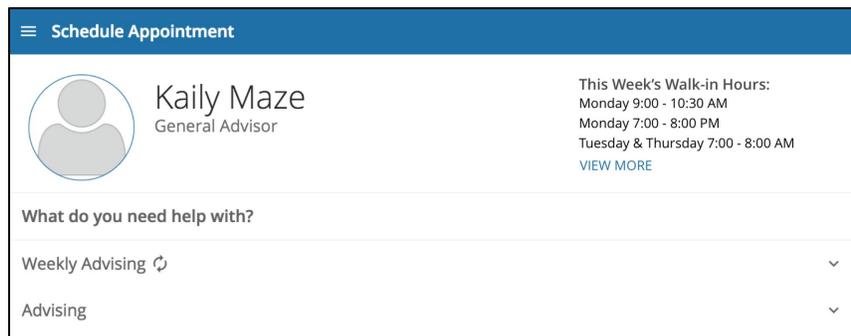
## Make an Appointment

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



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

Or, from the **Courses** channel, select **Schedule Appointment** below the contact information for the person or service.



- Select the type of appointment you want to schedule and choose a reason from the list.

↑ Schedule Appointment



**Kamila Fletcher**  
Student Access Services

What do you need help with?

Accessibility Services ^

Accommodations Review

Equipment Request

Testing Request

- Adjust the date range as needed to find days and times that work for your schedule, and then select a time from the list.

↑ Schedule Appointment



**Kamila Fletcher**  
Student Access Services

What day and time works for you?

The appointment times you see do not overlap with your already scheduled appointments.

07-17-2020
→
07-31-2020

← July 2020 →

Su	Mo	Tu	We	Th	Fr	Sa
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

Monday, July 20 7 available

9:00 am - 9:20 am  
105 Smith Hall 20m

9:20 am - 9:40 am  
105 Smith Hall 20m

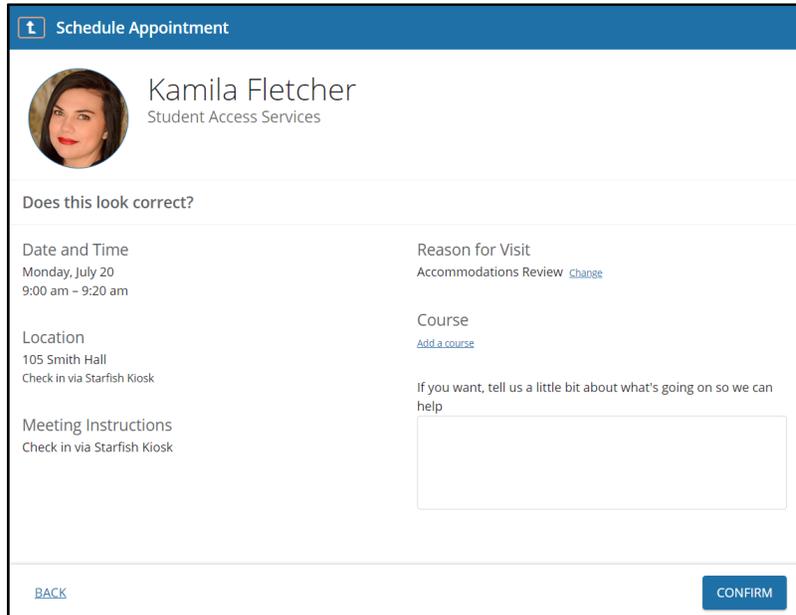
9:40 am - 10:00 am  
105 Smith Hall 20m

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Last Updated 6/2021

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4. Complete your sign up by adjusting any details, such as duration or course, where applicable, and add a description for why you want to meet.

5. Click **Confirm** to finish scheduling the appointment. A confirmation page



**Schedule Appointment**

 **Kamila Fletcher**  
Student Access Services

Does this look correct?

