

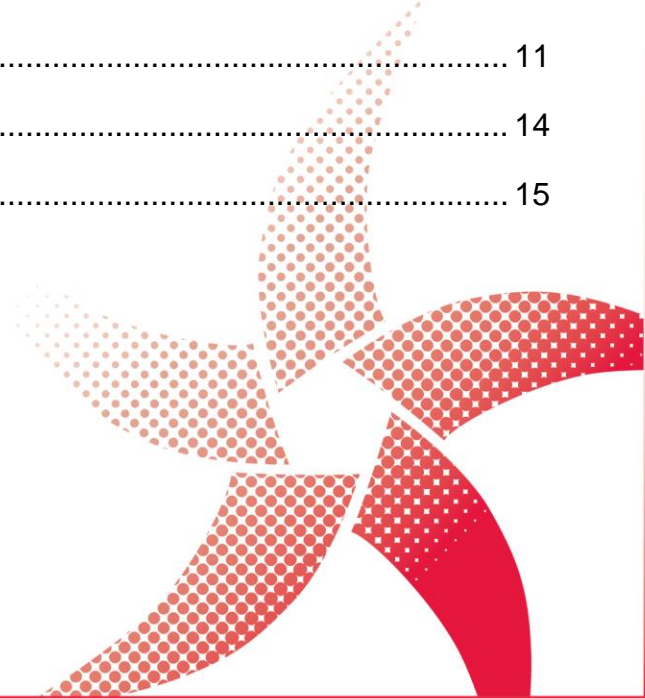
Introduction to Starfish

Welcome to Starfish, Everett Community College’s student success technology! Starfish is a set of tools designed to make it easier for you to reach out for resources and help on campus, and to make it easier for staff and faculty to reach out to you. These tools include:

- A success network to make it easy to find the people you work with most
- Optional text alerts for all Starfish messages
- Automated alerts for some registration blocks
- Kudos and flags to let you know how you’re doing
- A centralized place to reach student services through Raise Your Hand
- Appointment scheduling with participating student services and faculty

In this introduction, we will go over the most important Starfish screens and features, and how to use them.

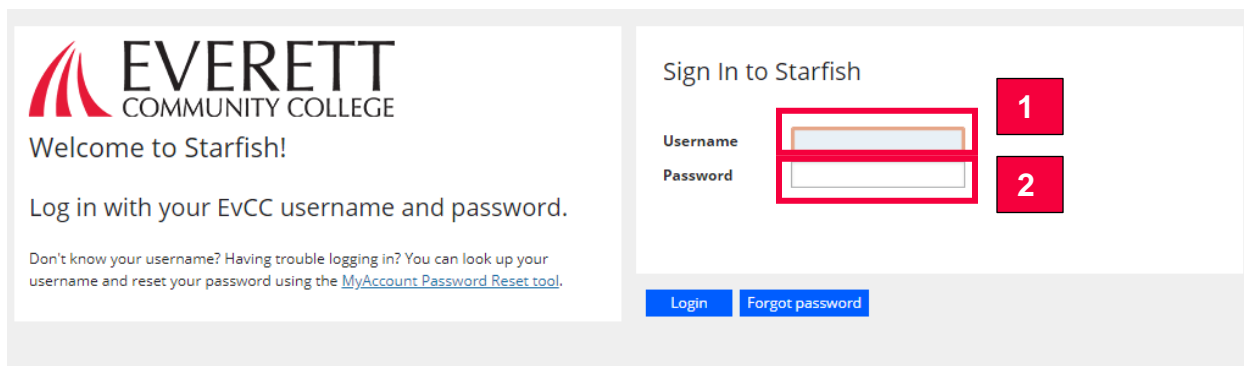
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Logging In

There are two options for finding and logging in to Starfish.

Option 1: Log in to starfish directly at <https://everettcc.starfishsolutions.com/starfish-ops/support/login.html>. This works on all devices, including smart phones. Enter the same username [1] and password [2] as Canvas and your campus email.



EVERETT COMMUNITY COLLEGE
Welcome to Starfish!

Log in with your EvCC username and password.

Don't know your username? Having trouble logging in? You can look up your username and reset your password using the [MyAccount Password Reset tool](#).

