

# Getting Started with Starfish: A Student Guide

## 1 OPEN STARFISH

- ◆ Log in at [starfish.uncg.edu](http://starfish.uncg.edu), or
- ◆ Click the Starfish button in [iSpartan Apps & Tools](#), or
- ◆ Open Starfish from [Canvas](#) (Account→Profile→Starfish)

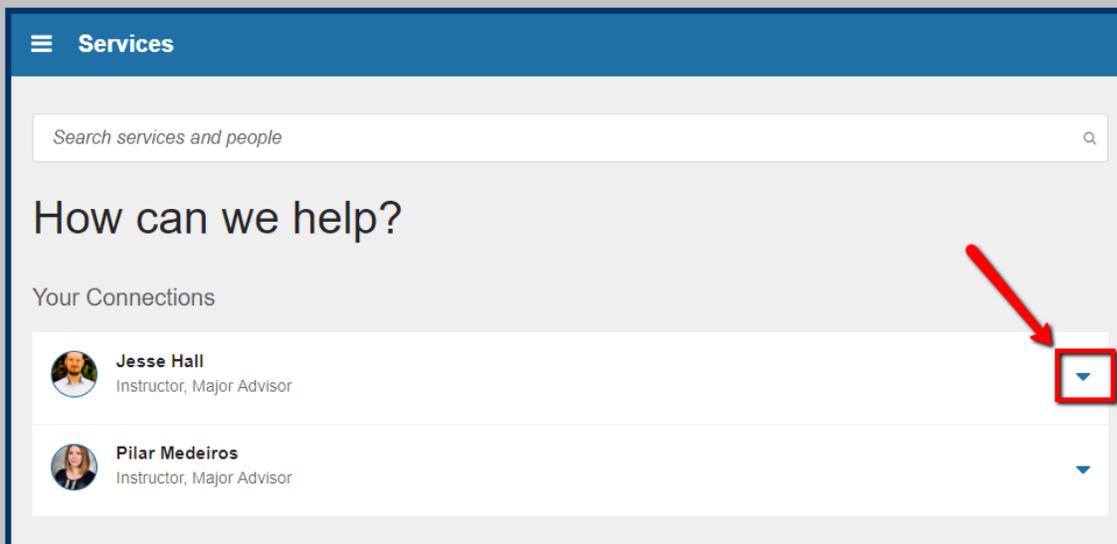
You will be required to enter your UNCG username and password

## 2 UPDATE PROFILE & PREFERENCES

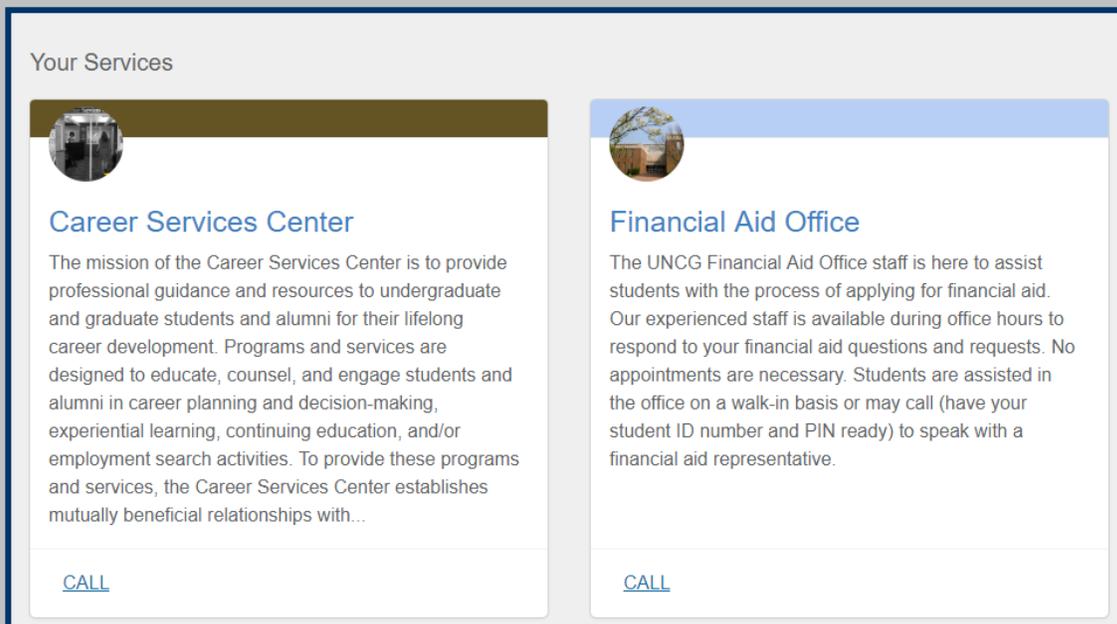
- ◆ Click the  icon to open your navigation menu
- ◆ Click on your name and update your profile
- ◆ Set your Reminder Preferences. *Appointment reminders are strongly recommended*
- ◆ Click **Submit** to save your changes

