Because Lake-Sumter State College is committed to student success, we have joined hundreds of Colleges across the nation and partnered with Hobson’s to bring you an amazing online success tool called Starfish Retention Solutions . . . or Starfish for short! This video is designed to introduce you to this tool and will highlight its key features and functions.
We know that you are going to **LOVE** Starfish! Here is why!

- Through Starfish, you can know right away when there is a concern about your progress in a course
- You can get connected quickly and easily with support services at the College
- You can check in on your course progress in real time
- You can receive encouragement from faculty and staff who recognize your hard work
- And you can communicate easily and effectively with advisors, instructors, and other support service staff to get answers to your questions and to get the help you need!
So how does Starfish deliver on these promises?

First off, Starfish is connected to Lake-Sumter’s online learning portal, Blackboard, the online student system, LOIS and Lakehawk Mail! By being the conduit of these three important programs, Starfish enables YOU to easily connect with the College in a more meaningful way. In addition, you will be empowered with the knowledge of your progress in each course and can easily access assistance and support services all while using the device you choose. . . . anytime, anywhere!
When you first log into Starfish, **three** options are highlighted to get your attention. They are:

- **Make an Appointment**
- **Customize your Profile and**
- **Visit the Success Network**

So let’s look at all three!
Make an Appointment:

Many instructors, advisors, and College services have set up dedicated time to meet with students through Starfish. If you wish to make an appointment just click on the “Schedule a Meeting” button to explore that option further.
Next, **Customize your Profile!**

Like Social Media, Starfish has a way to help you stand out and make yourself known to your instructors and advisors. By clicking on the “Upload a photo” option, you can begin setting up your profile by uploading a photo of yourself and completing your personal bio.
In addition to customizing your Starfish profile, you can also decide and select how you wish to be contacted by faculty and staff using Starfish tools and designate if you wish to receive weekly status updates about your progress.
You can also set up reminders for upcoming appointments that you scheduled through Starfish with your faculty members, coaches, advisors, or other college staff members.
Finally, **Visit the Success Network**!

Your Success Network on Starfish gives you one convenient place to go to access the key services that are most important to YOUR success! By clicking the “Search for Services” button and entering the My Success Network page, you are on your way to getting the support and encouragement you need!
Here is a snapshot of what you see when you land on the “My Success Network” page.

As this example shows, it is a compilation of the student services offered by the College that not only relates to student success, but also are listed because of your specific needs or interests. For example, if you are an athlete, quick access to your coaches can be found on your ‘Success Network”. The phone numbers, office hours, website links, and the ability to schedule appointments (for those areas using that feature) can be accessed through this page.
The Dashboard feature is another key area you want to explore each time you sign into Starfish. Here, you may see timely reminders or messages from your instructors, items that need your attention, Kudos for a job well done, as well as any appointments that you have scheduled. If a faculty has raised a “concern flag” regarding your performance in a course, you will see that flag on your Dashboard too - as seen here in this illustration.
But that is not all, From your Dashboard, you have access to other key student features within Starfish.

We have already looked at the My Success Network feature, but now we will explain the “Raise Your Hand”, “Course”, and “History” features.
With the **Raise Your Hand Feature**, you can raise a flag within Starfish to get the help you need from the people who can help you most!

Let’s say you need some help deciding on a career path. Simply select the “I Need Career Advising Help” option. Once the flag is raised, our Career Development Services staff will be notified that you would like their help. They will follow up with you to see how best they might assist you, make notes within Starfish for clarity and clear the flag when your needs have been met and the flag is resolved. Automatic emails with notes and reminders will be sent to your Lakehawk mail.
By clicking the “Courses” icon, you will see all of the classes you are taking that semester as well contact information for your instructors. In addition to your Blackboard grade book, you can also view your current grades by clicking on the “Grades” tab as shown here for more detailed information.
Next, the History features gives you information about your recent activity and notifications within Starfish. For example, if you can’t remember when you met with an instructor, but know you had an appointment sometime last month, or you want to review assignment items that were due on a given date, you can click on the history feature to find that information.
Beyond the functions we have already discussed, including the “My Success Network” feature, you also have a place to go within Starfish to access information about ALL College Services like the Learning Center, Library, Financial Aid, the bookstore and more! Just click on the “Services” tab found at the top left corner of any page within Starfish. It is your “one-stop shop” for getting contact information, office hours, and email addresses for any College Service area – all in one easy location!
So what do you think? Do you LOVE what you see? If you do, why not sign in to Starfish today and setup your Starfish profile! It’s easy and its fun!
To access Starfish, simply log onto Blackboard like you would for any of your classes, and click on the Starfish tab.
Want to review information about Starfish later? Visit the LSSC Starfish Webpage or utilize the “First-time User Information” tool found on the Blackboard login page. Simply, hover over “First Time Users,” and select “Starfish.”
We hope that this video has helped introduce you to the exciting student success and retention tool called Starfish.

As you can see, Lake-Sumter State College is committed to making your educational experience here the very best that it can be! Lake-Sumter State College – Where Futures Soar!