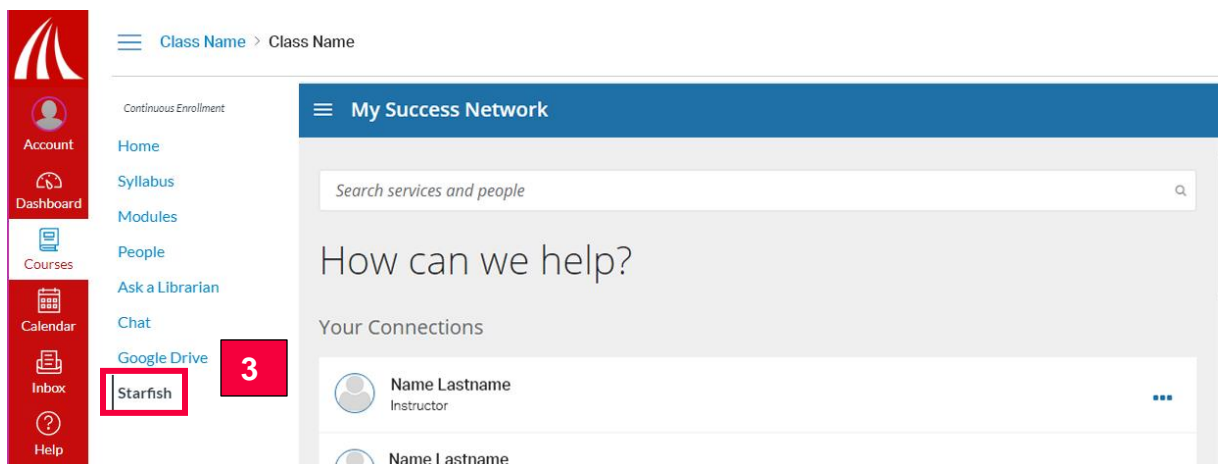
Sign In to Starfish

Username

Password

Login Forgot password

Option 2: Log in to Starfish via Canvas. This works best on laptop or desktop. For this method, just log in to Canvas, select any course, and click the starfish button on the side bar [3]:



Class Name > Class Name

Continuous Enrollment

Home

Syllabus

Modules

People

Ask a Librarian

Chat

Google Drive

Starfish

My Success Network

Search services and people

How can we help?