## 3 REVIEW YOUR SUCCESS NETWORK

- ◆ In your navigation menu, select **My Success Network** (*screenshots provided below*)
- ◆ Your Connections are the individuals who support you at UNCG—this includes course instructors, academic advisors, and program coordinators
- ◆ Use the drop-down arrow to view the actions you can take with your connections, including emailing, viewing their profile, and scheduling an appointment (if that person uses Starfish for scheduling)
- ◆ You will also see a variety of services or campus resources listed in your Success Network—this is not a cumulative list of all available UNCG resources but is a helpful start to some of the most frequently used resources



The screenshot shows the 'Services' page in Starfish. At the top, there is a search bar labeled 'Search services and people'. Below that is the heading 'How can we help?'. Underneath is the section 'Your Connections', which lists two individuals: Jesse Hall (Instructor, Major Advisor) and Pilar Medeiros (Instructor, Major Advisor). A red arrow points to a small downward-pointing triangle icon on the right side of Jesse Hall's profile, indicating a dropdown menu for actions.



The screenshot shows the 'Your Services' section. It features two service cards. The first card is for the 'Career Services Center', which includes a description of its mission to provide professional guidance and resources to students and alumni. The second card is for the 'Financial Aid Office', which describes the staff's role in assisting students with the financial aid application process. Both cards have a 'CALL' button at the bottom.

## 4 SCHEDULE APPOINTMENTS WITH YOUR CONNECTIONS

- ◆ From your Success Network, use the drop-down arrow next to a connection and select the **Schedule** option (if you do not see a schedule option, that individual does not have appointment availability posted in Starfish)
- ◆ Using the mini calendar in the left corner, click on a **bolded date**—this indicates there is an open appointment that day
- ◆ Find an open appointment slot with a **+** symbol and click **Sign Up**
- ◆ Enter all requested information and click **Submit** to schedule the appointment
- ◆ You will receive a confirmation email to the email address listed in your email preferences from notices@starfishsolutions.com

The screenshot shows the Starfish interface. On the left, there is a mini calendar for June 2018. The date 27 is highlighted with a red box. Below the calendar, the user's profile for Pilar Medeiros is visible. The main area shows a weekly view of appointment slots. The slots for Monday 6/25 and Tuesday 6/26 are marked as 'Unavailable'. The slot for Wednesday 6/27 at 9:00 am is highlighted with a red box and contains a 'Sign Up' button. A red box also highlights the 'Exploratory' category for this slot.

## 5 VIEW ACTIVE FLAGS, KUDOS, & REFERRALS

- ◆ Your course instructors may use Starfish to issue you flags, *kudos*, and referrals for feedback in their courses. Your academic advisor and support staff may also issue you referrals in Starfish
- ◆ If you have active flags, *kudos*, or referrals, they will appear on the right side of your Starfish Dashboard
- ◆ You are encouraged to take action on your flags and referrals to help you succeed in your courses
- ◆ Flags, *kudos*, and referrals are cleared at the end of every semester so that you begin each term with zero items
- ◆ Meet with your instructor, advisor, and/or the Students First Office to get help with resolving your flag(s)

The screenshot shows the Starfish Dashboard. The date is Wednesday. The main area displays 'No items scheduled today. Enjoy your day!' with a 'Load more...' link. On the right side, there is a notification for a 'Career Services Center Referral' added by Pilar Medeiros. A red arrow points from the 'No items scheduled today' message to the referral notification. The notification includes the text 'Added Today' and 'This is a test referral. Please disregard.' and has a 'HIDE' button.