

CBU 
Starfish

**Getting Started Guide
for Students**

F A L L 2 0 2 2

Welcome to Starfish!

Starfish provides the CBU community with a central location to connect faculty, staff and students for success. CBU faculty and staff members use Starfish to record advising notes, refer students to needed resources, and to send students concerns and encouragement. CBU students use Starfish to schedule appointments, ask for help, and connect with resources, like tutoring.

You are invited to use this manual while you learn how to use Starfish. Your instructors and support staff are excited to partner with you on your path to being a successful college student!

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Accessing Starfish

Log in to your Starfish Home page by going to www.cbu.edu/mycbu. Then go to:

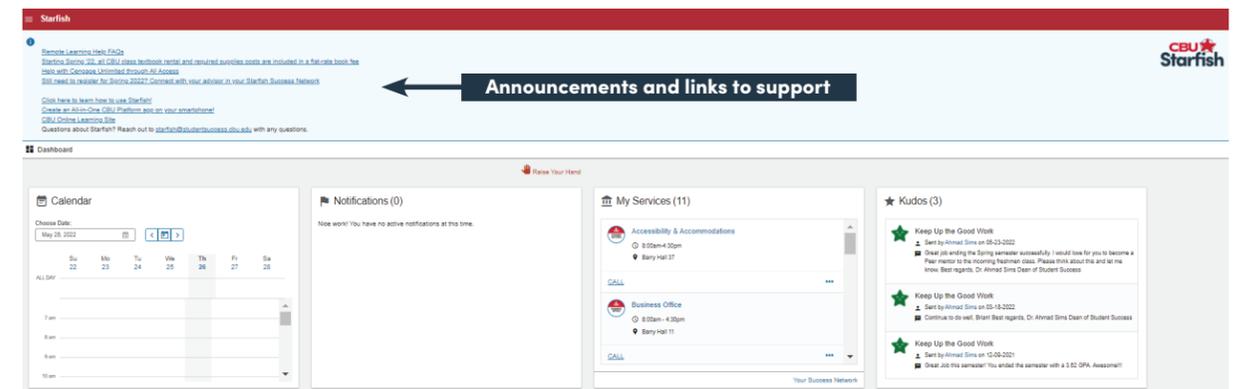
- ▶ Academic Account Links section
- ▶ Click on Starfish

Everything you need in Starfish is accessible from the side navigation menu of your Starfish Home page. The navigation menu,  or "hamburger 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.

Your Dashboard

The Starfish Dashboard is your place for your calendar, notifications, announcements and services.

- **Announcements Section** — Helpful links to online learning, textbook information, and Starfish support.
- **Calendar Section** — Your course schedule and course deadlines from Canvas will show in your calendar. Your scheduled appointments with faculty (your instructors) and staff will also show here.
- **Notifications** — Your instructors may create academic alerts, called "Flags," expressing concern about your academic performance. These Flags will show in your Notifications section, and may include individualized comments for you. You may also receive system-generated Flags, like a reminder to register for next semester's classes.
- **My Services** — The offices and services you connect with the most are listed here for quick access. You can see all CBU services in your Success Network, found at the top left menu on your Dashboard.
- **Kudos** — Faculty and staff can send you encouragement and congratulations with Kudos.

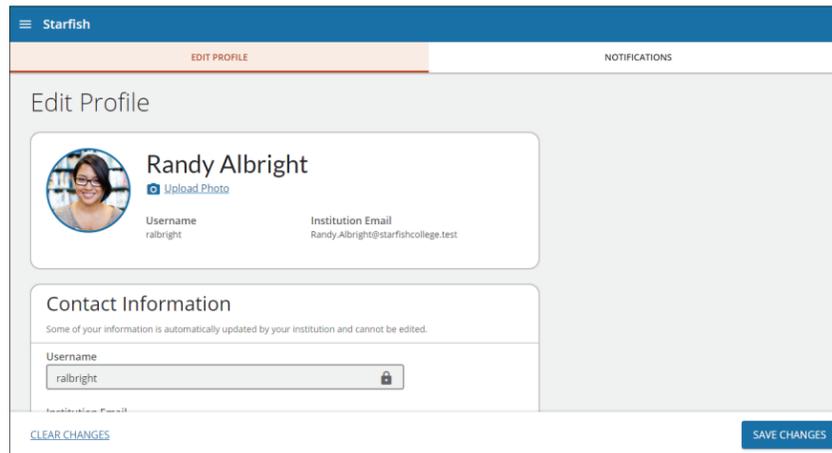
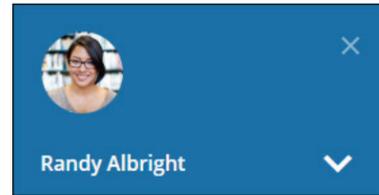


Updating your Profile and Bio

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.