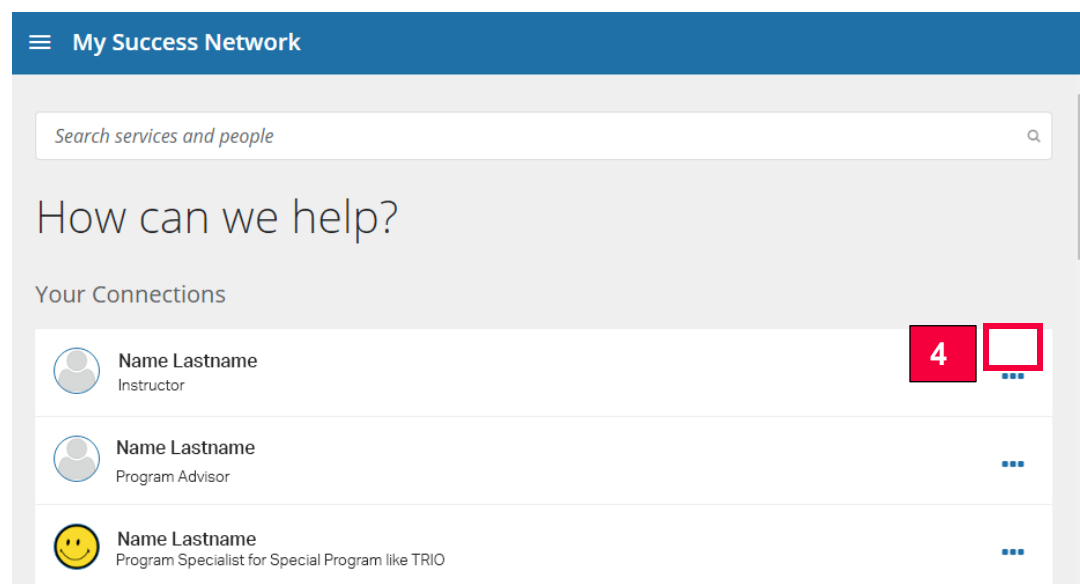
Your Connections

Name Lastname
Instructor

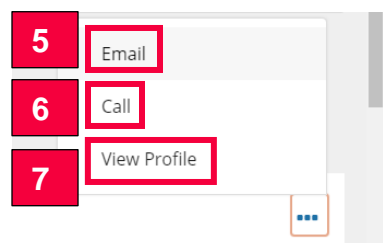
Name Lastname

My Success Network

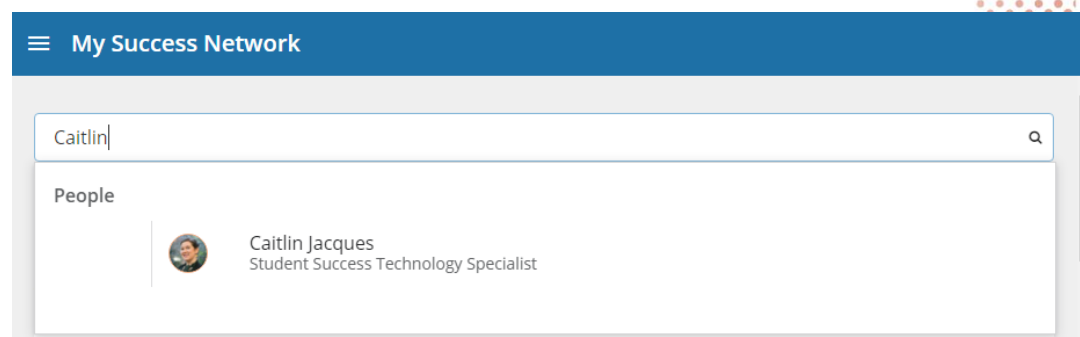
When you first log in to Starfish, you will see your Success Network. These are the people you work with on campus most closely: your instructors, your advisors, and anyone from special programs you may be working with, such as TRIO or MESA.



You can click on the three dots to the right of each person's name [4] to bring up options to email them [5], call them (if you are on a smart phone) [6], or view their profile [7].

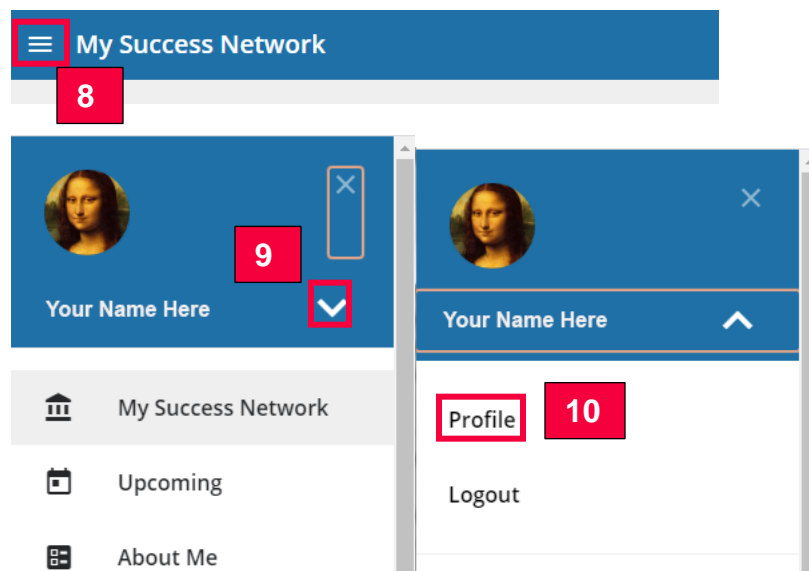


To find other staff, faculty, and services besides the ones you work with most closely, use the search feature on My Success Network.



