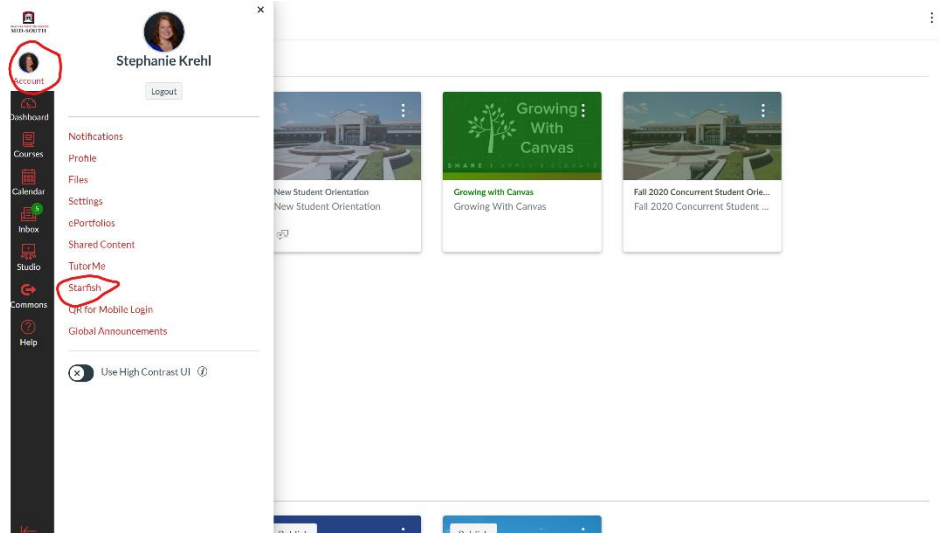# Student Starfish Guide

Getting into Starfish

In Canvas, just click on "Account" (your picture), then choose Starfish from the dropdown menu.

Setup your Profile

Some of your profile is imported from our data system. You have the ability to edit other parts of your profile, such as your biography.

1. Click on the three-line menu in the top right corner.

2. Click on your name in the Top Navigation bar and select the **Edit Profile** tab.

3. Add an **Alternate Email** address if you would like Starfish to send email to an address in addition to your ASU Mid-South email.

4. Add a current phone number so that the college can contact if there is something particularly important!

5. You can also upload a picture to your profile.

6. Click the **Save Changes** button in the bottom right to save your changes.
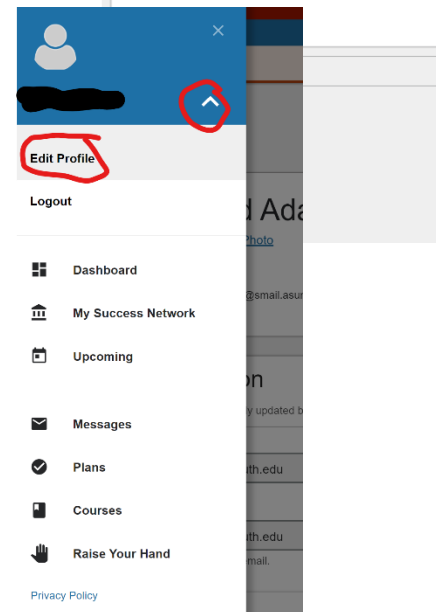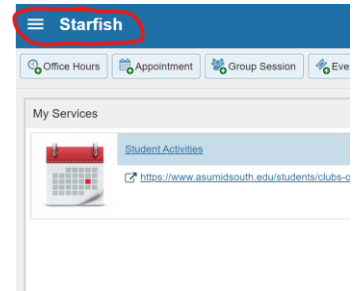
Set up Tutoring Appointments

You can set up appointments for tutoring in classes where ASU Mid-South has tutors directly through Starfish.