Open the navigation menu and click your name, and then Edit Profile to open your profile.

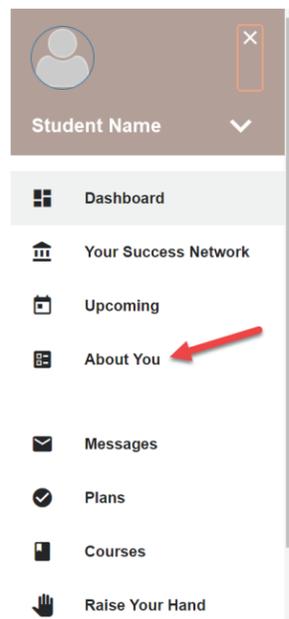
Customize your profile by uploading a photo.



Select the Notifications tab to update your notification preferences for messages, flags, kudos and reminders.

Once you have made your desired changes to your profile, click the Save Changes button at the bottom right of the screen.

Completing the "About You" Survey



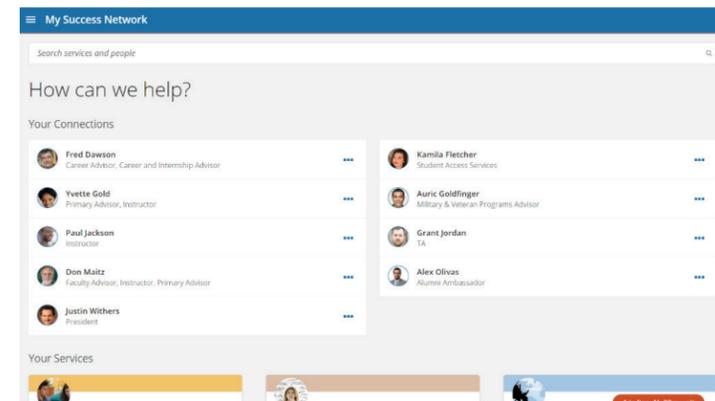
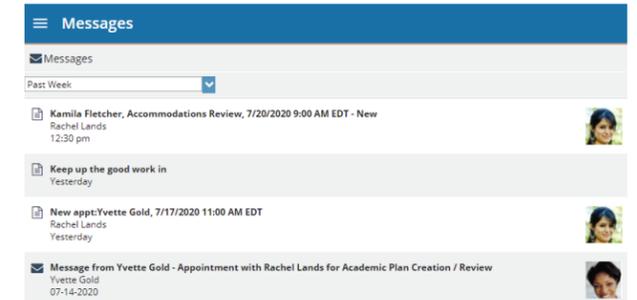
CBU staff and faculty members want to get to know you better! The goal of the **About You** survey is for the campus community to help you achieve your goals. Please answer the questions in the survey as best you can. Your survey will be reviewed by staff members in The Offices of Student Success and Student Development & Campus Life. You may receive an email referring you to a campus service or resource based on needs expressed in your survey answers.

Your Success Network: Connecting to People and Services that Can Help You

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

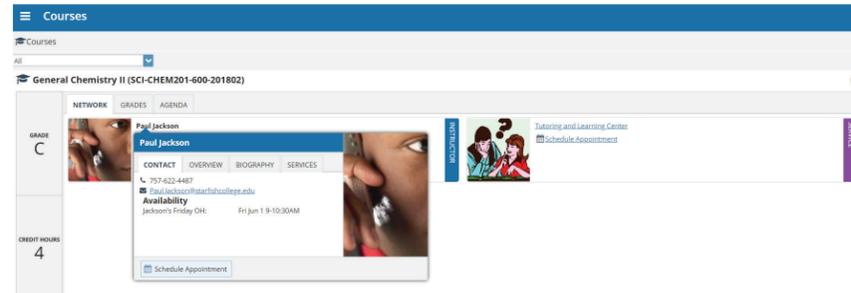
includes a waiting room for walk-in appointments, you can click the "Waiting Room" link to find out how many students are currently in line.

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**



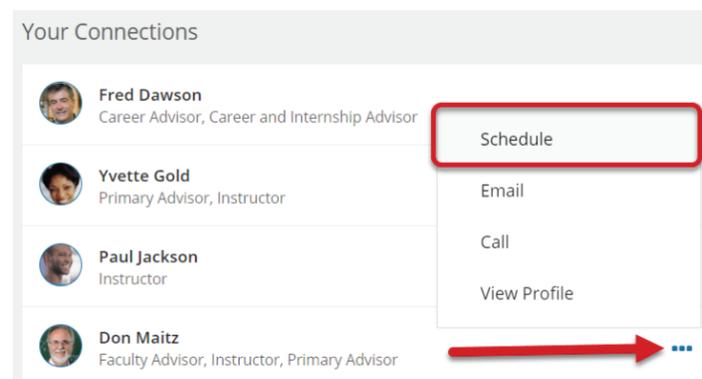
channel, it is personalized to show the people and services specific to the courses you are taking and gives you can **Schedule Appointments** or **Request Help** related to a course.

