Welcome to Starfish What is Starfish?

Starfish Retention Solutions™ is an early alert and connection tool used by Lamar Institute of Technology to support student academic success. Starfish enables instructors to give praise or raise concerns regarding your academic performance within a course. Called "kudos" and "flags", these notifications are sent to your LIT e-mail account. Please note that NOT all instructors will be using Starfish. You may have several instructors who do NOT raise flags/kudos. Not receiving a Starfish notification does NOT indicate good/poor academic performance. You should always speak with your instructor if you are unsure of your academic status in the course.

What to do if you receive a Flag?

★ Take Action! ★ Speak w/your Academic Advisor ★ Revise/Improve Study Habits

★ Meet with your Instructor ★ Utilize Tutoring Services ★ Attend All Classes

We are Here to Help You Be Successful!

A large network is here to help you achieve academic success. Your support network may include faculty, academic advisors, the Tutoring Center, and other services on campus. To find out more, select "Services" at the top of any page in Starfish. Search for a support service or scroll through the list of services.

Welcome to Starfish ®

Starfish provides you with a central location to connect to the people and services that can help you finish what you start – all accessible right from your Starfish **Home** page.

Log in to your Starfish Home page by using your Blackboard or MyLIT account

Your **Home** page 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.

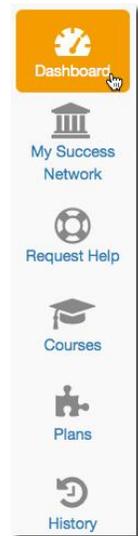## Here are three great ways to get started:

1. ### Set up your profile
   Make it easier for your instructors and advisors to get to know you and stay in contact.
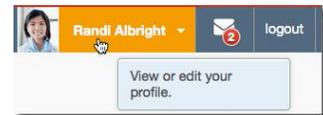
2. ### Stay on track
   Use your personalized **Dashboard** to stay on top of upcoming appointments, assignments, plans, and recommendations from your instructors.

3. ### Connect to people and services that can help you
   Use your personalized **My Success Network** and **Courses** channels for quick access to contact information, appointment scheduling, and course help.

Not sure what you need?
Browse the Services Catalog or use the **Request Help** option if you can't find what you're looking for through your personalized channels.

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

Set up your Profile

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.

1. Click your name in the top right corner of your **Home** page to open your profile.
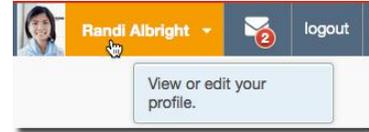
   From here, you can customize your profile by uploading a photo, setting appointment reminders, and adding a secondary email address for receiving Starfish emails (e.g. your mobile phone).

To have Starfish emails sent to your mobile phone (in addition to sending to your primary institutional email address):

- Enter the *email address* of your mobile phone in the **Alternate Email** field. This address will be a combination of your phone number plus carrier information. Click the more information icon (❓) for a list of common carriers and email address formats :
- Click the **Both** radio button associated with "**Send my correspondence to**".
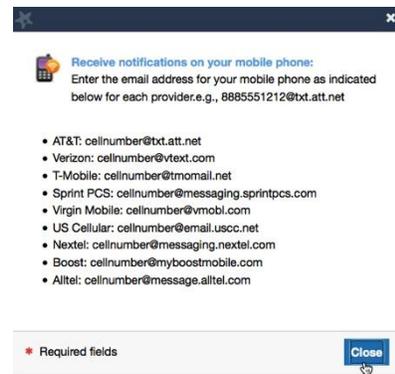
2. Once you have made your desired changes to your profile, click the **Submit** button to save your updates.

Connect to people and services that can help you

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.

My Success Network

Click the **My Success Network** icon on your Home page to display your personalized network. This channel lists the people and resources that are available to assist you. (You can browse a broader list of available services in the Service Catalog). For each person or service listed you will find contact information, supporting websites.
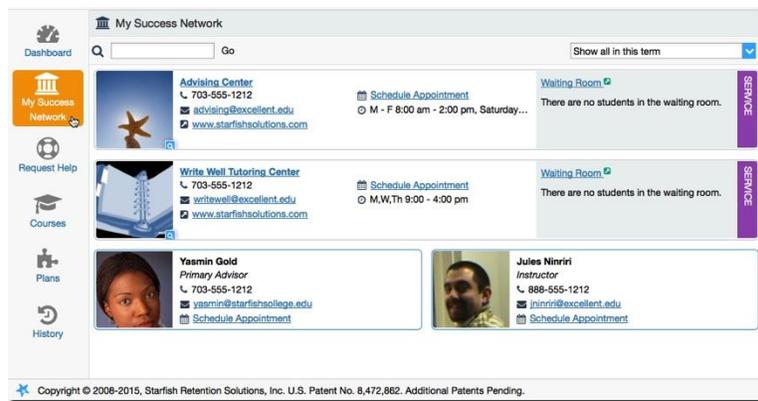

