



Student Getting Started Guide


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 from the side navigation menu of your Starfish **Home** page.

Log in to your Starfish Home page by going to [Starfish webpage](#) or [myNVC](#) or [Canvas](#).



Starfish and Canvas Integration for Students: Starfish will appear in your Course Navigation by default, unless your Instructor has ‘disabled’ the feature. If disabled, students can access Starfish through the Starfish Webpage or myNVC.

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.

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. Connect to people and services that can help you

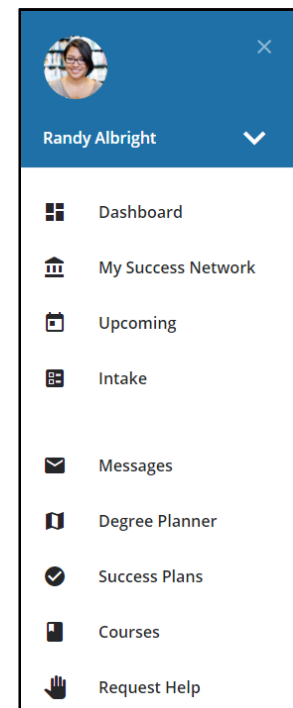
Use your personalized **My Success Network** and **Courses** channels for quick access to contact information, appointment scheduling, and course help.

3. Stay on track

Use the **Upcoming** tab to keep track of upcoming appointments, and your personalized **Dashboard** to see assignments, plans, and recommendations from your instructors.

Not sure what you need?

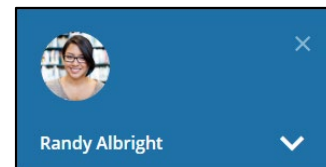
Browse the Services Catalog or use the **Request Help** option if you can't find what you're looking for through your personalized channels.



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

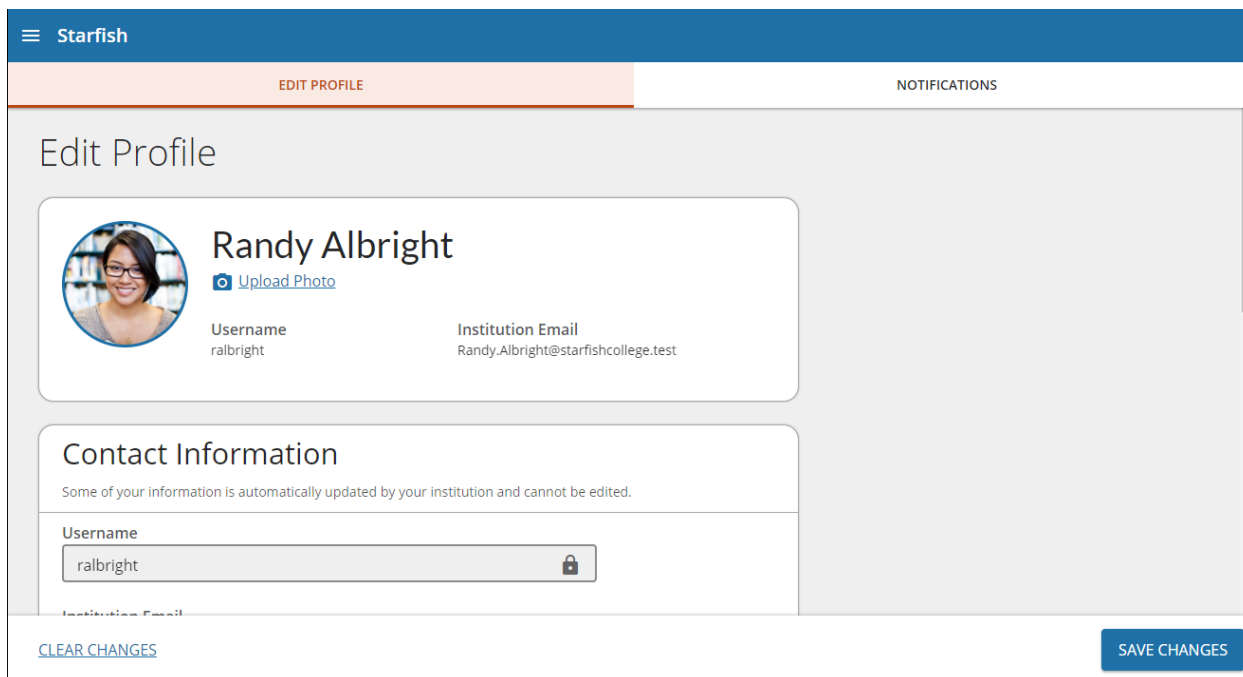
Set up your Profile

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. 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.