Profile

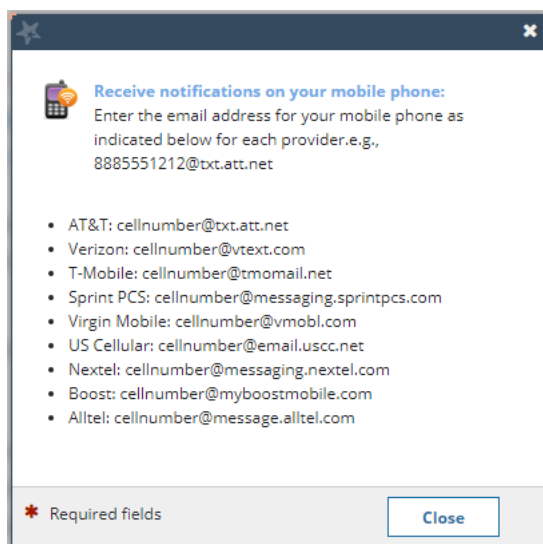
If you have never logged in to Starfish before, the first thing you will want to do is set up your profile. To do this, go to the dropdown menu in the upper left hand corner [8], click the arrow next to your name [9], and click Profile [10].



On the profile screen, you can upload a profile picture [11] and add your phone number [12]. Most importantly, however, you can set Starfish to send notification to your preferred contact using the Alternate Email field [13]. By default, all Starfish Messages go to your EvCC email, but you can also have them sent to you via personal email or via texting.

This screenshot shows the "Profile" page. At the top left is a hamburger menu icon and the word "Profile". Below this is a tab labeled "Profile". On the left side, there is a profile picture placeholder [11] with an "Upload Photo" link below it. The main content area is titled "Your Name Here" and includes a "Last login" status. Under "Contact Information", there are fields for "Login" (Your username), "Institution Email" (address @students.everettcc.edu), and "Alternate Email" [13], which has a mobile phone icon [14]. A note states "All notifications will be sent to your institution email address." Under "Email Preference", there is a checked checkbox "Also send notifications to my alternate email address" [15]. Below that are fields for "Phone" (Your main # [12]), "Cell Phone" (Your cell #), and "Video Phone". The "Time zone" is set to "(GMT-08:00) Pacific Time" [16], with a "Display all time zones" checkbox. At the bottom, there is a legend for "* Required fields" and two buttons: "Never Mind" and "Submit".

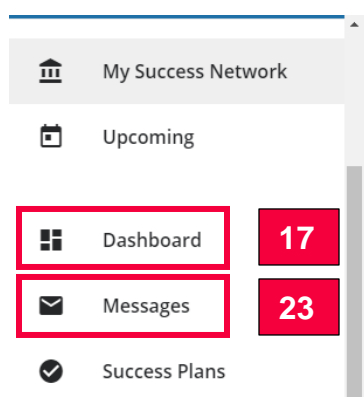
To have notifications sent to your personal email, just enter that personal address in the Alternate Email field. To receive texts, however, you will need to enter your phone number formatted as an email address. To see how to do this, click the tiny picture of a smart phone next to the Alternate Email field [14]. It will bring up a box that shows the formats for most major cell phone providers.



Once you have entered either your personal email or your formatted cell phone number, click the checkbox for “Also send notifications to my alternate email address” [15]. Make sure to click submit [16] when you are done to save your preferences.

Flags and Kudos

In Starfish, staff and faculty you work with can raise things called flags and kudos to let you know when you have done well, or when they have concerns or things you need to do. The system can also raise flags automatically when you have certain registration blocks. You will receive messages at both your EvCC address and the personal contact method you set up in your profile when these are raised. You can also view them directly by going to the dropdown menu and selecting Dashboard **[17]**.



Some common and flags you might see:

- **Please Contact Cashier:** this is an automated notice that you have one of several registration blocks related to fees. Contact the cashier to resolve this. It will close automatically 1-2 business days after the cashier resolves it.
- **Please Enroll in College 101:** this is another automated notice that you have a registration block because you need to take College 101 or an equivalent. Contact enrollment services to resolve this, or if you think it is in error.
- **Let's Talk:** This is a flag raised by one of your instructors letting you know that they would like to talk with you. They will provide more information about what they want to talk about in the comments on the flag.

The Dashboard and Messages Screens

On the dashboard, you can see the total number of kudos you've received [18], as well as the most recent ones to come in [19]. You can also see the flags that are open for you [20], and your upcoming schedule [21]. To see more information about an active flag, you can click the arrow next to it on the dashboard [22], or go back to the dropdown menu and select Messages [23].

