



**Cambridge College**  
**Student Success Network**  
**Student User Guide**

## What is Starfish?

Starfish is a web-based collaboration tool that provides complete access to your success network at Cambridge College. Students, Faculty and Staff can raise alerts to ensure continuous collaboration in supporting the needs of students. As a student, you can view academic information and easily schedule appointments with your Success Coach or Advisor, Instructor, and Academic Tutor. You will also be able to raise Flag alerts that will be sent to the appropriate person should you need academic help, assistance with personal challenges, or should you have financial concerns. Faculty can raise alerts when a student is missing too many classes or needs additional academic support. Instructors can also send Kudos when students are doing well in classes to let them know they are on the right track.

## How can Starfish help me?

Starfish is a powerful tool for students because it allows you to effectively advocate for the support services you need while at Cambridge College. You will be able to access your course information, grades, individualized success plan, and any To-Do's created by your advisor to help you be successful as a student. You can also view office hours of everyone in your Success Network (Success Coach or Advisor, Instructors, and Academic Tutors) to easily schedule appointments. Finally, you can use the raise your hand feature to confidentially raise alerts for academic, personal, or financial services you may need. Alerts are only sent to the person who can provide those supports and who will work with you to address your concerns.

Here are three great ways this guide can help you get started:

- 1. Set up your profile**

Make it easier for your instructors and advisors to get to know you and stay connected.

- 2. Stay on Track**

Use your personalized Dashboard to stay on top of upcoming appointments, plans, and recommendations from your advisors.

- 3. Connect to people and services that can help you**

Use your My Success Network for quick access to contact information, appointment scheduling, and help with your classes.

Starfish provides you with a central location to connect to the people and services that can help you finish what you started – all accessible right from MyCC.

To get started in Starfish, simply log into your MyCC account. On the “Student Success” tab you will see a box labeled “Starfish”. Click the “Starfish” logo to launch your account.

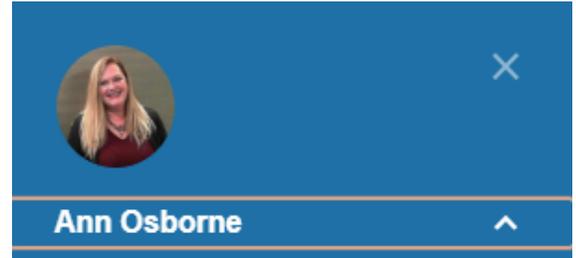


The image shows the Starfish by HOBSONS logo, which consists of a teal star icon followed by the word "Starfish" in a large, bold, sans-serif font, and "by HOBSONS" in a smaller font below it. Below the logo is the text: "Starfish will be your one stop platform to connect with everyone on the Student Success Team!". Underneath this text is a bulleted list with two items: "email and connect with any office" and "schedule appointments".

# 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. Click on the  in the top left corner of your Home page to open your profile.



## Profile

From here, you can customize your profile by uploading a photo (if one is not present), setting appointment reminders, and adding an alternative email address for receiving CC emails.

Profile | Intake

  
[Upload Photo](#)

**Ann Osborne**  
Contact Information

FERPA standards protect student data.

