

Starfish Student Success Network

Student Guide: Raise Your Hand



Welcome to Starfish! Murray State cares about you and your success! That's why we're using the Starfish Student Success Network to empower you to be successful.

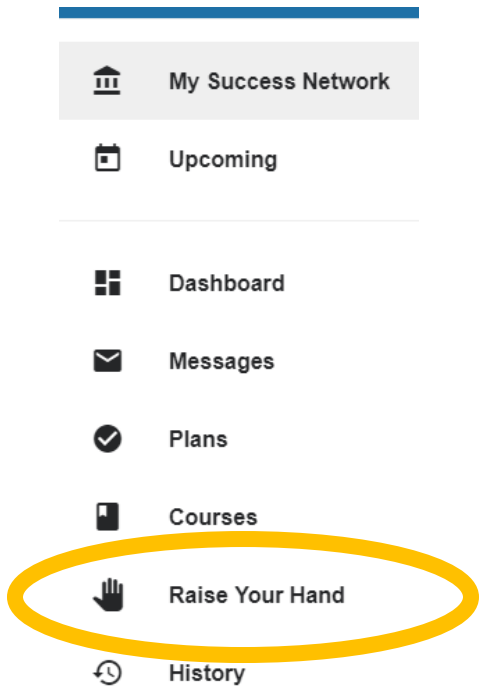
Need help in your class or with a personal issue? Just need help and not sure where to start?
Raise Your Hand with Starfish!

Log into Starfish through myGate Academics tab

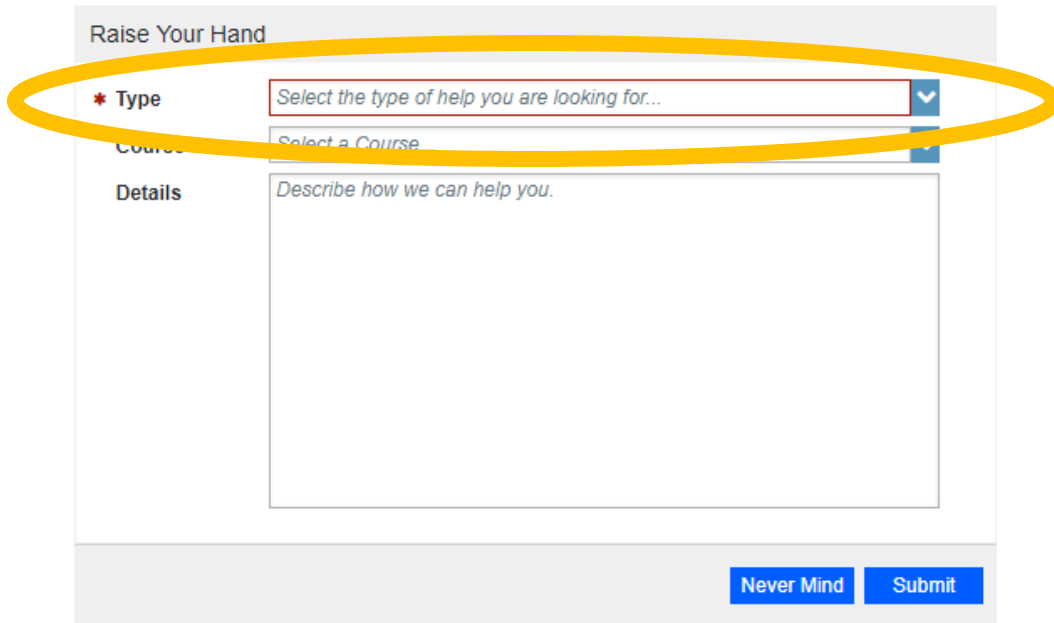
Click on the "hamburger" button to open the menu.



Click the "Raise Your Hand" button on the left side of your Starfish home page.



Hello Racer! Need assistance? We can help.



Raise Your Hand

* Type

Course

Details

Select any of the options available to you in the drop-down menu.

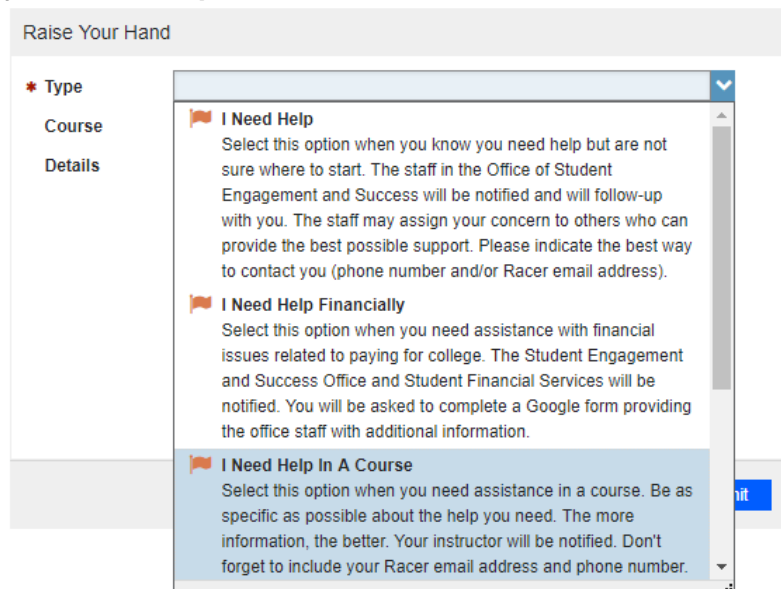
These include:

- I Need Help
- I need help financially
- I need help in a course
- I need help with a personal issue

Provide relevant details.

Click the Submit button to send the notification.

The “I Need Help in a Course” option can be used for any class in which you need further assistance from your instructor. The other “I Need Help” options can be used for personal issues or if you just need help in general.



Raise Your Hand

* Type

Course

Details

I Need Help
Select this option when you know you need help but are not sure where to start. The staff in the Office of Student Engagement and Success will be notified and will follow-up with you. The staff may assign your concern to others who can provide the best possible support. Please indicate the best way to contact you (phone number and/or Racer email address).

I Need Help Financially
Select this option when you need assistance with financial issues related to paying for college. The Student Engagement and Success Office and Student Financial Services will be notified. You will be asked to complete a Google form providing the office staff with additional information.

I Need Help In A Course
Select this option when you need assistance in a course. Be as specific as possible about the help you need. The more information, the better. Your instructor will be notified. Don't forget to include your Racer email address and phone number.

If you need assistance, please contact the staff in Student Engagement and Success at msu.success@murraystate.edu, or msu.starfish@murraystate.edu
We enjoy helping Racers succeed!