1. Click on the three-line menu in the top.

2. Choose Courses from the menu.

3. First, you'll see a list of all courses you've taken or are taking at Mid-South. Choose this semester from the drop down list in the top left of the screen.
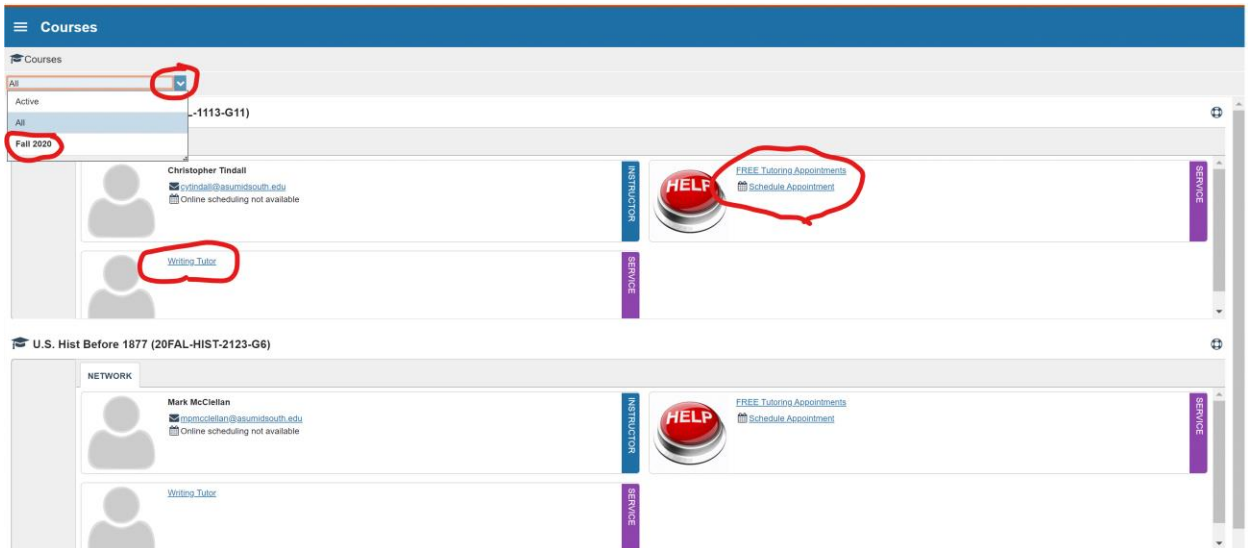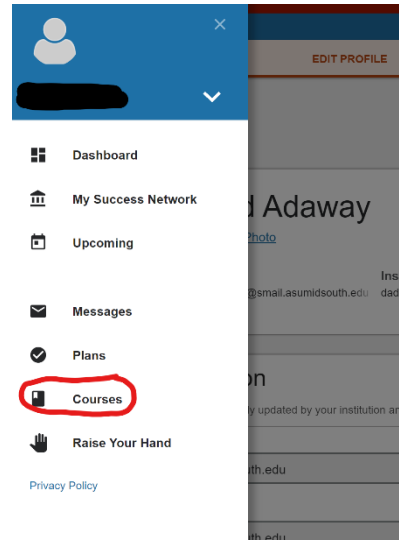

4. If the course has a "Help" button, you can get FREE tutoring on campus by making an appointment! Just click "Schedule Appointment." You can also see if that course has a "Writing Tutor" option and get information about how to use it, by clicking "Writing Tutor".