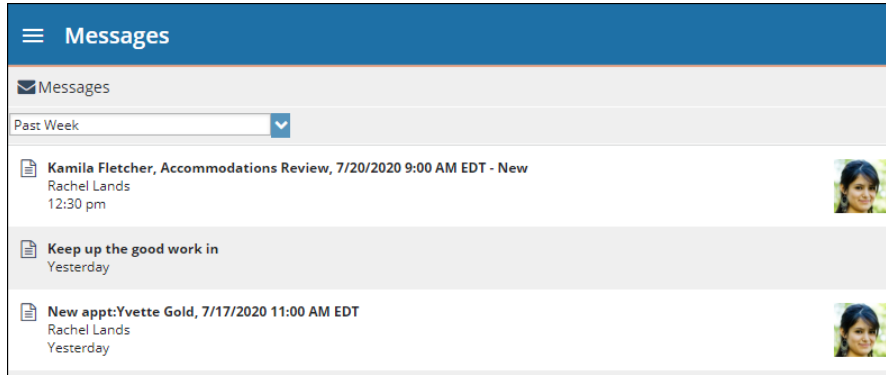
2. Select the **Notifications** tab update your notification preferences.
3. Once you have made your desired changes to your profile, click the **Save Changes** button to save your updates.

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

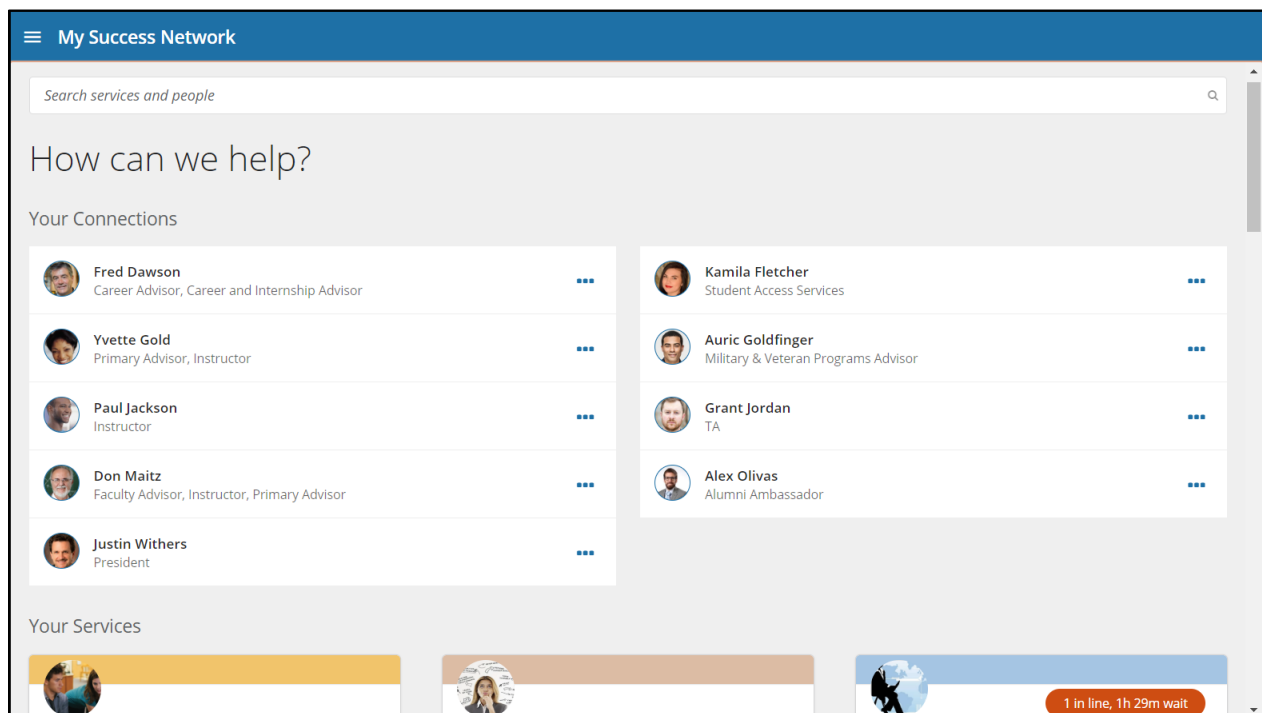
Select **Messages** to display messages sent to you in Starfish. Click on any message in the list to display the full contents of that message.



