




Your success is important and a big part is asking a question when you need help! 

Starfish is our innovative online platform designed to empower your academic journey and ensure your success.

Here's how you can make the most of Starfish:



Ask for Help: Use the “Raise Your Hand” feature whenever you have a question or need support.



Success Network: Connect with advisors, tutors, and coaches committed to your success.



Find Your Faculty Advisor: Quickly locate and contact your faculty advisor.



Appointments: Book appointments with academic and support staff.



Contact Information: Access essential information for campus departments.



Success Coaches: Visit our virtual waiting room (Mon -Fri, 8 AM-4 PM) to connect with a coach.



Midterm Grades: View midterm grades and receive updates directly from instructors.



Classroom Feedback: Get updates on your classroom performance from your instructors.



Participate in Student Surveys: Help us serve you better by providing your feedback in student surveys.



Embrace the full range of resources Starfish offers to enhance your university experience and achieve your educational goals!





Starfish



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★ Use the Raise Your Hand feature in **Starfish** to **Ask For Help!** Here's how.

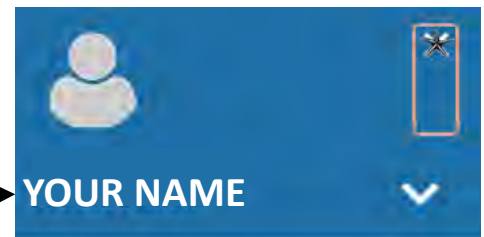
Scan for a
one minute
video.



Log into My.PennWest.edu and click Starfish to log in.

Once logged in, click the ≡ menu button in the top left.

Click Your Name



Click Raise Your Hand

Find the help option that best fits your needs and give us the details★

Raise Your Hand

Need assistance with something? ★

Have a question or need assistance? Complete the form below to get started. Please select the correct option when asking for help. We encourage you to be proactive in seeking help. We believe you can be successful!

Help Resources

✉ starfish@pennwest.edu
Click email to copy/paste

* Type of help needed

Select the type of help needed

Course

Details

Our team is here to assist you and will respond during our business hours M-F 8AM-4PM. We're excited to support you on your journey.