5. To continue setting up a tutoring appointment, select "Tutoring", then "Continue" in the bottom right.
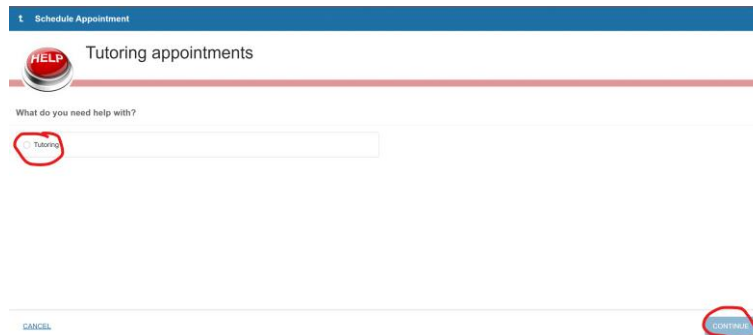
6. Choose the day you would like to get tutoring by clicking on the calendar on the left. Then choose the time out of the options on the right that works best for you. Choose the time you would like to start – you'll have a chance to change the length of time in the next step. (If you don't find a time that works, there is an online option we'll share at the end of these steps.) Click continue when you've chosen the **date** and the **start time**.
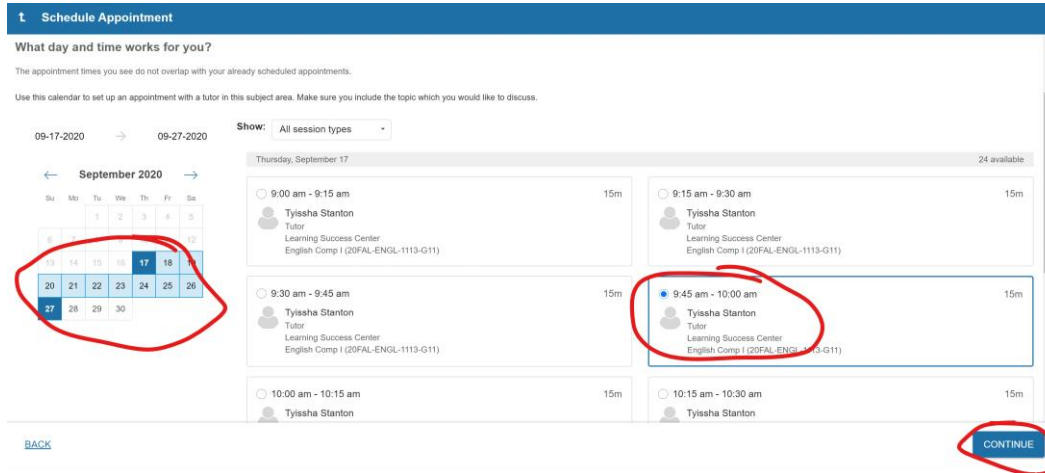