My Success Network

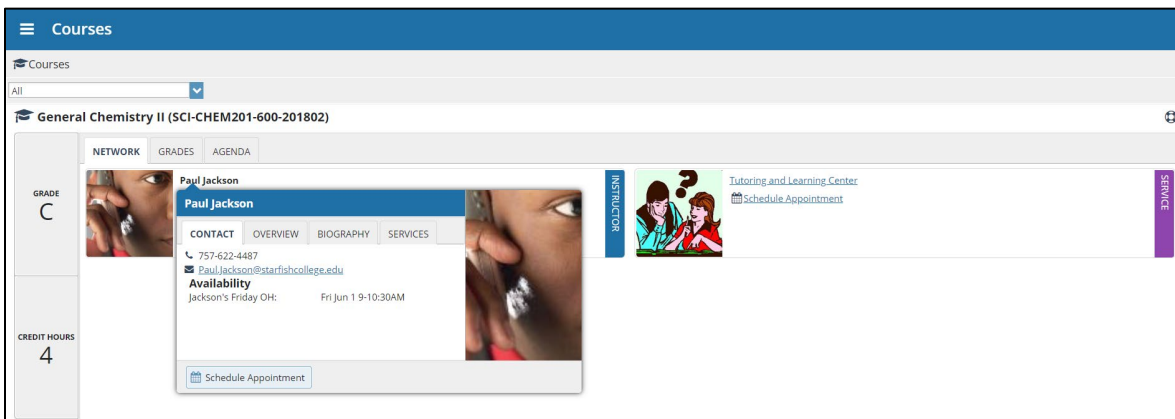
Select **My Success Network** from the navigation menu to display your personalized network. This channel lists the people and resources that are available to assist you. For each person or service listed, you will find contact information, supporting websites, and, if online scheduling is enabled, a 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 the ability to Schedule Appointment or Request Help related to a course.

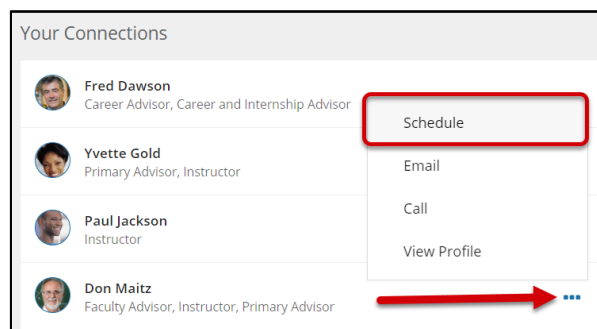


1. Click the Help icon (⊕) link in the upper, right corner next to any of the courses in which you are currently enrolled.
2. This will bring up the **Request Help** form. Select the **Type** of help needed from the drop down menu and give specific **Details** on how staff can assist you.
3. Click the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

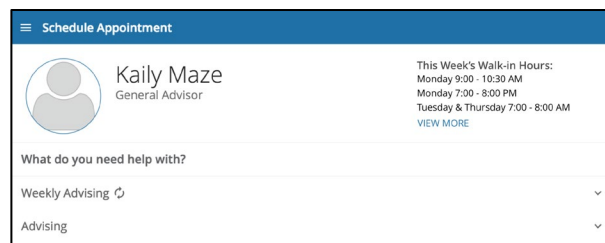
Make an Appointment with your Instructor (if enabled by your Instructor)

1. 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 desired person or service.