The screenshot shows the dashboard interface with several key elements highlighted by red boxes and numbered callouts:

- Home**: The top navigation bar.
- Dashboard**: The main content area.
- FRIDAY TODAY**: The date and time header for the schedule section.
- Appointment**: A calendar event card showing details like "Reason: the reason you gave", "Location", and "Elizabeth Stam".
- Recent Kudos**: A section showing a list of kudos with a total count of 19 and a large green star with the number 6.
- Flags**: A section showing open flags, including "I need information about a Raise Your Hand Topic" and "I have a concern".
- 21**: A red box highlighting the "Appointment" card.
- 19**: A red box highlighting the "Recent Kudos" section.
- 18**: A red box highlighting the total kudos count (6).
- 22**: A red box highlighting the dropdown arrow next to the "I need information about a Raise Your Hand Topic" flag.
- 20**: A red box highlighting the "I have a concern" flag.

On the Messages screen, you can see all Messages you received in Starfish. To view the full text of a message, click the symbol next to that message [24].

The screenshot shows the Messages screen interface with a red box and callout highlighting a message:

- Messages**: The top navigation bar.
- Past 3 Months**: A dropdown menu for filtering messages.
- Elizabeth Stam, Meeting Reason, Date, Time**: A message card with a profile picture.
- I have a question about a raise your hand topic: Your Name Here**: A message card.
- Message from Caitlin Jacques - Appointment with Your Name Here about Meeting Reason**: A message card with a profile picture.
- 24**: A red box highlighting the envelope icon next to the message from Caitlin Jacques.

This will pull up the message that was sent, including the sender's contact information.

The screenshot shows a notification window with a dark blue header bar containing a star icon and a close button. The main content area is white and contains the following text:

From caitin's email address
Date date and time
Subject Message from Caitlin Jacques - Appointment with your name here for Reason

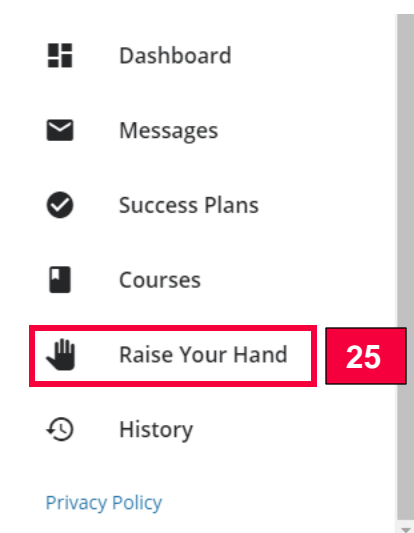
The following notes related to your [Date and time here] appointment with Caitlin Jacques have been shared with you:
Notes from the meeting appear here.

Below the text is a large, empty rectangular box with a dotted border, intended for the meeting notes. At the bottom right of the window is a blue button labeled "Close".



Raise Your Hand

You can also raise flags on yourself to let student services know you have a question. This feature can be found by opening the dropdown menu and scrolling down until you find the option for Raise Your Hand [25].



On the Raise Your Hand screen, you can select what kind of question you are asking [26]. The type of question decides which student service sees it. Participating services include entry advising, counseling, tutoring, financial aid, enrollment services, campus housing, student life, and athletics, and more services are on their way, so you have a lot of options. Don't worry too much if you aren't sure of the question type – if a question ends up being better for a different service, they will pass it on for you by closing the flag you raised, and opening another one with the service that can help you best.

A screenshot of the 'Raise Your Hand' form. The form has a blue header with a hamburger menu icon and the text 'Raise Your Hand'. Below the header, there is a sub-header 'Raise Your Hand' and a message: 'Need assistance? Complete the form below to get started. We encourage you to be proactive in seeking help on our campus. We believe you can be successful!'. The form contains three main sections: 'Type' with a dropdown menu (callout 26), 'Course' with a dropdown menu (callout 27), and 'Details' with a large text input area (callout 28). At the bottom of the form, there are two buttons: 'Never Mind' and 'Submit' (callout 29).