7. On the left, click "Change Duration" to make the appointment for more than 15 minutes. We usually schedule appointments for an hour, but you can choose the time you need. In the box on the right, please share the topic you need help with so that your tutor can be ready for you! Then click Confirm.
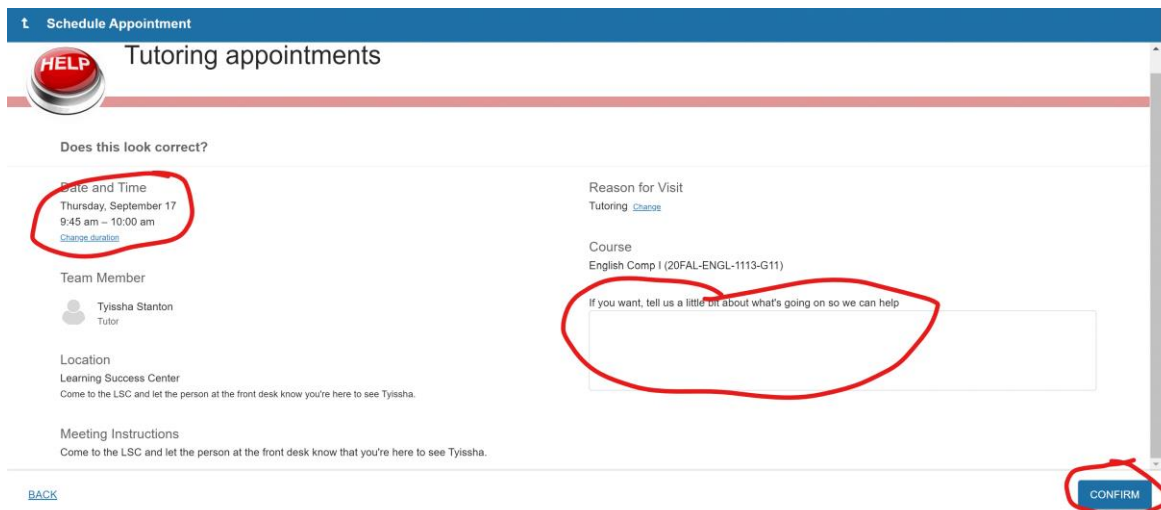
8. You can see your appointment by clicking on the 3-line Menu button, then click "Upcoming."
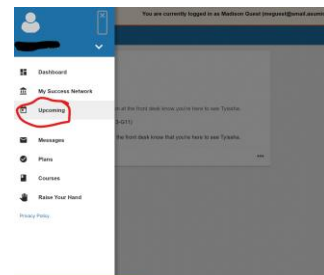
9. If you need to cancel your appointment, use Step 8 to see the appointment, then click on the 3 dots in the lower right of the appointment. This will give you the option to cancel. To reschedule, just go back to your courses and schedule a new appointment!
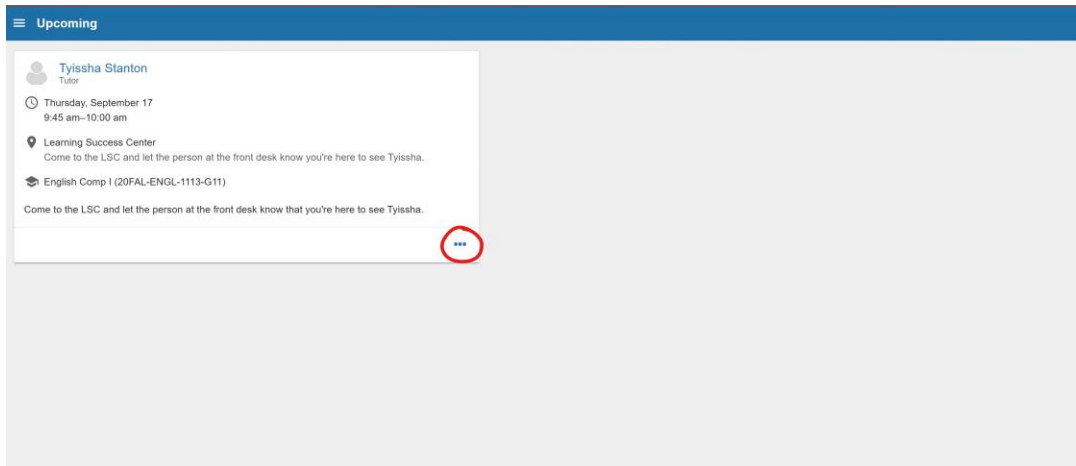

Note – If the tutoring times listed do not work for you, or if the course you need help in doesn't have a "HELP" button, then you can get online help using TutorMe. This is also FREE to Mid-South Students!!

Getting Connected in TutorMe

1. Open any class in Canvas. The left menu should show "TutorMe". Click on the link. Then click "Connect with a Tutor" – the big green button.

