

World Languages Lab

Starfish Orientation

What is Starfish?

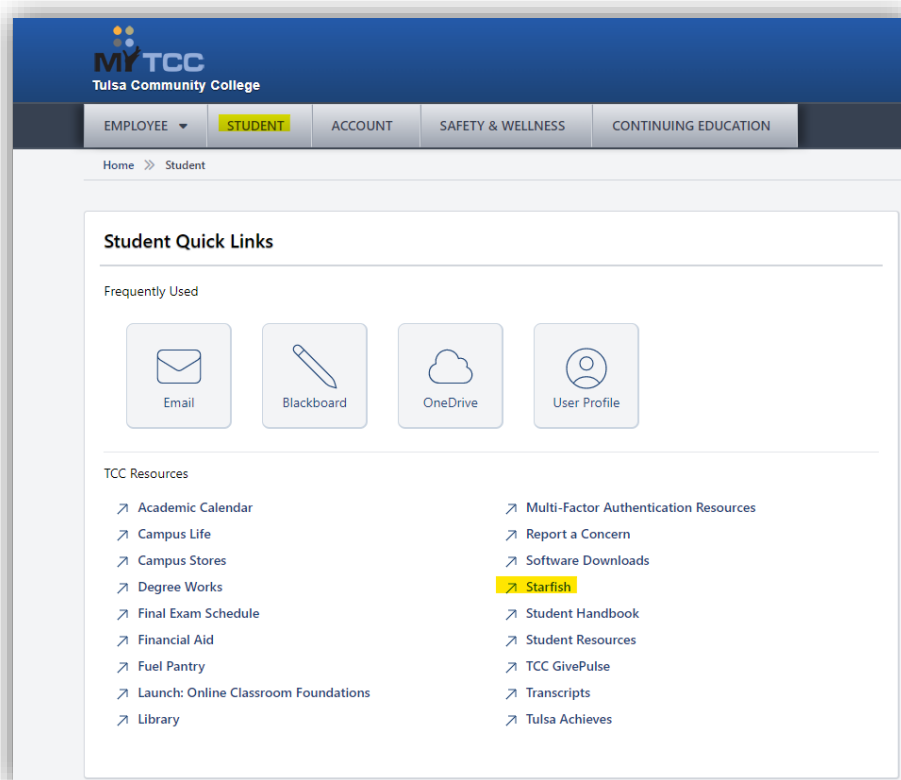


Starfish is the main platform TCC uses to schedule appointments. It allows the students to access a variety of services. One of them is the *World Languages Tutoring* service. Starfish links all students enrolled in languages classes to specialists in their fields. With its dynamic layout and accessibility features to TCC services, Starfish encourages students to focus on improving their academic progress.

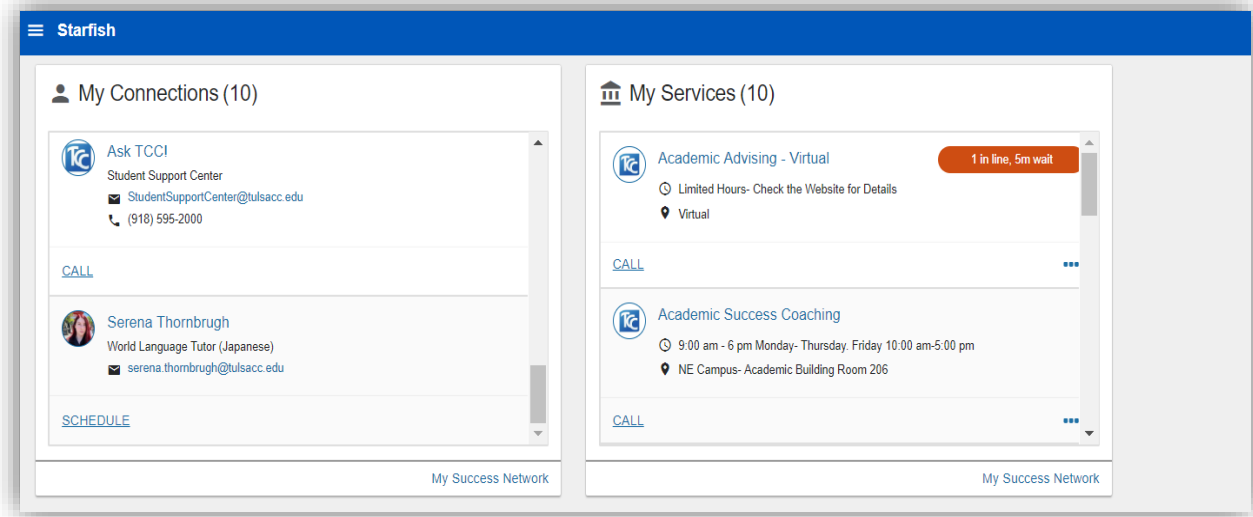
How to schedule an appointment using Starfish?

a) Accessing Starfish

- 1) All TCC students automatically have access to Starfish. The link is visible on MyTCC homepage, Student Home, under Student Quick Links.