**Date and Time**  
Monday, July 20  
9:00 am - 9:20 am

**Reason for Visit**  
Accommodations Review [change](#)

**Location**  
105 Smith Hall  
Check in via Starfish Kiosk

**Course**  
[Add a course](#)

**Meeting Instructions**  
Check in via Starfish Kiosk

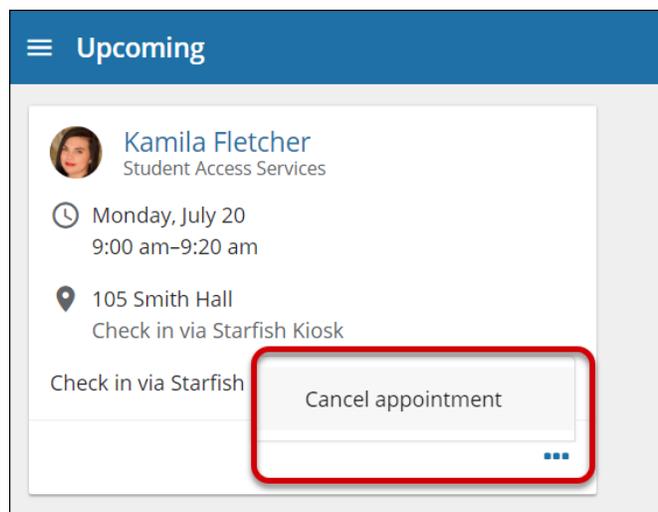
If you want, tell us a little bit about what's going on so we can help

[BACK](#) **CONFIRM**

displays allowing you to make changes to the appointment or jump to another page. Additionally, you will get an email with the appointment details and the appointment will be listed on the **Upcoming** tab.

## Change an Appointment

On the **Upcoming** tab, you can view scheduled appointments and make changes. Click on an appointment to make changes to it, such as changing the location or duration, when available. You can cancel the appointment by clicking the ellipsis  and selecting **Cancel appointment**.



**Upcoming**

 **Kamila Fletcher**  
Student Access Services

 Monday, July 20  
9:00 am - 9:20 am

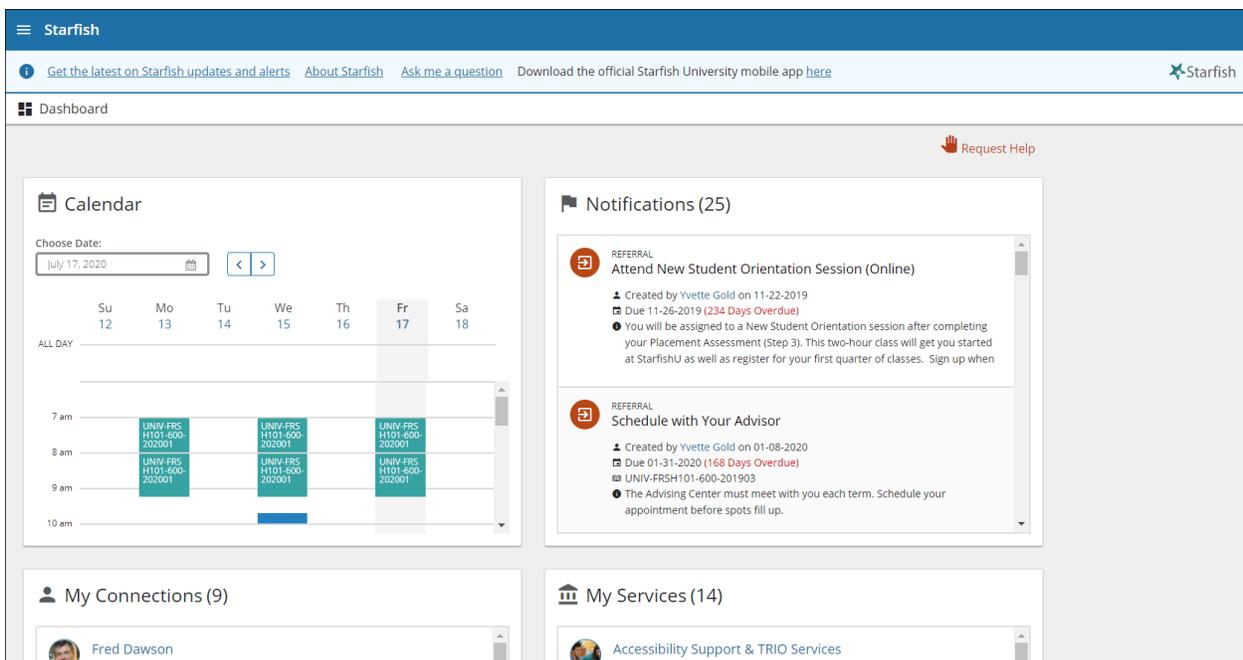
 105 Smith Hall  
Check in via Starfish Kiosk