2. 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

3. 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**

Show: All session types

Monday, July 20 7 available

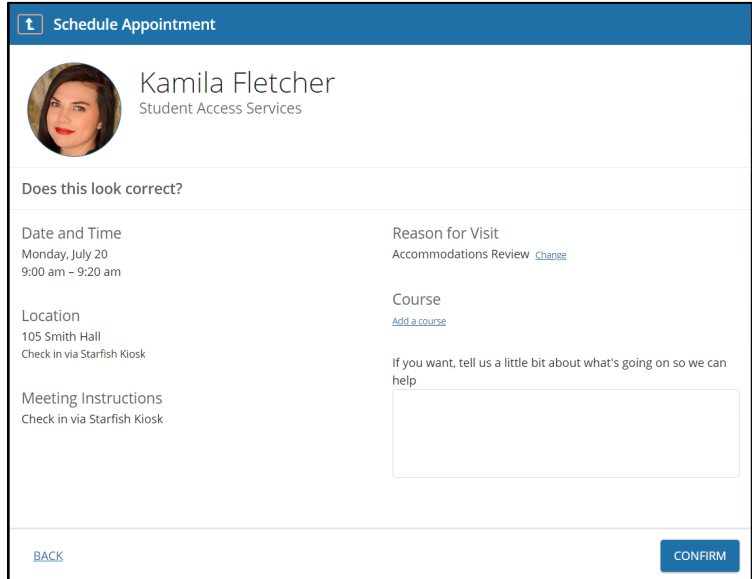
9:00 am - 9:20 am
105 Smith Hall 20m

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

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

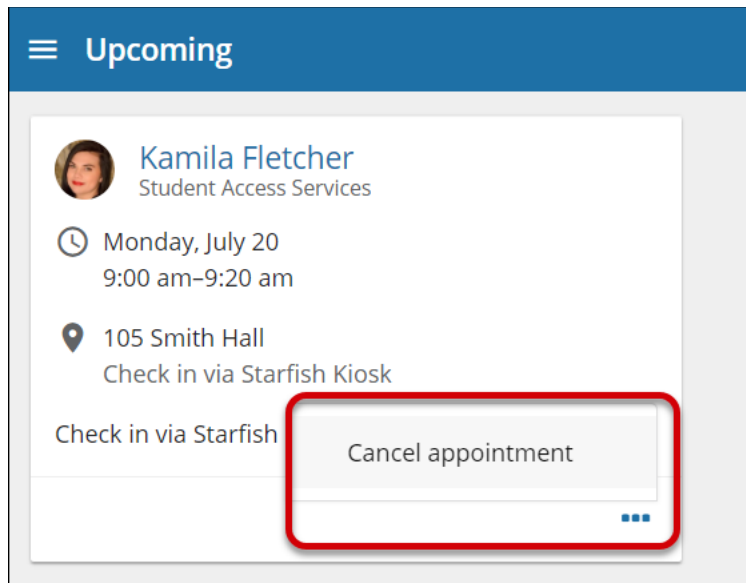
July 2020						
Su	Mo	Tu	We	Th	Fr	Sa
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

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 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 (if appointment feature is enabled by your instructor)

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**.



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 displays 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 several utility links: "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 includes a "Request Help" button. The dashboard is divided into four main sections:

- Calendar:** A calendar view for July 17, 2020. It shows a grid with days of the week (Su 12, Mo 13, Tu 14, We 15, Th 16, Fr 17, Sa 18) and time slots (7 am, 8 am, 9 am, 10 am). Several class sessions are listed, including "UNIV-FRS 1101-600-202001" on Monday, Wednesday, and Friday at 8 am, and "UNIV-FRS 1101-600-202001" on Wednesday at 9 am.
- Notifications (25):** A list of notifications. The first notification is a referral titled "Attend New Student Orientation Session (Online)", created by Yvette Gold on 11-22-2019, with a due date of 11-26-2019 (234 Days Overdue). The second notification is a referral titled "Schedule with Your Advisor", created by Yvette Gold on 01-08-2020, with a due date of 01-31-2020 (168 Days Overdue).
- My Connections (9):** A list of connections, with "Fred Dawson" visible.
- My Services (14):** A list of services, with "Accessibility Support & TRIO Services" visible.

Not sure what you need?

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 a description.

The screenshot shows a web form titled "Request Help". At the top left is a hamburger menu icon and the text "Request Help". At the top right is a search bar with the placeholder text "Search for Students". Below the header, the main heading is "Need assistance with something?". Underneath 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." Below this is a section labeled "* Type of help needed" with a dropdown menu that says "Select the type of help needed". Underneath that is a "Course" section with a text input field and a lock icon. Below the course field is a "Details" section with a larger text input area. At the bottom left is a "CANCEL" link, and at the bottom right is a blue "SUBMIT" button.

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

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 [NVC Starfish 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 NVC Starfish technical issues, contact the [NVC Starfish Help Desk](#) or email: Starfish@napavalley.edu .

Starfish Training Sessions for Students

Visit our [Starfish Webpage](#) for Training Sessions dates/times and learn more about Starfish Early Alert.