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## Welcome to Starfish at Millersville University!

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[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 [University College](#) 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 University College provides services, resources, and experiences to support a student's pathway to success.

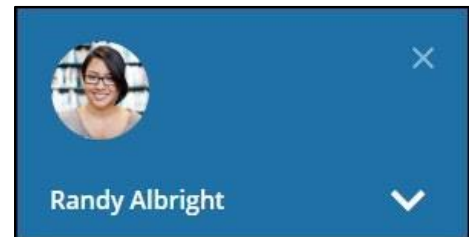
Featured tools include: (1) **academic progress surveys** which provide timely updates on individual student course progress each semester, (2) **attendance surveys** to flag any students who have not or have stopped attending class, (3) **early alerts** which let students and academic advisors know when a student is staying on track or may need additional academic supports, (4) **student-generated "request help questions"** to get learners proactively connected to needed resources and information, and (5) **appointment and calendar features** for students to schedule meetings.

### LOGGING IN

Log in to your Starfish Home page through the [MyVille Portal](#).

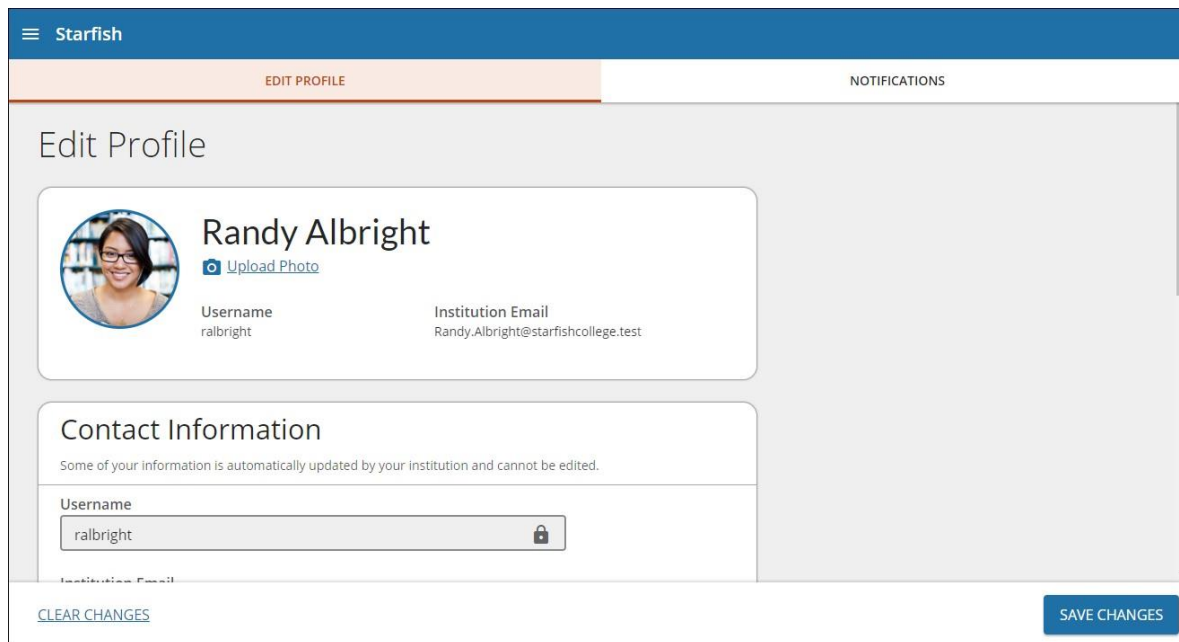
## Setup Your Profile

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.

A screenshot of the Starfish web application's "Edit Profile" page. The page has a blue header with the Starfish logo and a navigation menu. Below the header, there are two tabs: "EDIT PROFILE" (active) and "NOTIFICATIONS". The "Edit Profile" section shows a profile card for "Randy Albright" with a profile picture, a "Upload Photo" button, and fields for "Username" (ralbright) and "Institution Email" (Randy.Albright@starfishcollege.test). Below this is a "Contact Information" section with a note that some information is automatically updated by the institution. It shows a "Username" field with "ralbright" and a lock icon. At the bottom, there are "CLEAR CHANGES" and "SAVE CHANGES" buttons.

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

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## Tell Us About Yourself

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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!

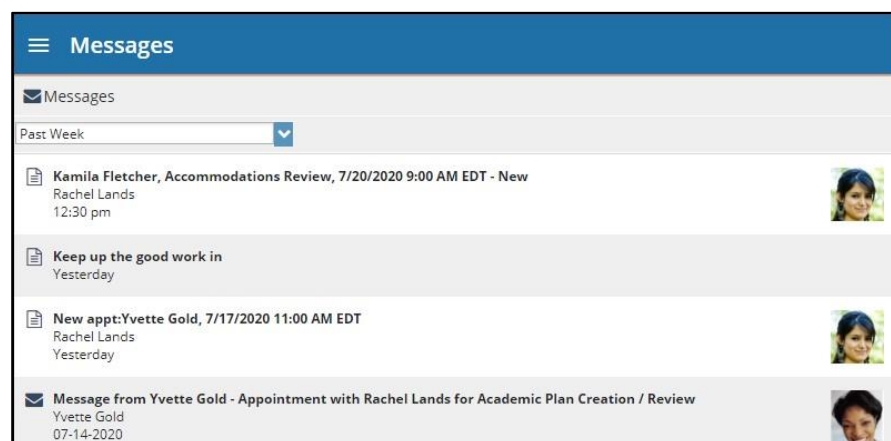
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## Connect to People and Services that Can Help You

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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.

