



## What is Starfish?

Starfish allows staff and faculty to support you when you need it. This software platform makes it easy to find the right people and services by connecting you to your current faculty, advisors and various campus service providers.

## How to ask a question about your course schedule using Starfish?

After you are registered for courses, you can access Elizabethtown College's Starfish system to ask any questions you may have about your course schedule.

1. Visit the Raise your hand section of Starfish via this [link](#).
2. You will be asked to Log in, you can use the same user name and password you use for JayWeb (you don't need @etown.edu).
3. Select "**I have a question about my course schedule**" option towards the bottom, leave the course section blank and then enter your question in the "**Details**" box provided.
4. Click "**Submit**" to send the notification.
5. A member of our team will review and respond to your question within 5 business days. If necessary, your question will be elevated to the Academic Dean via Starfish. A response will be emailed to your @etown.edu account and appear in Starfish.

A screenshot of the Starfish help request form. The form is light gray and contains several sections. At the top, there is a red asterisk followed by the text "\* Type of help needed". Below this is a dropdown menu with a blue border and a downward arrow, containing the text "I have questions about my Course Schedule". Underneath the dropdown is the label "Course" followed by another dropdown menu with a gray border and a downward arrow. Below the "Course" section is another red asterisk followed by the text "\* Details", followed by a large, empty text input box with a gray border.

If you are having difficulty logging in to Starfish, please contact Michelle Henry at [henrymichelle@etown.edu](mailto:henrymichelle@etown.edu)