Courses

Click the **Courses** icon on your Home page to display information about courses you are enrolled in as well as contacts and available support related to each. Like the **My Success Network** channel, it is personalized to show the people and services specific to the courses you are taking, and gives you the ability to request help related to a course.
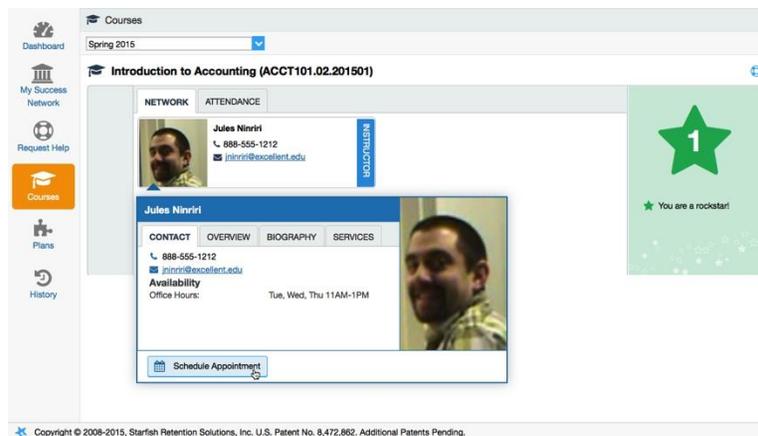
Request Help with a Course

Need help with a course, but not sure where to go? Request help with a course directly from the **Courses** channel.

1. Click the Help icon (⊕) link next to any of the courses in which you are currently enrolled.
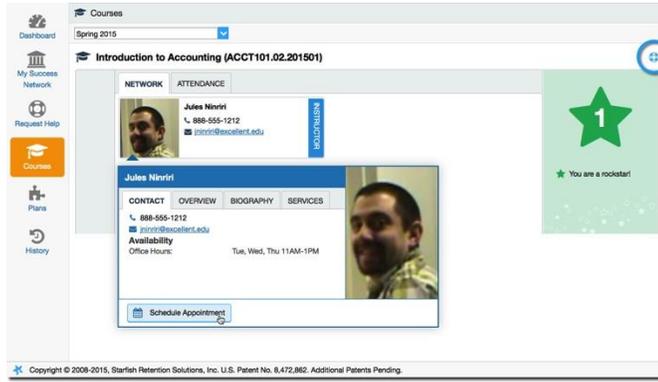
2. This will bring up the **Request Help** form. Select the **Type** of help needed from the drop down menu and give specific **Details** on how staff can assist you.
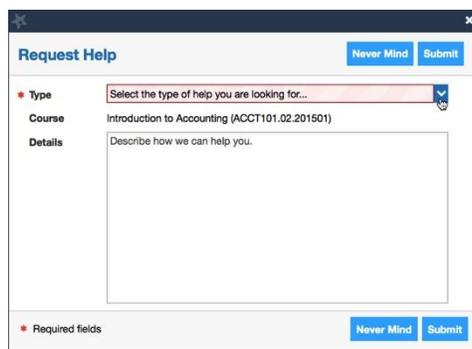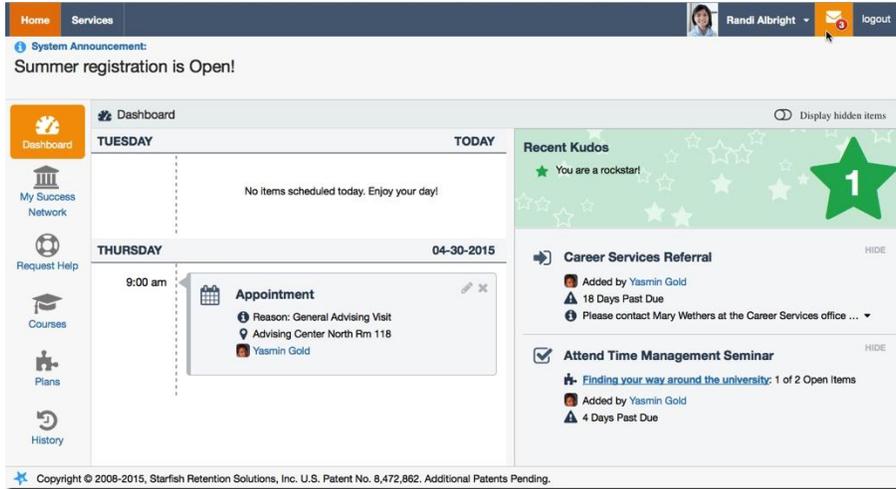