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.

Scheduling and Changing Appointments

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

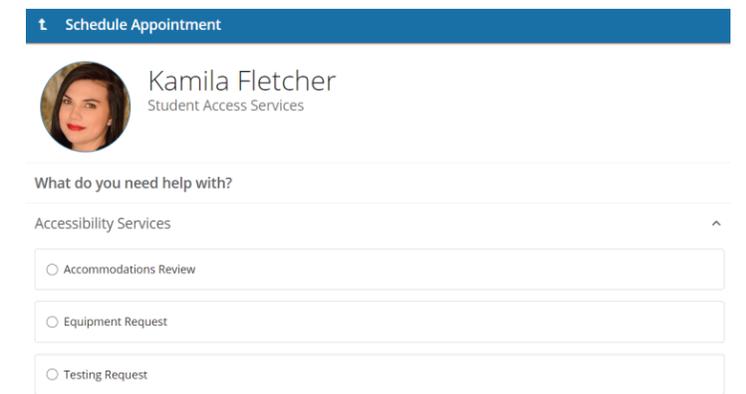
For Services where appointments are available, select **Schedule** for the desired service.



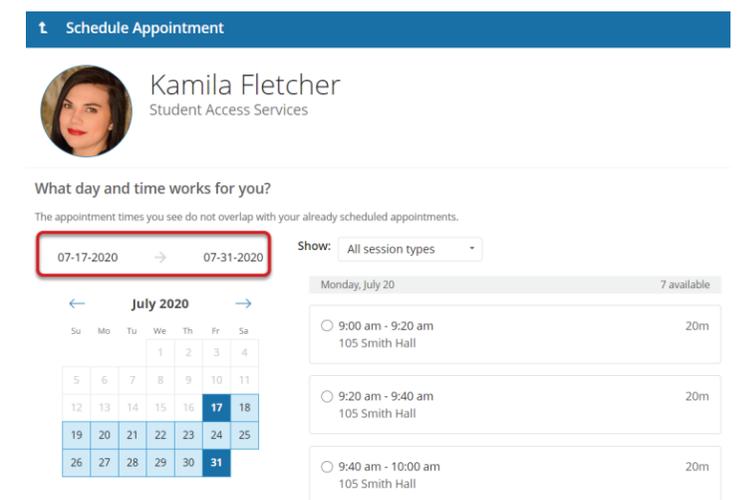
Or, from the **Courses** channel, select **Schedule Appointment** below the contact information for the person or service.



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

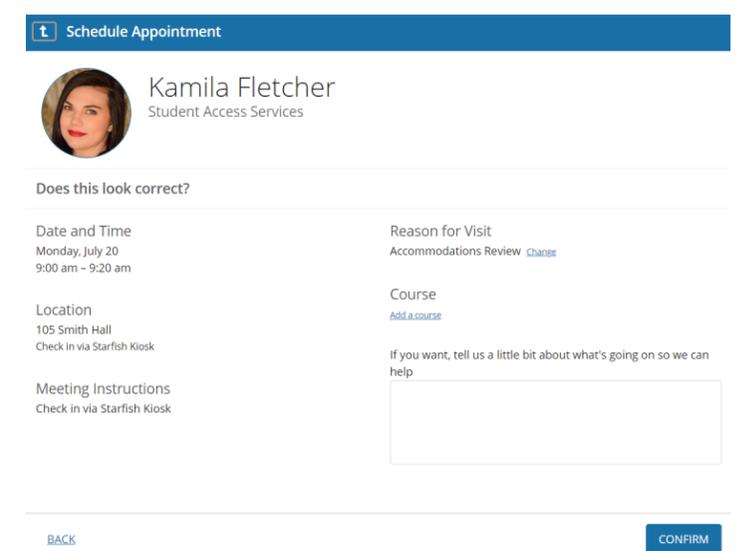


3. Adjust the date range as needed to find days and times that work for your schedule, and then select a time from the list.



