Welcome to Starfish at PennWest University!

Starfish

PennWest UNIVERSITY

Starfish FAQs – Helping You Stay on Track (a/o 3-3-25)

★ **What is Starfish?**

Starfish is an online platform that connects you with instructors, advisors, success coaches, tutors, and support services to help you succeed at PennWest University. Faculty and staff use it to raise academic concerns, send compliments, and stay informed about student progress to provide better support.

★ **How can I ask for help in Starfish? (Raise Your Hand)**

- Use the **Raise Your Hand** feature to request online help.
- Click the ≡ menu (top left) and select Raise Your Hand.
- Some requests trigger automated responses, while others connect you directly with staff.
- Click HERE to get started or watch this short VIDEO.

★ **Who is part of my Success Network?**

Your Success Network is a group of **instructors, advisors, librarians, and Success and Career Coaches** committed to helping you succeed. These are the people you can turn to for academic support, guidance, and resources.

- It also includes support areas based on student involvement, such as: **Athletics, Greek Life, Global Education, and Military & Veterans.**
- These connections ensure you have the resources you need to succeed both academically and personally.

★ **How can I make an appointment?**

- Starfish allows you to schedule appointments with instructors, advisors, success coaches, tutors, and other support staff. Follow these steps to get started:
- Log into My.PennWest.edu and click on **Starfish**.
- Click the ≡ **menu** in the top left and select My Success Network.
- Locate your **faculty, advisor, success coach, tutor, or Writing Center**, select the best time that works for you, and schedule an appointment.
- Not everyone may use Starfish to accept appointments. If no times are available, reach out to them directly.

★ **What is Roster Verification?**

- During the first week of classes, faculty confirm student attendance for federal financial aid purposes. On-campus students must attend in person, and online students must engage in D2L Brightspace. If marked as not attending, you'll receive an email from the Registrar with next steps. Stay engaged and check your PennWest email regularly for updates.

★ **What are Progress Surveys?**

- Faculty complete **progress surveys** (during week 4) to provide feedback on attendance, participation, and overall course progress. You may receive an email with feedback, and in some cases, a Success Coach may follow up to offer support.

★ **Where can I view my midterm and final grades in Starfish?**

- **Midterm and final grades** are posted in Starfish under Courses. Instructors have specific deadlines each semester for grade submission, which are posted on the academic calendar.

★ **Can my parents/guardians access my Starfish account?**

- No, parents/guardians do not have direct access to Starfish.
- However, you can share your progress with them directly. If they have questions, they are encouraged to talk with you or connect with the appropriate campus department.
- **Want to grant a parent or trusted individual access to your student records?** If you are over 18, you can create a **proxy account** at PennWest. Click HERE for instructions.

★ **Need Help?** If you have more questions, email starfish@pennwest.edu