How to Access Starfish

*Starfish* is a tool utilized by Finger Lakes Community College designed to promote student success through coordination and communication between students, instructors, and support staff. Throughout the term, you may receive emails regarding your attendance, course grades or academic performance. **To benefit, it is important that you check your FLCC email regularly and take the recommended actions.** You may also be contacted directly by an Academic Advisor or other Campus Support. You can use *Starfish* to find contact information for individuals and services on campus, schedule appointments, or reach out for help.

1. Go to fingerlakes.suny.open.edu or flcc.edu/starfish to access Blackboard.
2. Login to Blackboard with your FLCC username and password.
3. Click on the Starfish icon on the left hand side of the page.

4. This will bring you to the Starfish homepage. From here you can update your profile, view recent flag activity, and set up a meeting with your advisor.

Your Starfish Homepage

*Your Homepage* displays upcoming appointments and date-based tasks on the left to help you plan your week. From here you can configure your profile, access your support network, set up meetings with your advisor, and view your courses.

1. Access Starfish through Blackboard.
2. This will bring you to your Starfish homepage. The right hand column of your Dashboard highlights items that require your attention and may include alerts related to your class work and Kudos from your instructors.
Set up Your Profile

The **Institutional Profile** page is a place where students can update their contact information and notification preferences. This information is visible by faculty, academic, and support advisors.

1. Access Starfish through Blackboard.
2. From the Starfish homepage, click **your name** (upper right corner of the screen)

![Starfish Profile Page]

3. **Edit** your information:
   - Photo: Upload a photo to your Starfish account
   - Institutional Email: FLCC email is pulled from Colleague
   - Alternate Email: If you would like to have communications also sent to an alternate email address, add the address and then select “Also send notifications to my alternate email address” in the Email Preference section.
   - Phone: This information is pulled from Colleague, if it’s inaccurate you can update it.
   - Cell Phone: If your cell phone is stored in Colleague, it will display here. You can also add your cell phone or an alternate number in this box.
   - Video Phone: If you have a video phone, you may enter the information here.
   - Time Zone: The default is Eastern Time Zone.
   - Weekly Updates: It is recommended that you leave this box checked. You will only receive an email if there are any changes to your Success Network.
   - Reminder Preferences: We recommend that you choose one of these reminders for your advising appointments set up in Starfish.
     - If you would like to receive an email reminder about your appointment just before a meeting, check the box and select the timing of the reminder.
     - If you would like to receive an email reminder about your appointment first thing in the morning, we recommend leaving the default 8:00 am email reminder checked.

4. Click the **Submit** button to save all changes you have made to the page.
My Success Network

The My Success Network page lists the people and services that are available to assist you: your instructors, faculty advisors, academic advisors and support advisors.

1. Access Starfish through Blackboard.
2. Click the My Success Network icon on your homepage to display your personalized network.
3. For each person or service listed, you will find their picture and contact information, and if they have online scheduling set up, there will be a link to Schedule Appointment.
4. Using the dropdown menu in the upper right corner, you can select to view people and/or services, or choose to only view people from the current term.
Make an Appointment

You can Schedule an Appointment with your advisors or instructors in a few easy steps.

1. Access Starfish through Blackboard.
2. Once in Starfish, click the blue Home tab on the top left of the screen.
3. Select the My Success Network icon in the left hand column.
4. Click the Schedule Appointment link next to the service or individual’s name with whom you would like to make an appointment.

5. Find your desired date and time on the calendar, and click Sign Up. Fill in the details, follow the on screen instructions and hit Submit or Schedule.

6. You should receive an email confirming your appointment.
Change an Appointment

You can change or cancel a meeting if needed.

1. Access Starfish through Blackboard.
2. Upcoming appointments will be listed on the left column of your Dashboard.

3. Click the edit icon (📝) to modify the reason for the appointment or the cancel icon (❌) to cancel it. You must cancel the appointment and schedule a new one if you need to change the date or time. Hit submit to save your appointment changes or cancellation.
Courses

The Courses page allows you to review your current and past courses, as well as contact information for instructors and support services affiliated with each course.

1. Access Starfish through Blackboard.
2. Click the Courses icon on your homepage to display information about courses you are enrolled in, as well as contact information for instructors. Similar to the My Success Network page, it is personalized to show the people specific to the courses you are taking and also the support services available for each course.

History & Messages

The History page contains a record of previous meetings, messages, flags and kudos received, and notes entered by instructors. The Messages page contains all prior notifications that were sent to your email.

1. Access Starfish through Blackboard.
2. Click the History icon on your homepage to display information about past meetings you have scheduled through Starfish. Click the Messages icon on your homepage to display previous notes, meeting outcomes, flags, kudos, or other notifications you have received through Starfish.
Request Help

If you need help and are not sure who to ask, use the **Request Help** feature to get connected to the appropriate services on campus.

1. Access Starfish through Blackboard.
2. Click the **Request Help** icon on your homepage and then click on the blue **Help Me** button.
3. Fill out the **Request Help** form that appears and include as much detail as possible explaining what you need help with.
4. Hit the blue **Submit** button. Someone will respond to your request for help within 24 hours.