2. This will take you to the TutorMe page connected with Mid-South. This page gives 2 options - you can "Connect with a Live Tutor" or get writing help. To get immediate tutoring, click "Connect with a Live Tutor".
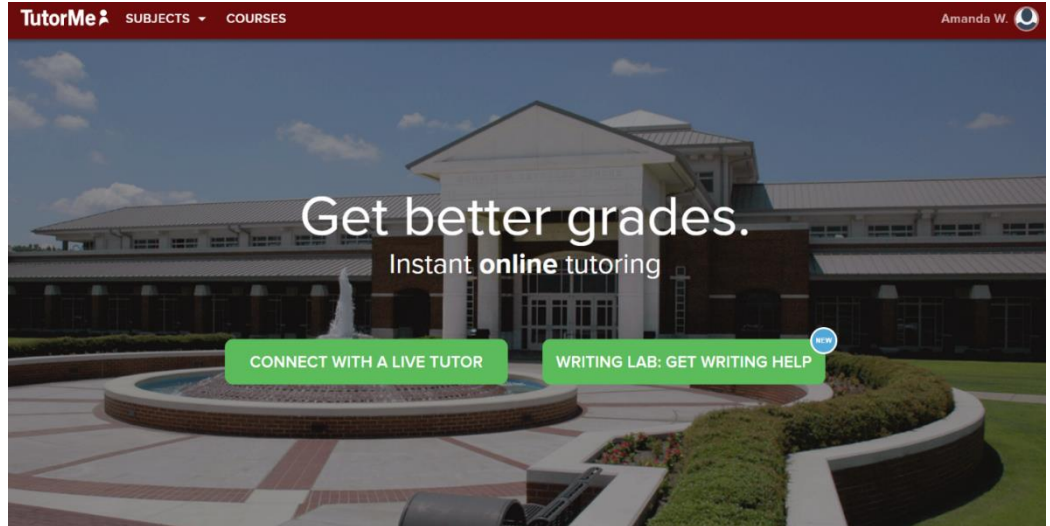
3. It then gives you a search bar to type in what subject you need help in. You can type it in, or you can pick a subject from the drop-down menu that comes up when you click in the search bar.
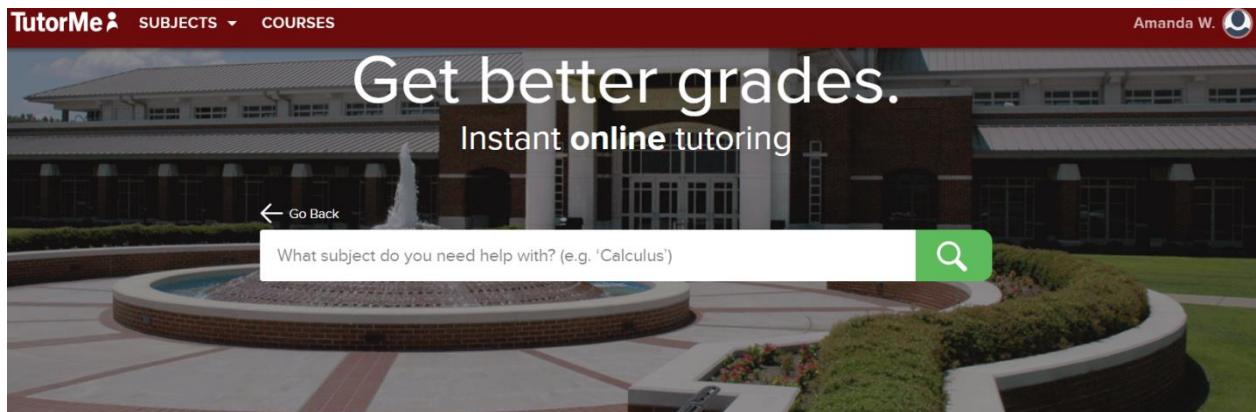
4. A prompt window will pop up next and it will ask you to type in your problem, with a choice to upload a document to help.
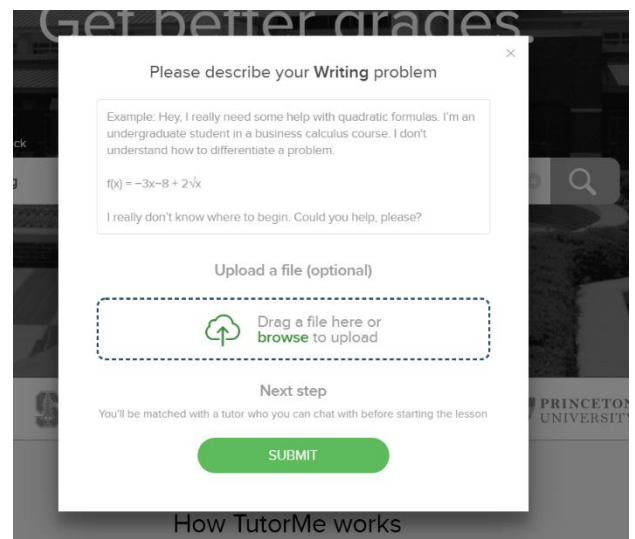
5. Once the request is sent, a Waiting Room screen will open to pair you with a tutor. Choose "Enter lesson"

TutorMe — Waiting Room — Aman

We found you an expert in Writing!