3. Click the **Submit** button to submit your request when you are finished.

Stay on track

Dashboard

Your **Dashboard** displays upcoming appointments and date-based tasks on the left to help you plan your week. The right hand column of your Dashboard highlights items that require your attention and may include alerts related to your class work, recommended referrals to campus support offices to help you succeed, and Kudos from your instructors.

If an email was sent to you related to any of these items, you will find the content of the message by clicking on the messages icon (✉3) near the profile link in the top right corner of the page.
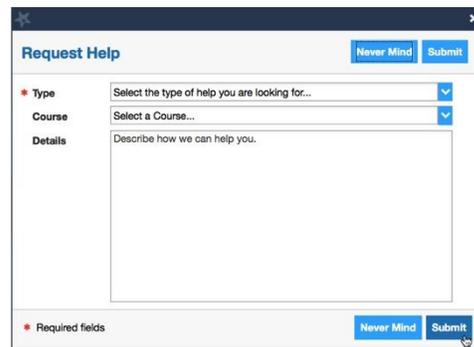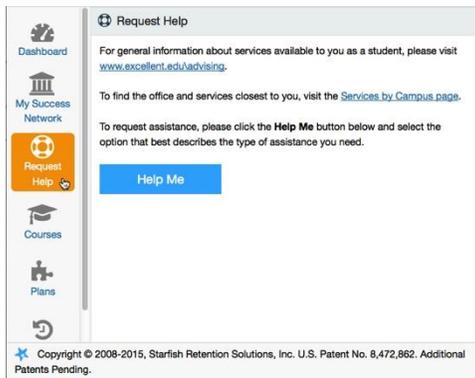
Not sure what you need?

Request Help

Click on the **Request Help** channel icon. Additional information about where to go for help will be displayed on the page. Click the **Help Me** button to submit a request for help.

You will be asked to provide additional information such as the type of help you are requesting, the related course (if applicable), and a description.


We encourage you to make your description as detailed as possible to insure you get the appropriate help needed. Click **Submit** to submit your request when done.

Services Catalog

Certain counselors and advisors may be listed in your personal My Success Network channel, but other individuals and services can be found in the broader **Services** catalog accessed from the top navigation bar. On this page you can search for a service or scroll through the list of available services. For each

service you can, view contact information, visit service websites, and schedule online appoints (if available).
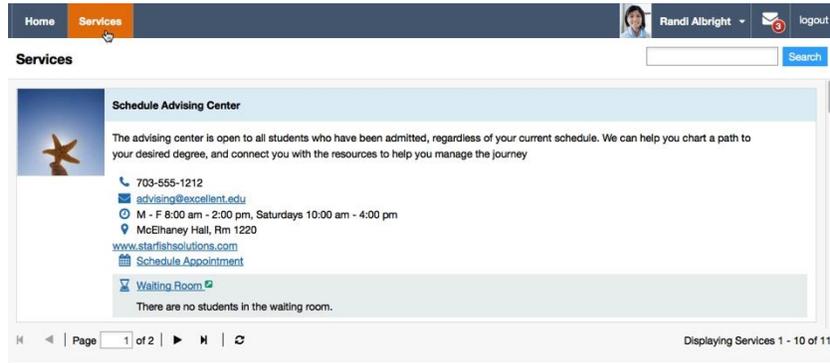
Frequently Asked Questions

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

Your specific advisors or counselors might not be assigned yet. Check back later or contact your institution's help desk for additional assistance.

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

Contact your institution's help desk for assistance with accessing the Starfish system.

What if I need more help?

For technical issues, contact the Help Desk at 409.839.2074. For questions regarding a flag, please contact your instructor or advisor.