Login: 349

Institution Email: \_\_\_\_\_ du

Alternate Email: \_\_\_\_\_

*All notifications will be sent to your institution email address.*

Email Preference:  Also send notifications to my alternate email address

Phone: 106

Cell Phone: \_\_\_\_\_

Video Phone: \_\_\_\_\_

Time zone: (GMT-05:00) Eastern Time  
 Display all time zones

**Weekly Updates**  
 Send me a weekly status update about My Success Network

**Reminder Preferences**

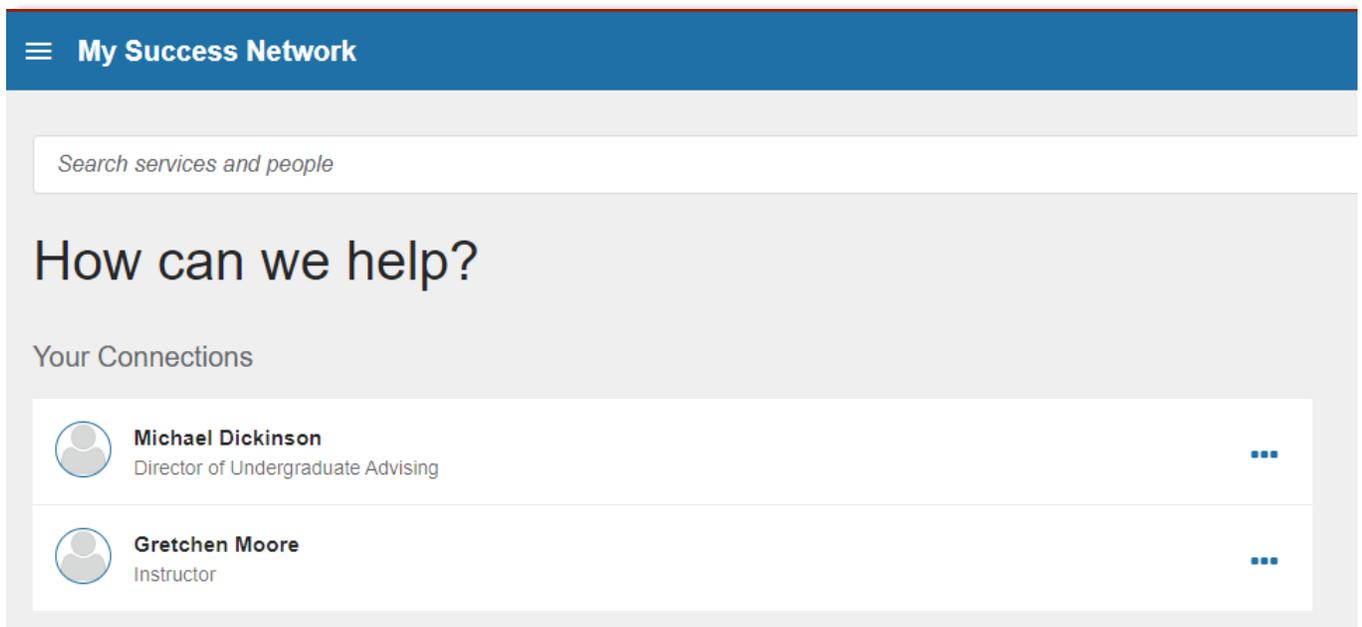
Email me 15 minutes before the start of an appointment

Email me at 9:00 am the day of \_\_\_\_\_ an appointment

# My Success Network

The “My Success Network” displays 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 offices and online appointment scheduling.

Click the “My Success Network” icon  My Success Network on your Home page 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 make an appointment.



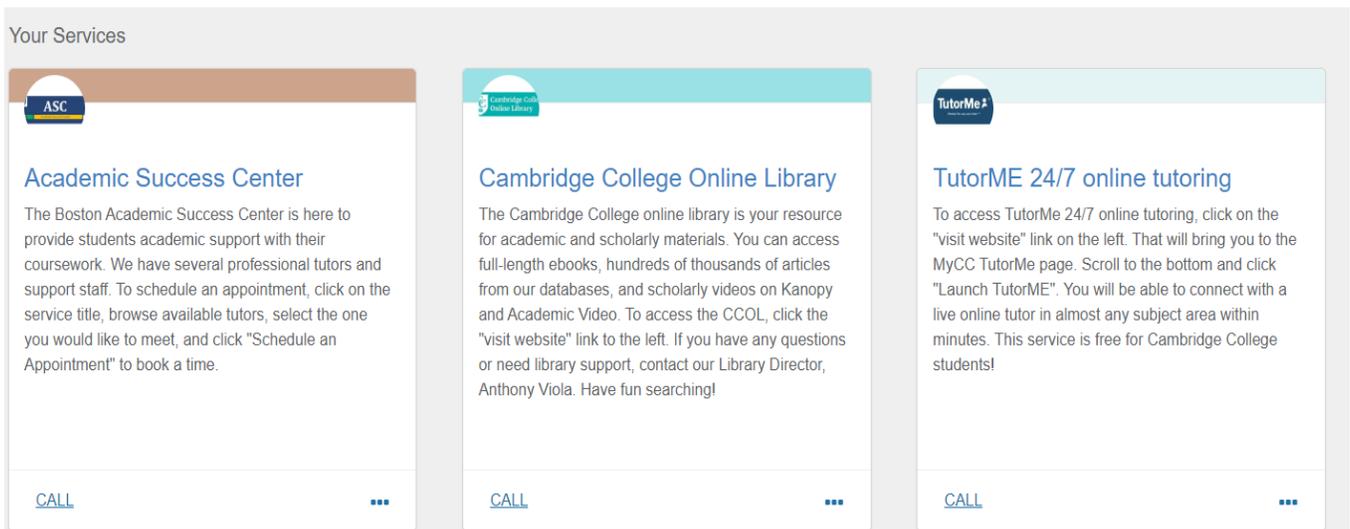
**My Success Network**

Search services and people

## How can we help?

### Your Connections

-  **Michael Dickinson**  
Director of Undergraduate Advising
-  **Gretchen Moore**  
Instructor



### Your Services

- 

#### Academic Success Center

The Boston Academic Success Center is here to provide students academic support with their coursework. We have several professional tutors and support staff. To schedule an appointment, click on the service title, browse available tutors, select the one you would like to meet, and click "Schedule an Appointment" to book a time.

