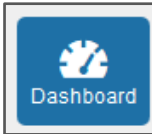# Student Guide for Using Starfish

Click the Home button where you will find personalized channels that help you stay on track and meet your goals.
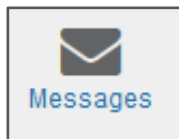
Use Starfish to:

1. Stay on track

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

### 2. Connect to people and services that can help you

Click the **Messages** icon to display messages sent to you in Starfish. Click on any message in the list to display the full contents of that message.

Click the **My Success Network** icon to display your personalized network which lists the people available to assist you. For each person listed you will find contact information, supporting websites, and, if online scheduling is enabled, a link to **make an appointment.**
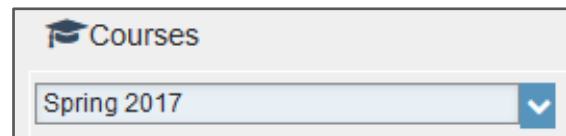
Hint: use the drop-down filter in the upper right-hand corner in My Success Network to only show the people you wish to see.
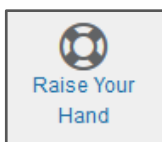
Show people in this term
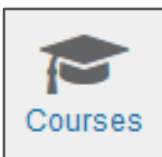
Click the **Courses** icon on your Home page to display information about courses you are enrolled in as well as the contacts and available support related to each.

Hint: use the drop-down filter in the upper left-hand corner to only show the courses for the current term.

Courses

Spring 2017

(sidebar navigation icons)

Dashboard

Messages

My Success Network

Raise Your Hand

Courses

Plans

History

3. Request help

Click on the **Raise Your Hand** icon if you need help in a course or help finding ways to pay for college.

Select the type of help you need:

NTC Student Needs Help Finding Ways to Pay for College, or

NTC Student Needs Help in a Course

Then enter the related course (if applicable), and a description of the help you need in the Details box.

Remember to provide your NTC email address, your phone number and to specify you want to be contacted in the Details box.

Click the **Submit** button to submit your request when you are finished.
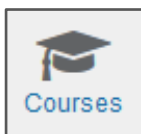
Hint: You can also request help with a course directly from the **Courses** channel. Click the Help icon (⊕) link in the upper, right corner next to any of the courses in which you are currently enrolled.

Your instructor and NTC One Stop Services are notified when you **Request Help in a Course**. NTC One Stop Services is notified when you **Need Help Finding Ways to Pay for College**. An NTC staff member will contact you about your request.
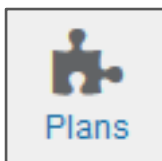
The **Plans** channel is currently not in use.
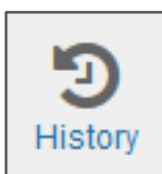
The **History** channel provides a look at previous activities.

4. Make an Appointment

Yasmin Gold
Primary Advisor
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📅 Schedule Appointment

Click the **Schedule Appointment** link below the contact information for the desired person or service in the **My Success Network** or **Courses** channel.
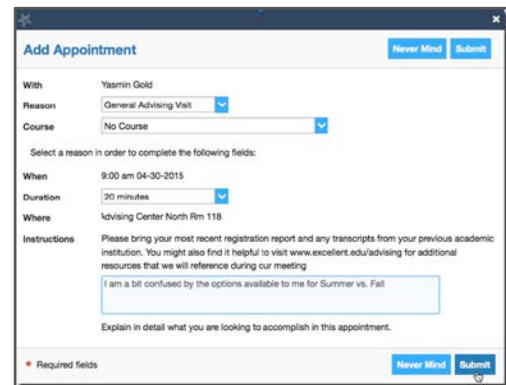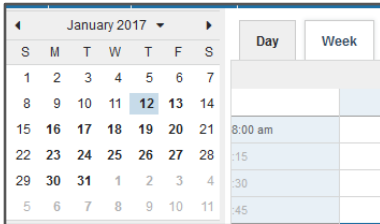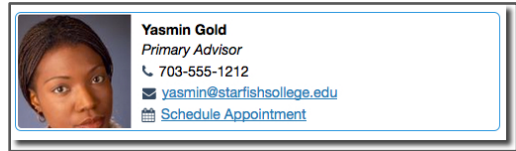

Use the small calendar on the left to quickly identify days with available office hours (available days will be shown in **bold**). Click the Week tab to display all days for a week, or click the desired date in the small monthly calendar to display availability on that day.

Available time slots on the selected day will include a **Sign up** link. Times that are not available during office hours display as **Time Slot Taken.** Click the **Sign Up** link associated with the desired time slot.
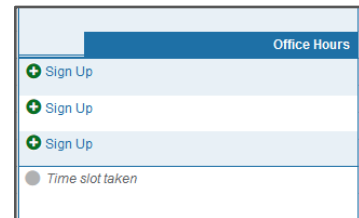
This opens the **Add Appointment** form.
- Complete the form by selecting a reason for the meeting and a course (if relevant).
- Include an explanation of what you need so that your instrucotr or advisor can be prepared for the meeting.
- If the instructor or staff member is available to meet in their office, over the phone or online, a drop-down menu will be available for you to select **Where** you want to meet.

Click **Submit** to set the appointment. You will get an email with the appointment details and the appointment will be listed on your **Dashboard**. Accepting the appointment will list the appointment on your Outlook calendar.

To Change or Cancel an Appointment

Upcoming appointments will be listed on your **Dashboard** in the time line view (left column). Click the edit icon (✏) to modify the appointment or the cancel icon (✖) to cancel it.

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