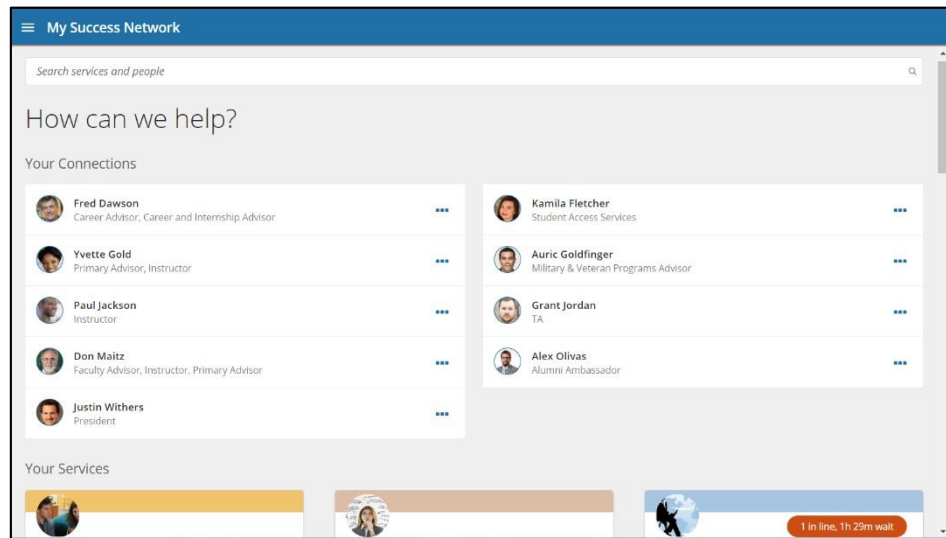


Select **My Success Network** Channel from the navigation menu to display your personalized network.

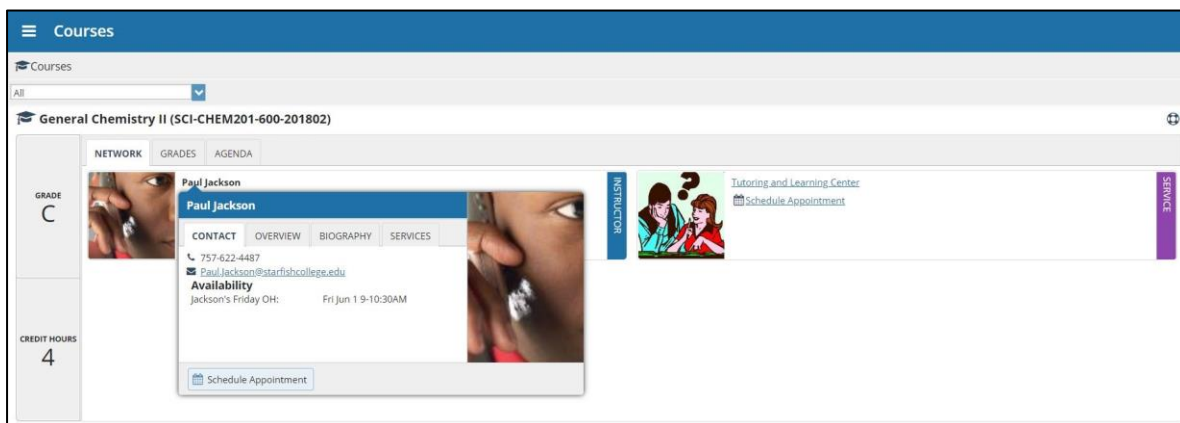
This channel lists the people and resources that are available to assist you. For each person or service listed, you will find contact information and supporting websites.

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.