CANCEL REQUEST | ENTER LESSON

Ashley G.
Middle School Math Teacher

👤 **About Ashley**

I hold California Teaching Credential authorized to teach Mathematics, Foreign Language, and English as a Second Language.

I mainly tutor online using a variety of online tools like Google Classroom for learning materials and assignments and Hangouts for video conferencing and live tutoring sessions.

My instructions are student-centered and are customized based on a test analysis and data collected during tutoring sessions. I focus my instructions to build on students' strengths and work on the weak arias to enhance their skills at a...

⏱ **Teaching Experience**

I hold California Teaching Credential authorized to teach Mathematics, Foreign Language, and English as a Second Language.
I have been in education for the past 10 years and held different positions from teacher's aid, substitute teacher, and teacher.

● Ashley G. ⏱

All communication including audio/video is monitored. Do not share any personal information.

JUN 15TH, 11:07AM

I am in a Creative Writing class and I am struggling to understand copy writing. Can you please explain this further to me? (This is a test run on the program, because we had students stating that they were having trouble accessing.)

Type a message...
type LaTeX in $$...$$

6. Once the lesson is opened, you'll see something like the screen below. You can chat with the tutor and they have different tools that you and the tutor can use for the session. It also gives you the options to voice chat or video chat with the instructor.

TutorMe — 🕐 ✕ End ❓ Help — Amanda W. (Student)

Whiteboard | Calculator | Text Editor | Code Editor | Google Docs | File Sharing — Screen Sharing Off

Board 1 | + Add Board

↶ ↷ 🗑 ▦ | ▶ ✛ ╲ ▢ ○ ✎ T $f(x)$ ∿ — Shortcuts ▦ 16x16

● Ashley G. — Export

All communication including audio/video is monitored. Do not share any personal information.

JUN 15TH, 11:07AM

I am in a Creative Writing class and I am struggling to understand copy writing. Can you please explain this further to me? (This is a test run on the program, because we had students stating that they were having trouble accessing.)

ok

● ● ●

Type a message...
type LaTeX in $$...$$

7. You will see the response from the tutor themselves. They quickly respond to you and are sure to ask questions to help understand your request further. You can also see when they're typing a response to you.
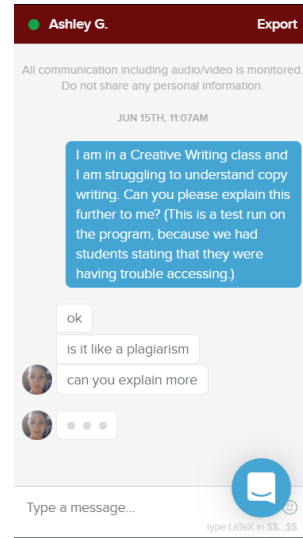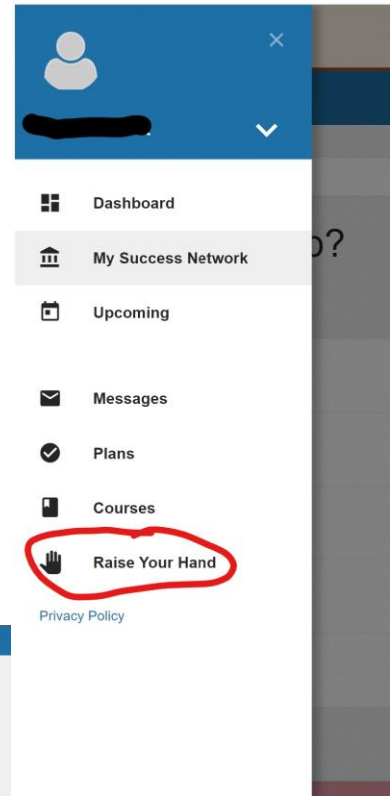
People to Help

1. Starfish can also help you connect with people who are here to help you. Starfish calls this your "Success Network." You can find it by choosing the 3-line menu button at the top left of Starfish – then choose "My Success Network."

