

Communication through Starfish



Starfish is used to send several types of student communications from staff and faculty. Messages include, but are not limited to:

- Appointment confirmations, alerts, and reminders (settings are in your Profile)
- Follow-up notes from meetings
- Messages related to To-Dos, Referrals, Notifications, Progress Surveys, and Success Plans

Where will I receive messages?

- Seattle Colleges email address
- Personal email address
- Mobile phone via text (for appointment information and critical items from student services)

Personal contact information in Starfish comes from the Seattle Colleges' student management system. Updates to contact information cannot be made in Starfish. Log in to your ctcLink account to update your contact information. Check out this [how-to guide](#) and others on [Seattle Colleges ctcLink Resources for Students webpage](#).

How do I update my message preferences?

Email and text messaging preferences can be updated in your Starfish profile.

Update Where

Updates to where messages are received can be made in **Contact Information**. Check or uncheck the option boxes under **Alternate Email** and **Cell Phone** and click **Save Changes** at the bottom right to save the updates.

Update When

Customize the timing of appointment alerts and reminders by going to the **Preferences** section of the **Notifications** page in your profile. Check or uncheck the option boxes next the reminder options to set your preference and click **Save Changes** at the bottom right to save the updates.

Remind me before the start: sends a message at a set time before the start of *each* appointment.

Remind me of the appointment: sends *one* message at a specific time of day for all appointments in a day.



SEATTLE COLLEGES
North • Central • South

Communication through Starfish

Text Messaging

Text messages from Starfish provide one-way communication for your appointments and critical messages from student services. Please note:

- You cannot reply to the sender via text.
- Links will NOT be sent via text.
- To opt out of receiving text messages through Starfish, reply STOP to the most recent text message or update your notification preferences in your Starfish Profile.

Opting Out of Text Messaging from your Phone

[Starfish] This service cannot process replies. Visit Starfish for more information. Reply STOP to opt out.

Mon, Sep 21, 10:20 AM

[Starfish] Dear Speed,

It's Mid-Quarter Progress Report time! Make sure to schedule a feedback session with your instructor by 11/6/2020 8:59 PM PST . For more information, please log in to Starfish or check your email.

Best,

Megan Court

Opting Out of Text Messaging from your Starfish profile

EDIT PROFILE **NOTIFICATIONS**

☒ Send notifications to my alternate email address
[Edit Notification Preferences](#)

Phone
🇺🇸 (206) 235-5989

Cell Phone
🇺🇸 +1 206 999 9999

☒ Send text notifications to my cell phone. Standard msg&data rates apply.
[Edit Notification Preferences](#)

Video Phone
[Empty field]

[CLEAR CHANGES](#) **SAVE CHANGES**

Updating your text messaging preferences in Starfish will not update your preferences for all communication platforms used by Seattle Colleges.

More questions?

For more information, please visit the IT Services Starfish page
itservices.seattlecolleges.edu/starfish

Or check out the ABCs of Starfish: Resources for Students in Starfish

seattlecolleges.starfishsolutions.com/starfish-ops/dl/instructor/serviceCatalog.html?bookmark=service/137120