FAQ for Students in Starfish Pilot

## To be distributed to students by instructors, advisors, and staff in Starfish pilot

The following FAQ is a starting point to explain the purpose of Starfish and your role in the pilot to students. Please provide this information to students via your Canvas classroom or email.

# Welcome to Starfish

Congratulations! As part of a special pilot at Pierce College, some of your faculty and other staff who support you are using a new software, Starfish, to advance your educational success. Below is some information that will hopefully answer any questions you have about the system. If you have additional questions, please contact me at my Pierce email or via Canvas.

# Starfish FAQ

## What is Starfish?

Pierce College is committed to helping you reach your educational goals. Starting Fall 2018, we are participating in the pilot of a new software tool called Starfish. This online tool helps students connect to a network of Pierce College faculty and staff dedicated to your success, will enable you to schedule appointments, and will eventually help you with course registration and allow you to monitor your progress toward your educational goals.

## What is my Success Network?

In Starfish, each student is connected to a “Success Network,” a team of faculty, advisors, and other staff dedicated to your success. I am part of your network. Since this is a pilot, not everyone who would typically be on your Success Network is currently using Starfish. We are part of a special group designated to use and test this new system to give feedback.

## What are some unique features of Starfish?

### Make Appointments

Starfish allows your Success Network to enter their availability so you can easily make appointments online (similar to booking systems used by healthcare and other service providers). This means you can make an appointment without having to make phone calls or send emails back and forth.

### Communication

As we use Starfish, you may see emails from me or notifications from the Starfish system about your appointments, your performance in your courses, and available resources. The system is designed to make communication easier and it will alert other members of your Success Network when additional support may be needed. Emails generated in Starfish will be sent to your Pierce College email address. If you would like Starfish emails to be sent to another address, you can do that by adjusting your settings in your Starfish profile.

## Why use Starfish instead of Canvas or Pierce email?

Unlike email, which is only visible to the sender/recipient, and Canvas, which is limited to issues related to specific courses, Starfish lets your Success Network know about opportunities to provide additional support, like financial aid/funding questions, basic needs issues (transportation/housing/food security), or ongoing transfer and career pathways advice. Ultimately, the goal is to get you the *right* resources when *you* need them!

## What should I do to get started with Starfish?

You can start using Starfish by viewing your Success Network, setting up your profile, and making appointments (as available). As a reminder, this is an initial pilot so not everyone in your Success Network is using Starfish yet. We are part of a special group testing this new system, and we will have the opportunity to provide helpful feedback that will make this tool even better. If you have suggestions and guidance from the student perspective, we would love to hear it as it will help make the system even better for you and your peers!

## Feedback? Questions? Need help?

I am able to answer some Starfish questions, but this is new to me, too! If things don’t work the way they should, it will be helpful for us to document the problem so we can help find a solution. Questions, comments, suggestions, and all other feedback can be emailed to [StarfishTeam@pierce.ctc.edu](mailto:StarfishTeam@pierce.ctc.edu).