Welcome to Starfish at Millersville University!

Starfish is Millersville University’s student success platform. Starfish provides you with a central location to connect to the people and services that can help you finish what you start in one easy to use location.

Starfish is part of MU’s Student Success Network (SSN) whose affiliated offices champion achievement, foster opportunities for personal, professional, and academic growth, and promote work/life balance for sustained success as a life-long learner. The SSN provides services, resources, and experiences to support a student’s pathway to success.

Key tools in Starfish include: (1) progress surveys which provide timely updates on individual student course progress each semester, (2) early alerts which let students and academic advisors know when a student is staying on track or may need additional academic supports, and (3) student-generated “request help questions” to get learners proactively connected to needed resources and information.

LOGGING IN

Log in to your Starfish Home page via the MU Logins Page.
Setup 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. Open the navigation menu and click your name, and then Edit Profile to open your profile.

From here, you can customize your profile by uploading a photo, and adding a secondary email address for receiving Starfish emails.

2. Select the Notifications tab to update your notification preferences.
3. Once you have made your desired changes to your profile, click Save Changes.
Tell Us About Yourself

Access the “Tell Us about Yourself” link to complete a short survey about why you are here at MU and what you hope to accomplish. Advisors can access your responses and point you in the direction of support services to keep you on a path of success!

Connect to People and Services that Can Help You

The Messages channel allows you to see any message that was sent to you in Starfish. 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.

Select Messages to display messages sent to you in Starfish. Click on any message in the list to display the full contents of that message.
Select **My Success Network** Channel from the navigation menu to display your personalized network.

This channel lists the people and resources that are available to assist you. For each person or service listed, you will find contact information and supporting websites.

The services that are most relevant to you are displayed first. Additional services can be found by selecting **Show Other Services** at the bottom of the page.

Select the **Courses** channel from the navigation menu to display information about the courses in which you are enrolled, and the contacts and resources related to each. This channel is also personalized to show people and services specific to your current courses.
You can Request Help related to a course.

1. Click the Help icon link in the upper right corner 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 dropdown menu and give specific Details on how staff can assist you.
3. Click Submit when you are finished.

Stay on Track – Your Dashboard

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. This is your Starfish @ MU homepage.
Not Sure What You Need? Request Help!

Select **Request Help** from the navigation menu to see information about where to go for assistance.

From here, you can select **Help Me** 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 details.

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

Responding to Alerts from Starfish @ MU

Starfish communications fall into three categories – **flags, referrals, and kudos** – and all are designed to support and help students succeed academically. Instructors and advisors can use Starfish as another point of contact to help keep you on track and encourage improvement.

Do not ignore emails from Starfish as they might be alerting you of missing assignments or attendance concerns (**a FLAG**), recommending important support like success coaching or career services (**a REFERRAL**), or giving you a needed boost to carry on (**a KUDOS**).

If you receive an email from the MU Starfish team, be sure to follow up with your instructor or a support office as encouraged in the message. Offices may also will reach out to you directly as explained in the email.