

STARFISH @ GMC – Frequently Asked Questions

This guide answers frequently asked questions about Starfish.

<p>What is Starfish?</p>	<p>The Starfish Enterprise Success Platform is a suite of academic advising tools that integrates with Colleague, our Student Information System (SIS), that manages student data for admissions, billing, financial aid, course scheduling, and transcripts and Moodle, our Learning Management System, that manages course gradebooks. Eventually, students, faculty, advisors, Success Coaches, and support staff will all use Starfish to plan, monitor, communicate, refer, and encourage successful progress toward degree completion. Starfish has additional features, such as online appointment calendaring and a communication networking system to connect students with the support they need.</p>
<p>How do I get access to Starfish?</p>	<p>If you are teaching a course in the current quarter, you will have access to Starfish in the Instructor role. Advisors, Success Coaches, Tutors, and Financial Aid employees will all have those same roles in Starfish. If you need a different role, you need to request access through your Dept. Chair, Academic Dean, or supervisor.</p>
<p>What will I be able to see in Starfish?</p>	<p>Starfish shows basic student information from Colleague, our student information system (SIS) and the notes, meetings, and tracking items raised in Starfish for which you have view permissions. Starfish does <u>NOT</u> include student transcripts or degree planners.</p>
<p>When I log in to Starfish, I get an error that says I do not have a user account in the Starfish system. What should I do?</p>	<p>If you are not in a Starfish role, you will get an error at log in that says, <i>“You do not have a user account in the Starfish system. Please contact your system administrator if you should have or would like to gain access to this application.”</i> Faculty: Contact your Department Chair or Academic Dean Staff: Contact your supervisor to request access to the proper role in Starfish</p>
<p>What will I do in Starfish?</p>	<ul style="list-style-type: none"> • For Academic Advisors – Look up basic information about an advisee, filter advising roster, communicate with students, see advising appointments, refer students to key resources • For Success Coaches – Look up basic student information, filter students based on flags, communicate with students, see appointments, refer students to key resources • For Faculty – Enter progress reports, alert a Success Coach or Academic Advisor if a student needs help • For student services – Look up basic information about a student, refer students to key resources, see students who have been referred to you • For students – Make appointments with your instructors, Academic Advisors, Success Coaches, Tutors, and Financial Aid Office, see progress reports, and see who is in your support network