

Starfish FAQ for Students

Welcome to Starfish

Congratulations! Your faculty, advisor, and success personnel who support you are using a new software, Starfish, to advance your educational success. Below is some information that will hopefully answer any questions you have about the system. If you have additional questions, please contact: StarfishTeam@pierce.ctc.edu.

Starfish FAQ

What is Starfish?

Starfish is a robust communication network, which helps us get the right resources/support to you when you need it. This student success platform connects you to a personalized network of support called a **Success Network**, which includes your current faculty, advisor, and other related Pierce College employees. Starfish will enable you to view your Success Network, schedule appointments with them, and will help you with degree planning which will allow you to monitor your progress toward your educational goals easier.

What is my Success Network?

In Starfish, you are connected to a “Success Network,” a team of faculty, advisors, and other Pierce College personnel dedicated to your success. When you log in to Starfish, you will be able to see your current instructors, your advisor(s), and other employees who have a connection to you.

What are some unique features of Starfish?

Make Appointments

Starfish allows your Success Network to enter their availability so you can easily make appointments online (similar to booking systems used by healthcare and other service providers). This means you can make an appointment without having to make phone calls or send emails back and forth.

Communication

You may see emails or notifications from the Starfish system about your appointments, your performance in your courses, and available resources. The system is designed to make communication easier and it will alert other members of your Success Network when additional support may be needed. Emails generated in Starfish will be sent to your preferred email address listed in ctcLink. If you would like Starfish emails to be sent to an additional address, you can do that by adjusting your settings in your Starfish profile.

Degree Planner

Starfish allows you to use Degree Planner, which is an educational planning tool in Starfish. You can use Degree Planner to personalize course or pathway maps as a guide to degree and/or certificate

completion. You can create as many plans as you'd like. However, there is only one active plan at any given time. Your active plan is the main plan that you should be following.

Why use Starfish instead of Canvas or Pierce email?

Unlike email, which is only visible to the sender/recipient, and Canvas, which is limited to issues related to specific courses, Starfish lets your Success Network know about opportunities to provide additional support, like financial aid/funding questions, basic needs issues (transportation/housing/food security), or ongoing transfer and career pathways advice. Ultimately, the goal is to get you the *right* resources when *you* need them!

What should I do to get started with Starfish?

You can start using Starfish by going to the Starfish webpage and logging in! You can access this Starfish URL and all Starfish training tutorials and resources on your MyPierce Portal.

Here is the URL to log in to Starfish: <http://pierce.starfishsolutions.com/starfish-ops>

You will be using your Wifi/Papercut credentials to log in:

User name: jgonzales6789

First Initial + Last Name + Last Four of Student ID

* If you were admitted to Pierce on or before April 30, 2020: Use your old SID number.

* If you were admitted to Pierce on or after May 1, 2020: Use your ctcLink ID number.

Password: PCD!19951108

PCD! + YYYY + MM + DD

This is the password for someone born November 8, 1995.

Check out the "What is Starfish?" PowerPoint on your MyPierce Portal to check out your first steps in Starfish. You can start by viewing your Success Network, setting up your profile, and making appointments (as available). If you have suggestions and guidance from the student perspective, we would love to hear it as it will help make the system even better for you and your peers!

Feedback? Questions? Need help?

Questions, comments, suggestions, and all feedback can be emailed to: StarfishTeam@pierce.ctc.edu.