

How to Raise Your Hand for Help

Step 1: Access Starfish

- You can access **Starfish** by clicking on the tab in **My Path** (<https://kctcs.sharepoint.com/sites/mypath>) or through Blackboard.
- **Use the same credentials as you do for PeopleSoft.** Once logged in, you will arrive to this page:

The screenshot displays the 'My Success Network' interface. At the top, there is a blue header with a hamburger menu icon and the text 'My Success Network'. Below the header is a search bar with the placeholder text 'Search services and people'. The main content area is titled 'How can we help?'. Underneath this title, there is a section for 'Your Connections' which lists four individuals: Justin Cavanaugh (Early Alert Manager), Abby McGregor-Mullen (Early Alert Manager), Damon Martin (Instructor), and PJ Woodside-Roy (Learning Space Coordinator). Each name is accompanied by a profile picture icon and a three-dot menu icon. At the bottom of the interface, there is a section for 'Your Services' with a button labeled 'SHOW OTHER SERVICES'.

Step 2: Raise Your Hand

Need assistance or have a concern? Click **Raise Your Hand** and select options from the ***Type** drop-down menu that best fit your needs. Enter course information if you have a concern or question about a certain course. Type more information in the **Details** box and click **Submit**. This message will be directed to individuals on campus that can reach out and connect you to the right services to help you succeed.

**** If you are having trouble with online courses or remote services like Zoom/Teams/Skype, use the new “I need help with online/remote services or classes” option in the ***Type** menu****

The screenshot shows the 'Raise Your Hand' form interface. At the top, there is a blue header with a hamburger menu icon and the text 'Raise Your Hand'. Below this is a grey bar with a plus icon and the text 'Raise Your Hand'. A blue button labeled 'Raise Your Hand' is positioned below the grey bar. A small text instruction reads: 'To request assistance, please click the RAISE YOUR HAND button below and select the option that best describes the type of assistance you need.' Below this is a modal window titled 'Raise Your Hand' with a close button (X) in the top right corner. The modal contains a 'Never Mind' button and a blue 'Submit' button. The form fields are: '* Type' with a dropdown menu showing 'Select the type of help you are looking for...'; 'Course' with a dropdown menu showing 'Select a Course...'; and 'Details' with a large text area containing the placeholder text 'Describe how we can help you.'. At the bottom of the modal, there is a legend for '* Required fields' and another set of 'Never Mind' and 'Submit' buttons.

If you have any issues or questions, please e-mail BL-EarlyAlert@kctcs.edu