

Welcome to Starfish®

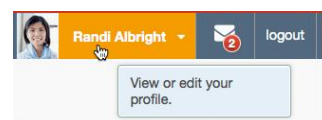
Starfish provides you with a central location to connect to the people and services that can help you finish what you start – all accessible right from your Starfish Connect **Home** page.

Log in to your Starfish Connect Home page by logging into Canvas LMS. Once in Canvas, click the Starfish Connect link located on the left-hand navigation on any of your courses.

Here are three great ways to get started:

1. Set up your profile

Make it easier for your instructors and support staff to get to know you and stay in contact.



2. Stay on track

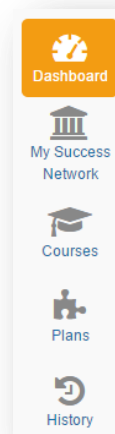
Use your personalized **Dashboard** to stay on top of upcoming appointments, assignments, plans, and recommendations from your instructors.

3. Connect to people and services that can help you

Use your personalized **My Success Network** and **Courses** channels for quick access to contact information.

Not sure what you need?

Browse the **Services Catalog** to locate a resource on campus that can help you.

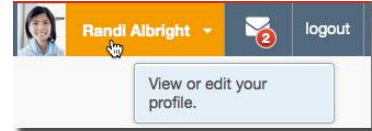


That's it. Simple for you. Powerful for your future.

Set up your Profile

Begin by setting up your student profile. Your profile lets instructors and support staff know who you are and how to contact you.

1. Click your name in the top right corner of your **Home** page to open your profile.



From here, you can customize your profile by uploading a photo and setting appointment reminders.

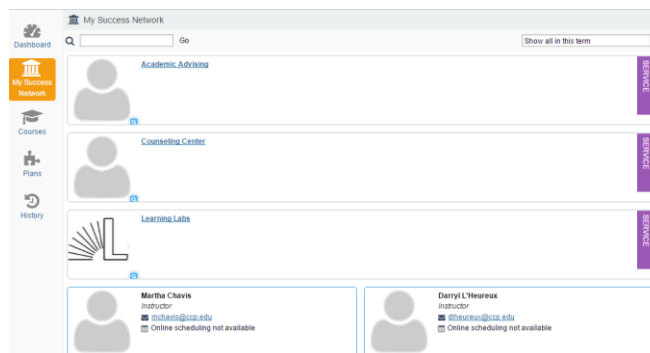
2. Once you have made your desired changes to your profile, click the **Submit** button to save your updates.

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.

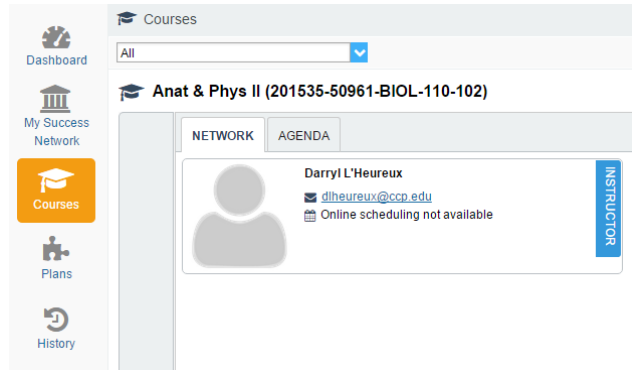
My Success Network

Click the **My Success Network** icon 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 [Service Catalog](#)). For each person or service listed you will find contact information, supporting websites, etc.



Courses

Click the **Courses** icon on your Home page 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.