Check in via Starfish **Cancel appointment**

## Stay on Track

### Dashboard

Your **Dashboard** also displays upcoming appointments as well as 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



The screenshot shows the Starfish Dashboard interface. At the top, there is a navigation bar with the Starfish logo and a menu icon. Below the navigation bar, there are links for "Get the latest on Starfish updates and alerts", "About Starfish", "Ask me a question", and "Download the official Starfish University mobile app here". The main content area is titled "Dashboard" and features a "Request Help" button. The dashboard is divided into several sections:

- Calendar:** A calendar view for July 17, 2020, showing appointments for Friday, July 17th. The appointments are for "UNIV-FRS H101-600-202001" at 7 am, 8 am, and 9 am.
- Notifications (25):** A list of notifications, including:
  - Attend New Student Orientation Session (Online):** Created by Yvette Gold on 11-22-2019. Due 11-26-2019 (234 Days Overdue). You will be assigned to a New Student Orientation session after completing your Placement Assessment (Step 3). This two-hour class will get you started at StarfishU as well as register for your first quarter of classes. Sign up when.
  - Schedule with Your Advisor:** Created by Yvette Gold on 01-08-2020. Due 01-31-2020 (168 Days Overdue). UNIV-FRSH101-600-201903. The Advising Center must meet with you each term. Schedule your appointment before spots fill up.
- My Connections (9):** A list of connections, including Fred Dawson.
- My Services (14):** A list of services, including Accessibility Support & TRIO Services.

### Success Plans

The **Success Plans** channel will display any customized success plans created for you by your advisor. These plans contain specific tasks with due dates. Click **View Details** associated with a plan to display a printable version of the plan.

Select **Degree Planner** to create, view, and/or manage your academic degree plan.

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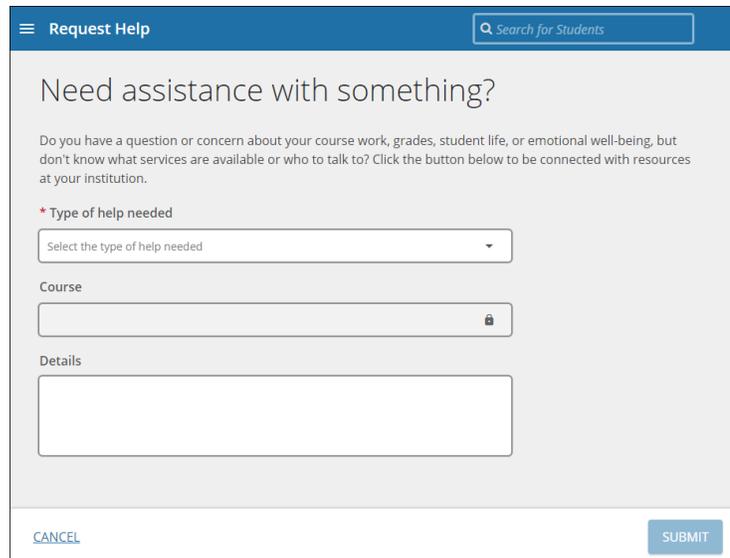
## Not Sure What You Need?

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### *Request Help*

Select **Request Help** from the navigation menu to see information about where to go for assistance.

From here, you can select **Help Me** to submit a request for help. You will be asked to provide additional information such as the type of help you are requesting, the related course (if applicable), and details.



The screenshot shows a web form titled "Request Help" with a search bar for students. The main heading is "Need assistance with something?". Below this is a paragraph of text: "Do you have a question or concern about your course work, grades, student life, or emotional well-being, but don't know what services are available or who to talk to? Click the button below to be connected with resources at your institution." The form includes a dropdown menu for "Type of help needed" with the placeholder text "Select the type of help needed". Below that is a "Course" field with a lock icon. A "Details" section contains a large text area. At the bottom, there are "CANCEL" and "SUBMIT" buttons.

We encourage you to be as detailed as possible to insure you get the appropriate help needed. Click **Submit** to submit your request when done.

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## Frequently Asked Questions

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### **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 IT Service Desk at (903) 233-3500. For questions regarding a flag, please contact your instructor or advisor.