Once you have selected the type of question, you can select a course the question is about (where relevant) [27], and then write your question into the details box [28]. When you are done, click Submit [29]. This will show you a confirmation message saying your request is sent, and send you a message telling you which service will answer your question and how soon you can expect to hear back.

Appointments

Some faculty and services at EvCC are using Starfish to let students directly book appointments. You might get a direct link to an instructor or service's calendar in an email, in which case you can click that link, log in to Starfish, and find that calendar without having to look for it. If you don't have a direct link, you will need to use My Success Network to find the person you want an appointment with and view their profile.

If person or service is using Starfish for appointments, you will see the Schedule Appointment button **[30]** on their profile.

[↑ Connection Profile](#)



Elizabeth Stam
Program Director and Student Advisor

SCHEDULE APPOINTMENT

- Contact
- [Send an email](#)
- [Call Phone number](#)

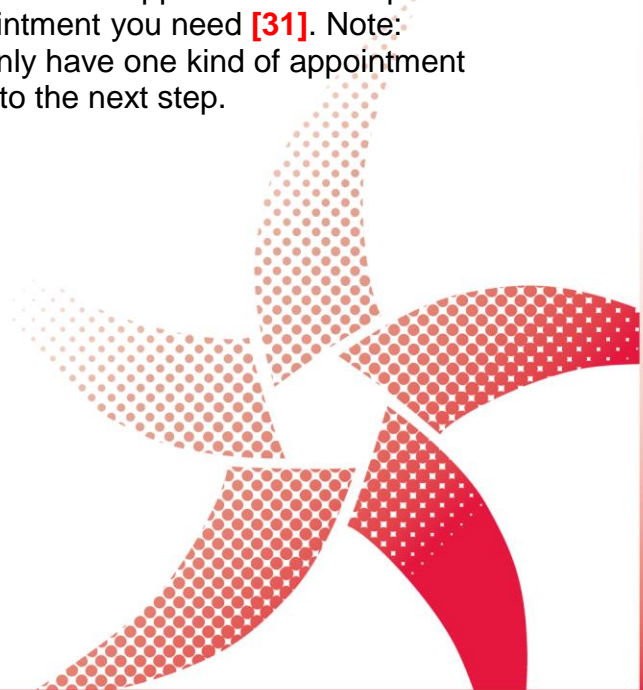
30

- Services
- [All Faculty](#)

This Week's Office Hours
Office Hours Listed Here

About Elizabeth
Information about who this person is and what they do is found here

When you click that button, you will be shown the kinds of appointments that person has available. Click the arrow next to the kind of appointment you need **[31]**. Note: sometimes the person you are booking with will only have one kind of appointment available, in which case Starfish may let you skip to the next step.



What do you need help with?

Appointment Type 1

31



Appointment Type 2



Appointment Type 3



[CANCEL](#)

CONTINUE

Next, select a reason for the appointment from the options that appear **[32]**, and click continue **[33]**.

Appointment Type 1

32

Reason 1

Reason 2

Reason 3

33

[CANCEL](#)

CONTINUE

This will take you to a screen where you can pick from available time and days. By default, Starfish will only show you time for the next three days, so if you don't see a time available that works for you, try clicking later days on the calendar **[34]**. Select a time that works for you from the available times **[35]**, and click Continue **[36]**.

What day and time works for you?

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

##-03-20XX **34** ##-05-20XX

Show: All session types

Friday, Mon. 03 **35** # available

- 10:00 pm - 10:15 pm 15m
Multiple appointment locations
- 10:15 pm - 10:30 pm 15m

[BACK](#) **36** [CONTINUE](#)

If the person you are booking with has more than one option for location (for example, meeting via zoom or via phone), then you will need to pick a location from the dropdown menu **[37]**. You will then see instructions for the location under Meeting Instructions **[38]**.

Does this look correct?