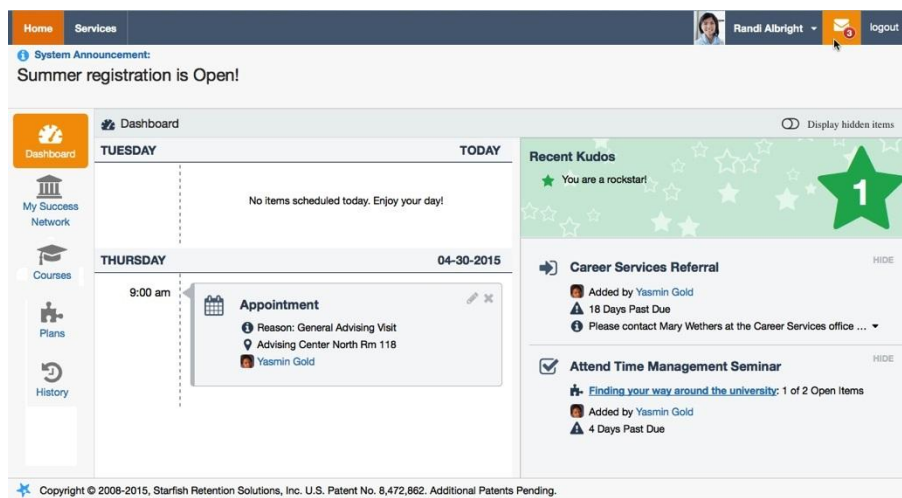


Stay on track

Dashboard

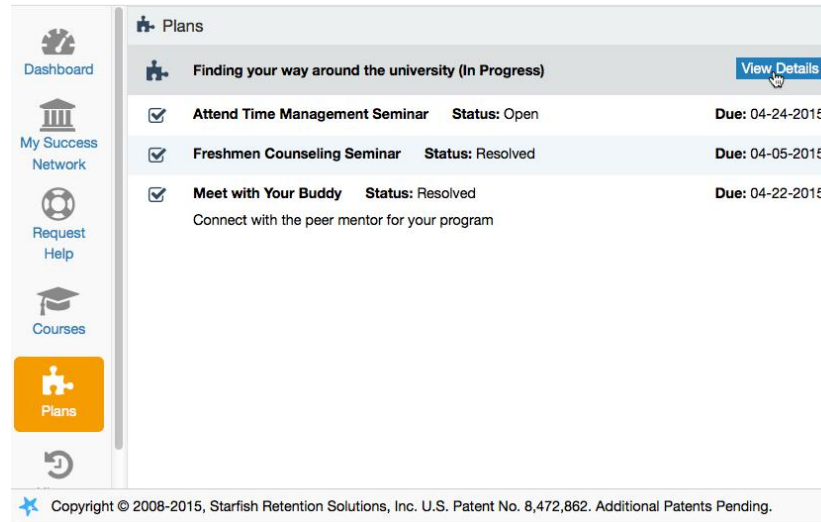
Your **Dashboard** displays upcoming appointments and date-based tasks on the left to help you plan your week. The right hand column of your Dashboard highlights items that require your attention and may include alerts related to your class work, recommended referrals to campus support offices to help you succeed, and Kudos from your instructors.

If an email was sent to you related to any of these items, you will find the content of the message by clicking on the messages icon (📧³) near the profile link in the top right corner of the page.



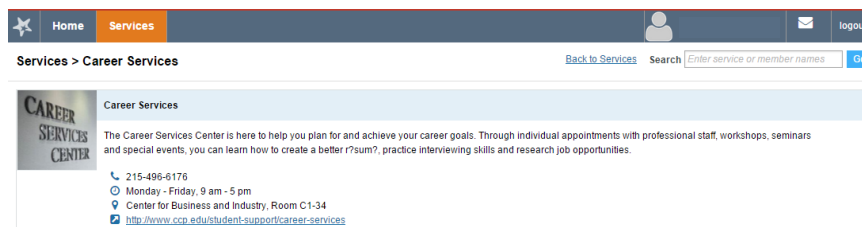
Plans (Coming Soon!)

The **Plans** channel will display any customized **Plans** created for you by your advisor. This might include an Academic Plan or a more targeted plan for a set of specific tasks with due dates. Click the **View Details** button associated with a plan to display a printable version of the plan.



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, and visit service websites.



Frequently Asked Questions

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

Don't panic! Read the email thoroughly and take action! Follow the advice and directions provided in the email. Instructor raise flags when they have a concern about your classroom performance. They want to help you succeed.

Meet with your instructor, if requested. You can reply directly to your instructor from the Starfish email you received. You should listen to your instructor's feedback about your performance and make improvements based on your discussion so that you can start doing better in class right away.

The email may recommend that you seek help at a student support office on campus. Be sure to follow through by contacting or visiting that office.

Are there other ways I will know if I have received a flag or referral?

Be sure to check your Starfish Connect Dashboard regularly. Use the Starfish Connect Screenshot Guide if you don't know how to see your Dashboard. Instructors comment on student progress often and you want to be able to respond to any feedback you receive.

What if I get a kudo?

Celebrate! Your instructor wants you to know that you did something in class that contributes to your academic success that merits acknowledgement. If you care to, don't hesitate to send your professor a quick thank you note.

Who can see my flags, kudos and referrals?

Your academic success is a team effort between faculty and student support staff at Community College of Philadelphia. Your Student Success Network (which you can view in your Starfish Connect Dashboard) includes the instructors whose classes you are currently enrolled in and student support staff offices, such as Counseling or Advising. If you are a member of specific student support programs, such as TRIO SSS, Center for Male Engagement, or Veterans' Resource Center, those staff members will be aware of any flags raised or referrals made by your instructors so that they can reach out to you and provide extra support to help you successfully complete a course.

What if I don't see anyone listed in My Success Network?

In addition to their faculty, all students should see Academic Advising, Counseling, and Learning Labs in their success network. The College does not employ specific advisor or counselor assignments at this time.

What if I click the Starfish link and get a “You do not have access” message?

Contact the system administrators by e-mailing StarfishConnect@ccp.edu for assistance with accessing the Starfish system.

What if I need more help?

- For technical issues, contact 4ITSupport at 215-496-6000.
- For questions regarding a flag, please contact your instructor or the person who raised the flag.
- For all other questions, e-mail StarfishConnect@ccp.edu