[CALL](#)
- 

#### Cambridge College Online Library

The Cambridge College online library is your resource for academic and scholarly materials. You can access full-length ebooks, hundreds of thousands of articles from our databases, and scholarly videos on Kanopy and Academic Video. To access the CCOL, click the "visit website" link to the left. If you have any questions or need library support, contact our Library Director, Anthony Viola. Have fun searching!

[CALL](#)
- 

#### TutorME 24/7 online tutoring

To access TutorMe 24/7 online tutoring, click on the "visit website" link on the left. That will bring you to the MyCC TutorMe page. Scroll to the bottom and click "Launch TutorME". You will be able to connect with a live online tutor in almost any subject area within minutes. This service is free for Cambridge College students!

[CALL](#)

## Other Services



### Office of Disability Services

The Office of Disability Services works with faculty, staff, students, and employees to ensure equal access and opportunity at Cambridge College. Any decision regarding accommodations is a collaborative undertaking. The Office of Disability Services coordinates support for students with disabilities and assists in:

- Academic accommodation Referrals
- Adapted classroom activities
- Alternative text
- Coordination of outside providers
- Questions about/support for students with Service Animals

[CALL](#)



### Office of International Student Affairs

The Office of International Student Affairs will provide the professional expertise and support you need to maintain compliance through immunizations, academic, and your employment experiences. My team of DSO's are here to support you. For all questions regarding your F1 status, please reach out to my office.

[CALL](#)



# Dashboard

Click on Dashboard to view your upcoming appointments, recent **Kudos** (Good work!), **Flags** (help needed or requested), or **referrals** (to a department or service provider – i.e. Tutor).

-  **My Success Network**
-  **Upcoming**
-  **Dashboard**

 **Starfish**

 **System Announcement:** Welcome to Cambridge College Student Success Systems.

 Dashboard

**FRIDAY** **TODAY**

4:30 pm  **Appointment**  

 Reason: Research/ APA  
 Boston Room 1322  
 [Ashlee Hershey](#)

5:15 pm  **Appointment**  

 Reason: ESL support  
 Boston Room 1322  
 [Ashlee Hershey](#)

6:00 pm  **Appointment**  

 Reason: Research/ APA  
 Boston Room 1322  
 [Ashlee Hershey](#)

**Recent Kudos**

 I Caught You Being Exceptional 

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 **I Need Help In A Course** HIDE

 Raised by You  
 14 Days Old  
 Human Services Capstone (2020\_01-BHS\_\_490-CA01)  
 Need help with paper.

# Courses

Your “Courses” tab will display all of your current and past courses. You will also see connections that are linked to each course. To get to the Courses tab click on “Courses” in the menu.

 **Dashboard**

 **Messages**

 **Plans**

 **Courses**

 Courses

All 

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 College Mathematics II (2019\_04-MAT\_\_102-CA99)

GRADE <b>A</b>	NETWORK <a href="#">Boston Academic Success Center</a> 	SERVICE
CREDIT HOURS <b>3</b>		

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 Focused Study: BHS320 Community Building Principles & Strategies (2020\_01-FST\_\_360-CA05)

CREDIT HOURS <b>3</b>	NETWORK  Che Madyun 6178230066 <a href="mailto:Che.Madyun@go.cambridgecollege.edu">Che.Madyun@go.cambridgecollege.edu</a> Online scheduling not available	INSTRUCTOR
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# Make an Advisor or Instructor Appointment

From your My Success Network page, click on the person or service with which you wish to make an appointment.

How can we help?

Your Connections

 <b>Michael Dickinson</b> Director of Undergraduate Advising	...	 <b>Che Madyun</b> Instructor
 <b>Gretchen Moore</b> Instructor	...	



**Michael Dickinson**  
Director of Undergraduate Advising

**SCHEDULE APPOINTMENT**

This Week's Office Hours  
Office Hours: Monday, Tuesday, Wednesday, Thursday, & Friday 10:00 - 7:00 PM

Contact  
[Send an email](#)  
[Call 617-873-0547](#)

What do you need help with?

