Welcome to Starfish ®

Getting started is easy. You can access SUNY Broome’s Starfish system via the MyCollege LaunchPad. Visit mycollege.sunybroome.edu then select the Starfish icon.

Starfish provides you with a central location to connect to the people and services that can help you finish what you start – all accessible from the navigation menu. This 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. 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.

3. Stay on track
   Use your personalized Dashboard to stay on top of upcoming appointments, assignments, plans, and recommendations from your instructors.

Not sure what you need?
Browse the Services Catalog in My Success Network 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. Open the navigation menu and click your name, and then Profile to open your profile.

From here, you can customize your profile by uploading a photo, adding your mobile phone number, setting appointment reminders, and adding a secondary email address for receiving Starfish emails. **NOTE:** This does not change your official contact information for SUNY Broome. To update that information, you must contact the Registrar.

To have Starfish emails sent to your mobile phone (in addition to sending to your primary institutional email address) simply click on the cell phone icon to the right of the “Alternate Email” box and follow the instructions!

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.

**Messages**

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.

My Success Network

Select **My Success Network** 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, supporting websites, and, if online scheduling is enabled, a link to **Schedule Appointment**. If a service includes a waiting room for walk-in appointments, you can click the “Waiting Room” link to find out how many students are currently in line.

The Services that are most relevant to you are displayed first. Select **Show Other Services** at the bottom of the page to see additional services.
Courses

Select **Courses** from the side navigation menu 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 **Schedule Appointment** or **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 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.

Make an Appointment

1. From the **My Success Network**, click the triangle beside the name of the person you want to schedule an appointment with, and then select **Schedule**.

   For Services where appointments are available, select **Schedule** for the desired service.

   Or, from the **Courses** channel, select **Schedule Appointment** below the contact information for the desired person or service.
2. Select the type of appointment you want to schedule and choose a reason from the list.

![Selecting appointment type](image1)

3. Adjust the date range as needed to find days and times that work for your schedule, and then select a time from the list.

![Adjusting date range](image2)

4. Complete your sign up by adjusting any details, such as duration or course, where applicable, and add a description for why you want to meet.

![Completing sign up](image3)

5. Click Confirm to finish scheduling the appointment. You will get an email with the appointment details and the appointment will be listed on your Dashboard.
Change an Appointment

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

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.

Plans

The Success Plans channel will display any customized success plans created for you by your advisor. These plans contain specific tasks with due dates. Click the View Details button associated with a plan to display a printable version of the plan.

Select Degree Planner to create, view, and/or manage your academic degree plan.

Not sure what you need?

Request Help

Select Raise Your Hand from the navigation menu. From here, you can select I Need Help 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.

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 SUNY Broome Starfish Administrator, Michelle Beatty at 607-778-5206. For questions regarding a flag, please contact your instructor or advisor.