2. The three dot menu button on each person can help you connect with that person. You can get phone or email information. If the person has office hours set up in Starfish, you can schedule an appointment with them by choosing "Schedule" from the list. It will work the same way as making a tutoring appointment!
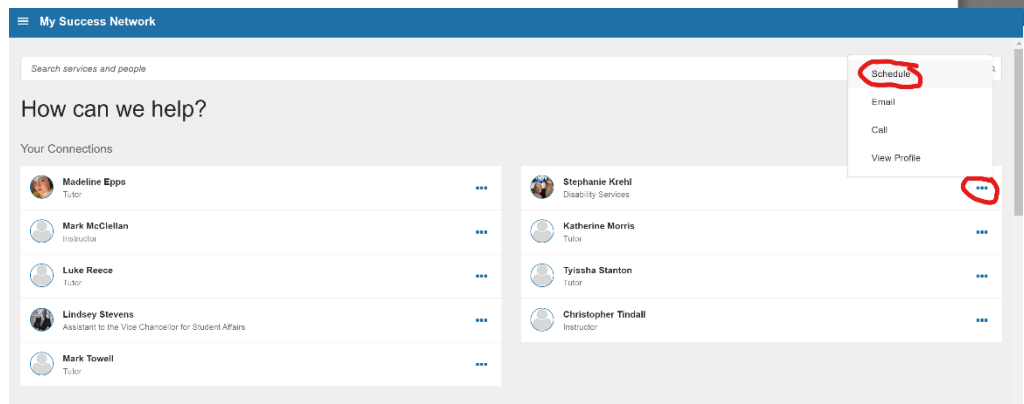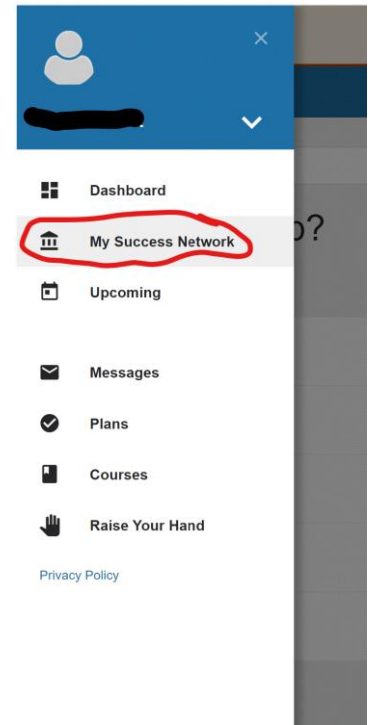
Getting other Help

1. You can also ask for help by "Raising Your Hand." Go to your Dashboard and look in the top right corner – or click on the 3-line menu button and choose "Raise Your Hand."

2. This opens a form that will allow you to choose from a list of areas for which you can ask for help. Your request will be directed to an appropriate person who will reach out to you. Only the people who can help you will receive your information.

Dashboard

- Dashboard
- My Success Network
- Upcoming
- Messages
- Plans
- Courses
- Raise Your Hand

Privacy Policy

Raise Your Hand

Need assistance with something?

Need assistance? Complete the form below to get started. We encourage you to be proactive in seeking help on our campus. We believe you can be successful!

* Type of help needed

Select the type of help needed

Course

Details

CANCEL   SUBMIT

- I Need Help
- I Need Help Finding a Job
- I Need Help In A Course
- I Need Help Paying For College
- I Need Help With Accommodations
- I Need Help with an Emergency
- I Need Help with Child Care
- I Need Help with Food
- I Need Help with my Emotional Well-Being