Academic Advising / Success Coaching

1. Select a reason for your appointment

Click the drop down arrow

Academic Advising / Success Coaching

Career advice

Course Withdrawal

First-year advising

## 2. Select day and time



**Michael Dickinson**  
Director of Undergraduate Advising

**What day and time works for you?**

09-20-2019 → 09-30-2019    Show: All session types

← **September 2019** →

Su	Mo	Tu	We	Th	Fr	Sa
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

Friday, September 20

- 1:35 pm - 1:50 pm  
RM 1271    15m
- 2:05 pm - 2:20 pm  
RM 1271    15m
- 2:35 pm - 2:50 pm  
RM 1271    15m

## 4. Click Continue and Confirm



**Michael Dickinson**  
Director of Undergraduate Advising

**Does this look correct?**

<b>Date and Time</b> Friday, September 20 1:35 pm - 1:50 pm <a href="#">Change duration</a>	<b>Reason for Visit</b> Career advice <a href="#">Change</a>
<b>Location</b> RM 1271 Located across from One Stop.	<b>Course</b> <a href="#">Add a course</a>
	If you want, tell us a little bit about what's going on so we can help <input type="text"/>

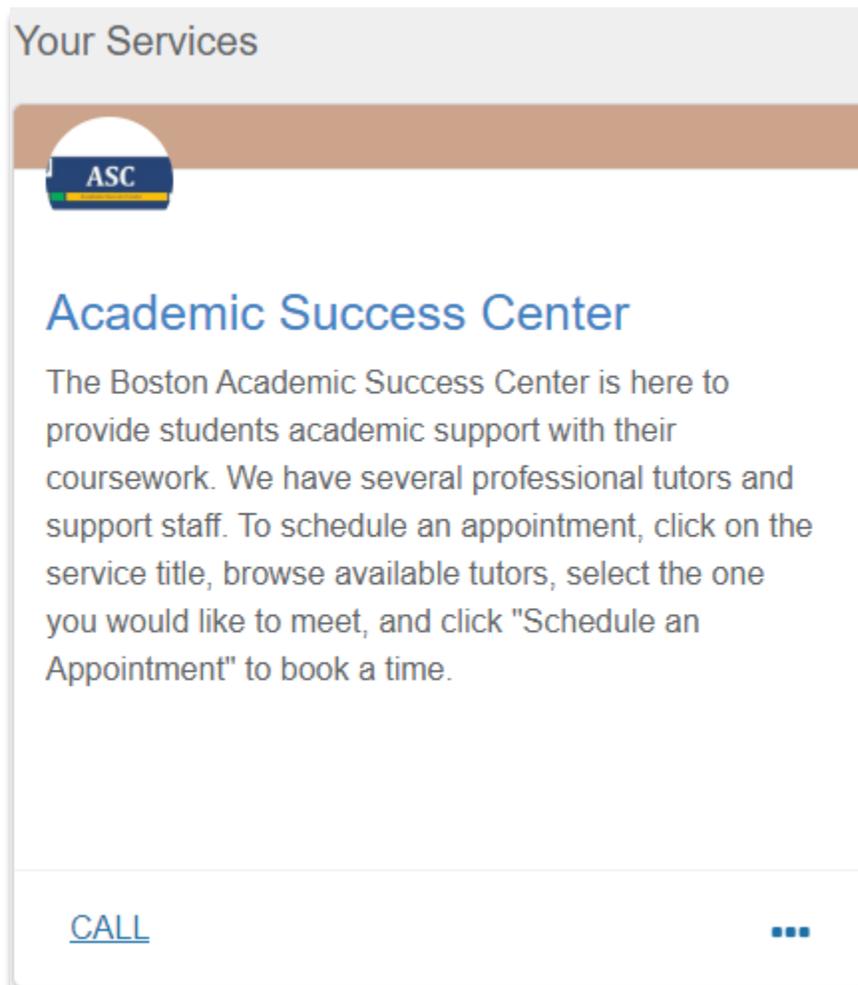
[BACK](#) [CONFIRM](#)

## Make a Tutoring Appointment

1. To book an appointment with tutors or academic support staff at any campus location, go to “Academic Success Center” under “Your Services” and click on the link:

[Academic Success Center](#)

Note: The Lawrence, Springfield, Puerto Rico and California campus locations have their own Academic Success Center service.