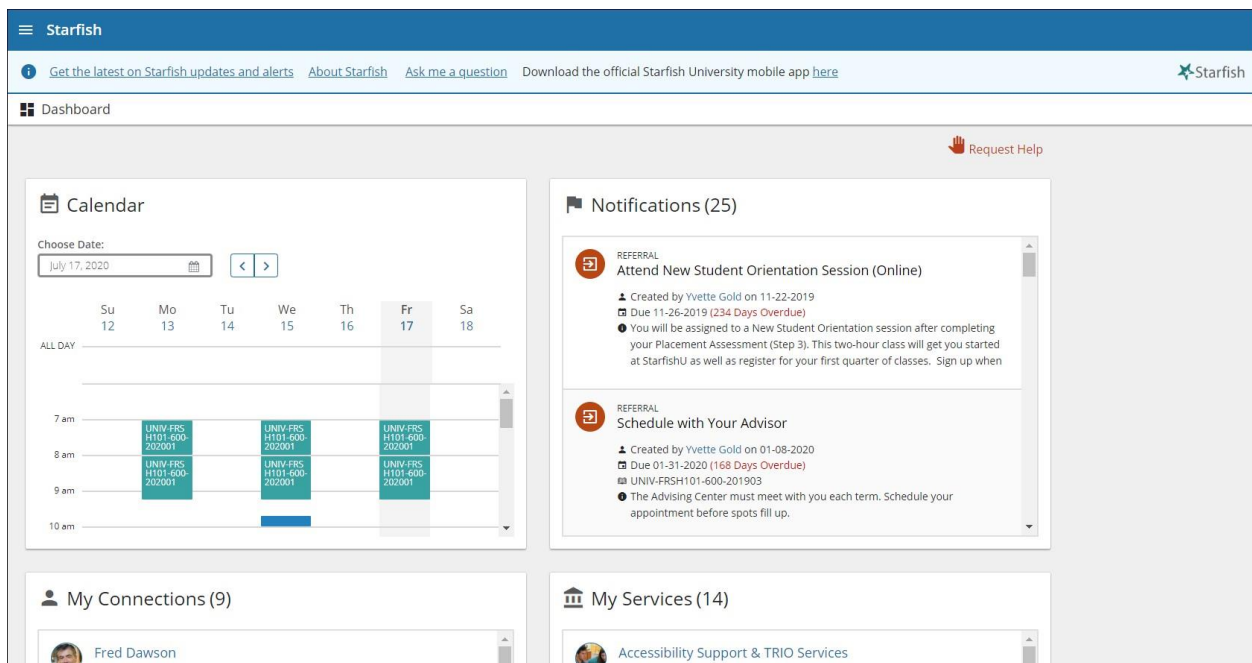


You can **Request Help** related to a course.

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.



The screenshot shows the Starfish Student Dashboard interface. At the top, there is a navigation bar with the Starfish logo and a menu icon. Below the navigation bar, there are several links: "Get the latest on Starfish updates and alerts", "About Starfish", "Ask me a question", and "Download the official Starfish University mobile app here". The main content area is titled "Dashboard" and features a "Request Help" button in the top right corner. The dashboard is divided into four main sections:

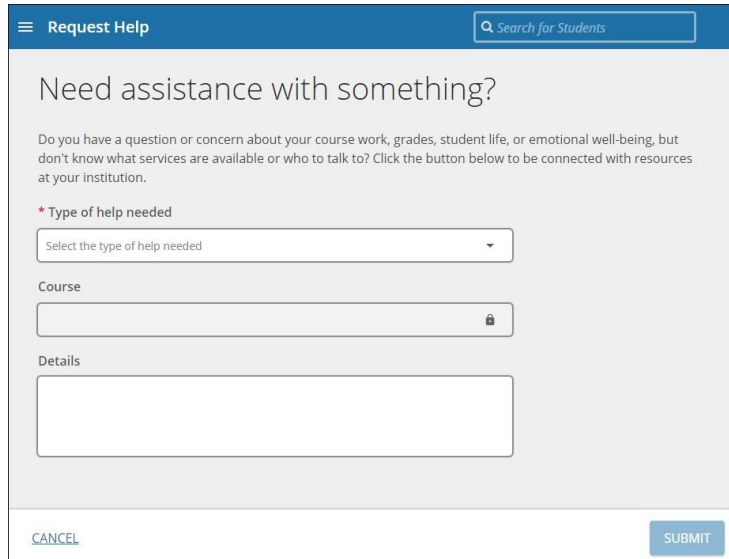
- Calendar:** A calendar view for July 17, 2020, showing a grid of days from Sunday to Saturday. The time slots range from 7 am to 10 am. Several classes are listed, including "UNIV-FRS H101-600-202001" on Friday, July 17th, and "UNIV-FRS H101-600-202001" on Saturday, July 18th.
- Notifications (25):** A list of notifications, including two "REFERRAL" items: "Attend New Student Orientation Session (Online)" and "Schedule with Your Advisor".
- My Connections (9):** A list of connections, including "Fred Dawson".
- My Services (14):** A list of services, including "Accessibility Support & TRIO Services".

## 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.



The screenshot shows a web form titled "Request Help" with a search bar for students. The main heading is "Need assistance with something?". Below this is a paragraph explaining the purpose of the form. The form includes a dropdown menu for "Type of help needed", a text input for "Course", and a larger text area for "Details". At the bottom, there are "CANCEL" and "SUBMIT" buttons.

## Responding to Alerts from Starfish @ MU

Starfish communications fall into three categories – **flags, to-dos, 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*), requesting you to complete a specific action (*a TO-DO*), 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 Success 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.