Date and Time

Date is here
Time is here
[Change duration](#)

Location *

37

Meeting Instructions

38

Reason for Visit

The reason you gave [Change](#)

Course

[Add a course](#)

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

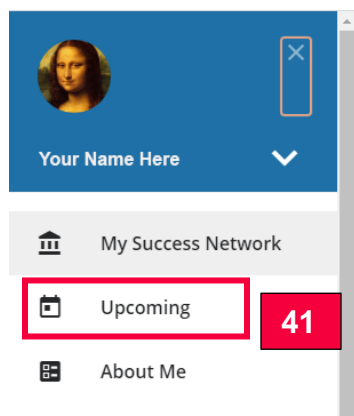
39

[BACK](#) **40** [CONFIRM](#)

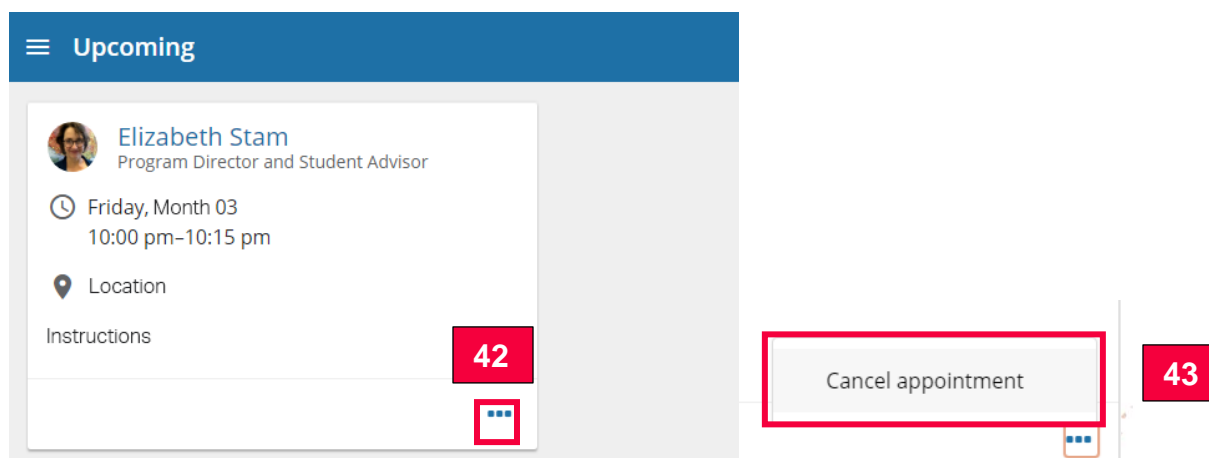
To finish booking your appointment, write any additional information in the details box **[39]**, and click confirm **[40]**. You will be shown a confirmation screen, and sent a message confirming the appointment.

The Upcoming Screen

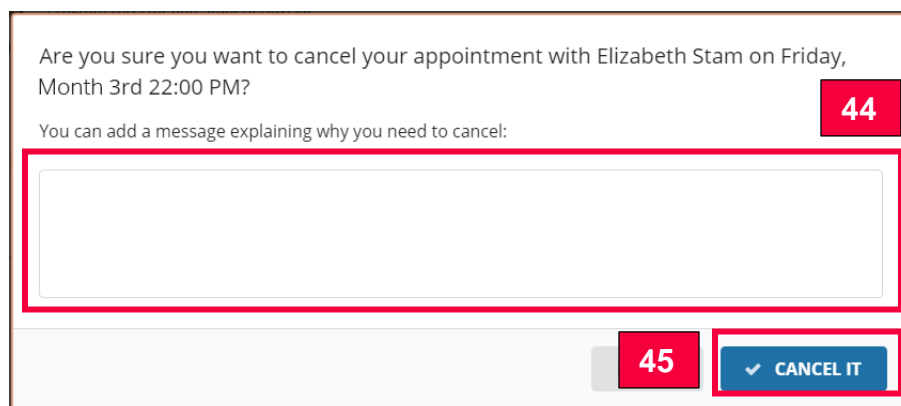
To view or cancel an appointment you've already made, go to the dropdown menu, and select Upcoming [41].



On this screen, you can see the appointments you have coming up. To cancel, select the dots in the corner of the appointment tile [42], and click Cancel appointment [43].



On the confirmation screen that pops up, write any needed message about why you are cancelling in the comment box, and then click the Cancel It button.



Questions?

For more information about Starfish or to answer any questions, you can reach out to eLearning at starfish@everettcc.edu. You can also ask Starfish questions via Raise Your Hand, by choosing “I have a question about online learning”.