The screenshot shows a web interface with a grey header bar containing the text "Your Services". Below the header is a brown horizontal bar. Underneath is a white area with a blue and yellow "ASC" logo. The main heading is "Academic Success Center" in blue. The text below reads: "The Boston Academic Success Center is here to provide students academic support with their coursework. We have several professional tutors and support staff. To schedule an appointment, click on the service title, browse available tutors, select the one you would like to meet, and click "Schedule an Appointment" to book a time." At the bottom left is a blue "CALL" link, and at the bottom right are three blue dots.

In each “**Academic Success Center**” you will see a list of tutors available to meet with you.



## Academic Success Center

**Hours**  
10:00am-9:00pm varies by day

**Contact**  
[Send an email](#)  
[Call \(617\)-873-0499](tel:(617)873-0499)  
[Visit website](#)

**Location**  
In Boston, rooms 1321-1323 & 1406

**Team Members**

 <b>Youssef Asni</b> Accounting, Finance, Excel, & Computer Tutor (Tue/...	...	 <b>Gilda Bruckman</b> Boston Writing Tutor (Tu/Th 3:00-9:00, Wed 3:00-5:15...
 <b>Rachel Cuniberti</b> Boston Writing Tutor (Wed 3:00-7:00)	...	 <b>Samantha Fontello</b> Boston Math/Statistics Tutor (Wed/ Th 5:15-9:00)
 <b>Kathleen Hartnett</b> Boston Learning Specialist	...	 <b>Ashlee Hershey</b> Boston Writing Tutor (Fridays 4:30-7:30)
 <b>Mohammed Shedly Louati</b> Boston Stats / Computer Tutor (M -Th 3:00-6:00)	...	 <b>Brooks Winchell</b> Director - Center for Excellence In Learning and Teac...

2. Click on the Tutor who meets your needs and click on “Schedule Appointment”.



### Rachel Cuniberti

Boston Writing Tutor (Wed 3:00-7:00)

**SCHEDULE APPOINTMENT**

**Contact**  
[Send an email](#)  
[Call 6173065352](tel:6173065352)

**This Week's Office Hours**  
Rachel Tutoring: Wednesday 3:00 - 7:30 PM

**About Rachel**  
I am a Professional Writing tutor in Boston. I can help students with prewriting, planning, drafting, developing, reorganizing, editing, research, or citations.

3. Click the drop down arrow.



### Rachel Cuniberti

Boston Writing Tutor (Wed 3:00-7:00)

**What do you need help with?**

Writing/Research Appointment



4. Select a reason for your tutoring appointment.

Writing/Research Appointment

<input type="radio"/> Brainstorming/Prewriting	<input type="radio"/> Drafting
<input checked="" type="radio"/> Editing or Grammar, Mechanics, & Usage	<input type="radio"/> Planning/ Outlining
<input type="radio"/> Research/ APA	<input type="radio"/> Revision/ Reorganization
<input type="radio"/> Understanding the assignment	

5. Click continue, and select the day and time that meets your availability.

 **Rachel Cuniberti**  
Boston Writing Tutor (Wed 3:00-7:00)

What day and time works for you?