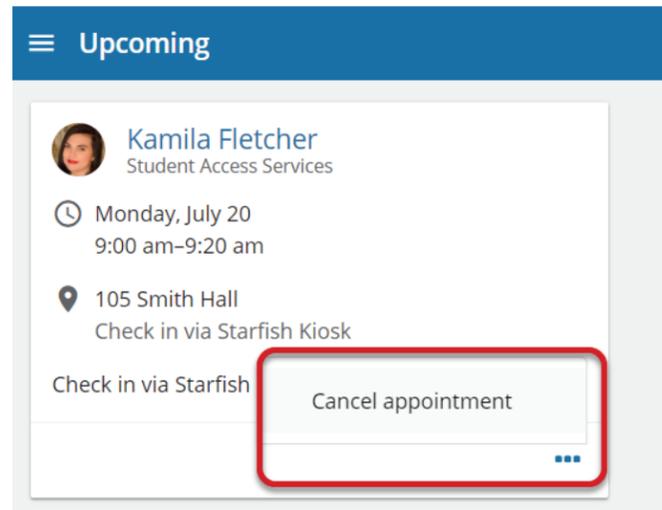
4. Complete your sign up by adjusting any details, such as duration or course, where applicable, and add a description for why you want to meet.

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.



Changing 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**.



Scheduling and Changing Appointments

You can request different types of help for academic and non-academic reasons. Select **Raise Your Hand** from your Dashboard to open the help window.



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

A screenshot of a web form titled 'Need assistance with something?'. The form includes a header with a star icon and a close button. Below the title is a short paragraph: 'Need assistance? Complete the form below to get started. We encourage you to be proactive in seeking help on campus. We believe you can be successful!'. There is a section for 'Starfish Help Resources' with contact information: '(901) 321-3758', 'starfish@studentsuccess.cbu.edu', and 'Starfish for Faculty'. Below this is a dropdown menu for 'Type of help needed' with the text 'Select the type of help needed'. There is a 'Course' field with a lock icon and a 'Details' text area. At the bottom, there are 'CANCEL' and 'SUBMIT' buttons.

What To Do If You Receive a Flag or Kudo

You will receive a notification when you receive a Flag or a Kudo. Your notification will be on your Starfish Dashboard and will come as an email from Starfish in your CBU email inbox. Make sure you have your Notification Preferences set up in your Profile and that your Starfish emails do not go to your Junk folder in Outlook.

Flags — Your instructors or support staff will send you a Flag when they have concerns about your success. You will see the Flag on your Dashboard and receive a notification email. Your Student Success Advisor will see the Flag on their Dashboard, too. **You will need to take action when you receive a Flag.** The Flag may include comments written by your instructor on what your next steps should be, like scheduling an appointment to discuss your challenges and a plan for success.

Kudos — Your instructors or support staff will send you a Kudo when they want to congratulate you on a job well-done or send an encouraging note to keep up the hard work. You do not need to take any action on a Kudo except for enjoying the compliment!

Academic Success Plans

Due to your academic standing or GPA, you may be placed on an academic improvement plan called an "Academic Success Plan." The Office of Student Success administers these plans and your Student Success Advisor will be your coach throughout the semester. The **Success Plans** channel will display any customized plans created for you by your advisor. These plans may contain specific tasks with due dates. Click **View Details** associated with a plan to display a printable version of the plan.

You may be required to follow an Academic Success Plan to strengthen your skills as a student and give you a team of supporters throughout the semester. Following a Success Plan will help you be committed and responsible for your own success. Your Academic Success Plan will consist of a support team designed to give you the tools to be successful.

Reasons for an Academic Success Plan

- Academic standing of Academic Probation or Probation Continued
- Meet eligibility requirements for certain scholarships
- Meet eligibility requirements for Athletics



Your support team will include, but may not be limited to, the following people:

- A Student Success Advisor
- A Peer Mentor
- A Peer Tutor or Tutors for courses needing support
- Your Faculty Advisor, if applicable

Requirements for an Academic Success Plan:

- Follow up on Progress Surveys by meeting with professors during their Office Hours
- Meetings with Student Success Advisor
- Meetings with a Peer Mentor
- Attending Student Success workshops
- Attend Study Hall hours
- Follow check-in instructions for Workshops and Study Hall so you receive credit for attendance

* Refer to your Academic Success Plan for specific requirements on number of meetings and study hall hours.

Frequently Asked Questions

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

Your specific advisors, instructors or other connections might not be assigned yet. Check back later once you have registered for your classes.

- **What if I click the Starfish link and get a "You do not have access" message?**

Contact the ITS Help Desk for assistance with accessing the Starfish system at 901-321-4438 or help@cbu.edu.

- **What if I need more technical help?**

For technical issues, contact the ITS Help Desk at 901-321-4438 or help@cbu.edu.

- **For questions regarding a Flag**, please contact your instructor, Student Success Advisor or your Faculty Advisor. Not sure who they are? Take a look at your Success Network to identify your support team.





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