09-20-2019 → 09-30-2019    Show: All session types

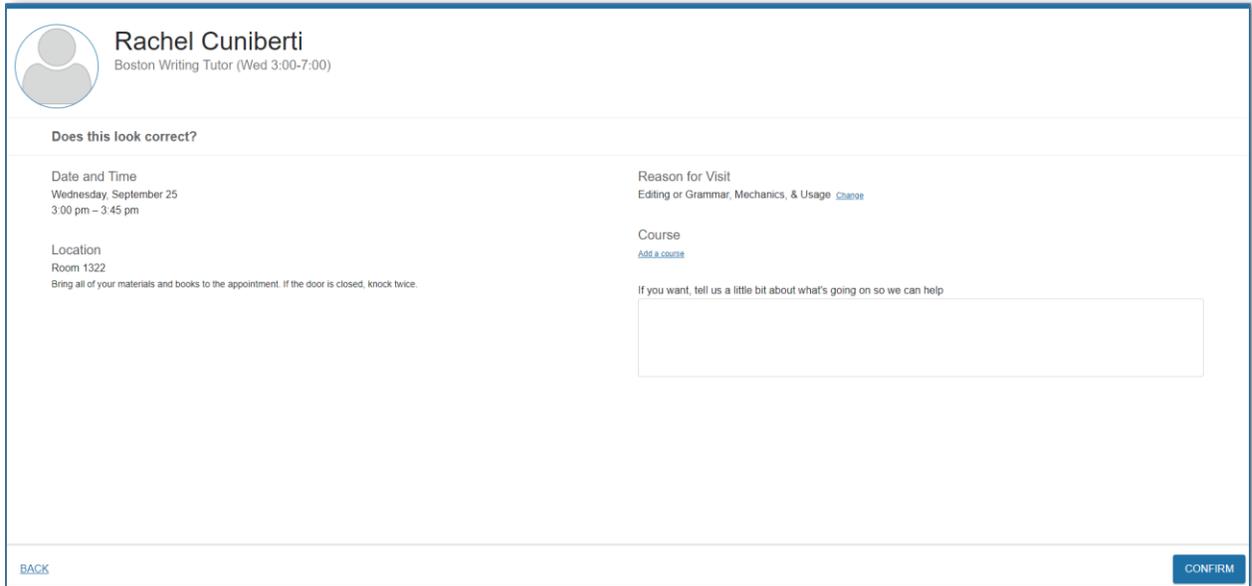
September 25    4 available

<input checked="" type="radio"/> 3:00 pm - 3:45 pm Room 1322    45m	<input type="radio"/> 3:45 pm - 4:30 pm Room 1322    45m
<input type="radio"/> 5:15 pm - 6:00 pm Room 1322    45m	<input type="radio"/> 6:45 pm - 7:30 pm Room 1322    45m

Calendar view for September 2019:

Su	Mo	Tu	We	Th	Fr	Sa
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

6. Click continue and confirm.



The image shows a confirmation form for an appointment with Rachel Cuniberti, a Boston Writing Tutor. The form is titled "Does this look correct?" and contains the following information:

- Date and Time:** Wednesday, September 25, 3:00 pm – 3:45 pm
- Location:** Room 1322. A note below states: "Bring all of your materials and books to the appointment. If the door is closed, knock twice."
- Reason for Visit:** Editing or Grammar, Mechanics, & Usage. A "Change" link is provided.
- Course:** A link to "Add a course" is provided.
- Notes:** A text box with the prompt "If you want, tell us a little bit about what's going on so we can help".

At the bottom of the form, there are two buttons: "BACK" on the left and "CONFIRM" on the right.

**Note: Please feel free to add notes to the appointment about anything you would like the Tutor to know before your appointment.**

## Raise your Hand

Starfish is designed to allow students to self-advocate for help and to easily access services on campus. If you need help with a course, simply click on the “Raise your Hand” link, and a message will go directly to the staff member that is responsible for providing that assistance. All communication is confidential.

The screenshot displays the Starfish user interface. On the left, a vertical navigation menu includes icons and labels for: My Success Network, Upcoming, Dashboard, Messages, Plans, Courses, and Raise Your Hand. The 'Raise Your Hand' option is highlighted. On the right, the 'Raise Your Hand' form is open, showing a dropdown menu for 'Type' with the following options:

- I Need Help In A Course**: Select this option when you need assistance in a course. Your instructor will be notified. Don't forget to include your latest email address and phone number.
- I need help with my language skills or reading/writing**: Raise this flag if you need help from the Learning Specialist to assist with learning or study strategies or if you would like to meet with a writing tutor.
- I need to be connected to Disability Support**: Raise this flag if you have a documented disability and are in need of accommodations. Note: Notification will only be seen by the Disability Specialist
- I need to be connected with the International Student Office**: Raise this flag if you are an international student in need of support.

You can also access the “Raise Your Hand” feature from the “Courses” tab. There is a Raise Your Hand Icon  in the top right corner of every course detail.

Case Management for Human Services (2019\_01-BHS\_\_306-CA99)

The screenshot shows a course detail page. The top header includes the course title: Case Management for Human Services (2019\_01-BHS\_\_306-CA99). Below this, a table displays course information:

GRADE	NETWORK	SERVICE
A	Boston Academic Success Center	ASC

Below the table, the credit hours are listed as 3. A yellow arrow points to a 'Raise Your Hand' icon in the top right corner of the course detail area.

Helpful tip: If you ever get stuck in Starfish, navigate to your menu and click the page link again to clear the screen.

### Additional Support

If you have any questions or are looking for Starfish training, please do not hesitate to reach out.

Contact:

Michael Dickinson

Director of Undergraduate Academic Advising

[michael.dickinson@cambridgecollege.edu](mailto:michael.dickinson@cambridgecollege.edu)

617-873-0547