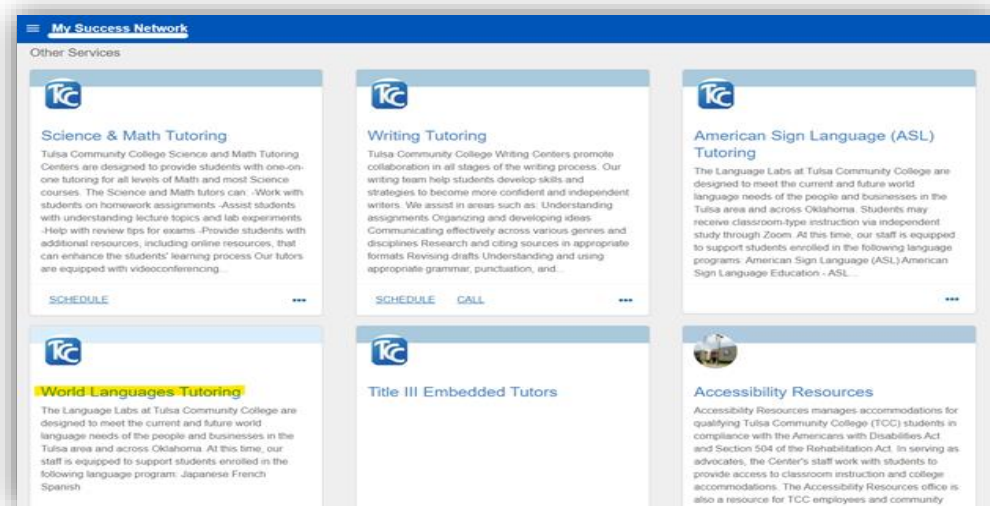


- 2) When you log in to your Starfish account, you will see a box labeled 'My Connections.'
- 3) Individual tutors for the language you are studying can be found in 'My Connections' box on the homepage. Click the blue 'Schedule' link to book an appointment with a specific tutor in the 'My Connections' box.
- 4) If you cannot find any tutors in the 'My Connections' box, read the next section for instructions on finding the World Language Lab profile on Starfish.

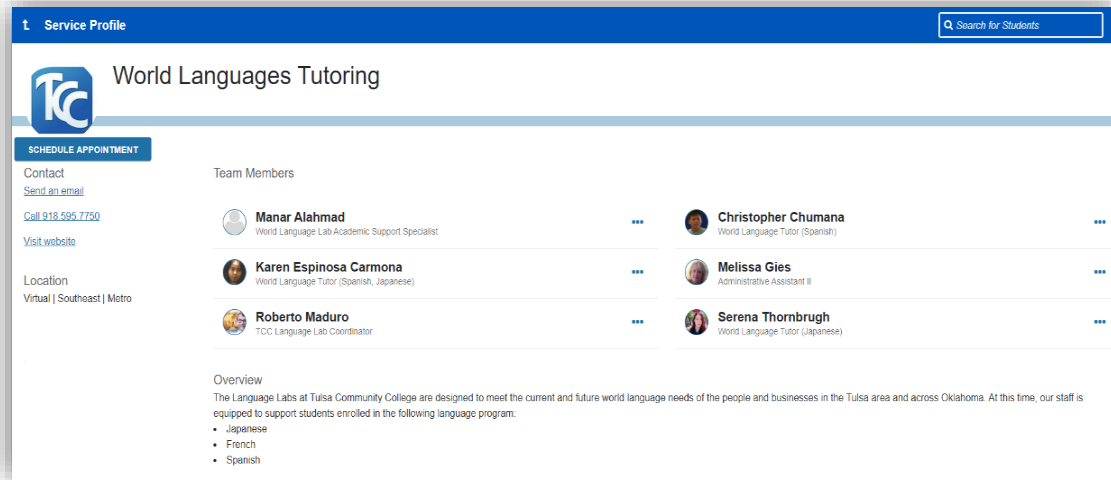


b) Finding the World Languages Lab

- 1) The Language Lab can be found on the Success Network page. Click the hamburger menu icon in the top left corner of Starfish and select 'Success Network.' You may need to scroll down and click 'Show Other Services' to see the World Languages Tutoring profile.



- 2) Appointments can be made with Languages Lab tutors through either the World Languages Tutoring profile on Starfish or with specific tutors in your 'My Connections' box. On both the World Languages Tutoring profile, and individual tutor profiles, you will see a blue 'Schedule Appointment' button.
- 3) By clicking on the World Languages Tutoring profile page in "My Services," you can see a list of tutors, Languages Lab locations, and how to contact us directly either via email or phone.



c) Scheduling appointments using Starfish.

- 1) You can make an appointment either by selecting a tutor via 'My Connections' box, or by clicking the 'Schedule Appointment' button on the World Languages Tutoring profile. Please note that appointments can be made up to one hour before the tutor's office hours begin. If you need to schedule an appointment for the same day, email languagelab@tulsacc.edu or call (918) 595-7750. Keep in mind that availability at last minute may not be possible, and it is always best to book appointments in advance.
- 2) Select the appropriate language, then select the reason for tutoring. These reasons include the course name, along with required or voluntary tutoring. Please select the correct option for your needs.

What do you need help with?

Tutoring- World Languages Japanese

<input type="radio"/> ELEMENTARY JPN 1 - Required Kaiva	<input type="radio"/> ELEMENTARY JPN 1 - Voluntary Tutoring
<input type="radio"/> ELEMENTARY JPN 2 - Voluntary Tutoring	<input type="radio"/> INTERMEDIATE JPN 1 - Voluntary Tutoring
<input type="radio"/> INTERMEDIATE JPN 2 - Voluntary Tutoring	

- 3) From there, you can see a calendar and a list of timeslots. Adjust the date range on the calendar to see available times on different dates. If you selected a specific tutor to book with, only their available times will be listed. While if you clicked the 'Schedule Appointment' button from the World Languages Tutoring profile, timeslots from all tutors that offer services in the language you selected will be displayed.

The screenshot shows the 'Schedule Appointment' interface for Serena Thornbrugh, a World Language Tutor (Japanese). The page asks 'What day and time works for you?' and displays a calendar for May 2023. The selected date is Thursday, May 18, with 12 available timeslots. The timeslots are listed in two columns:

Time Slot	Duration	Availability
11:00 am - 11:30 am	30m	Multiple appointment locations
11:30 am - 12:00 pm	30m	Multiple appointment locations
12:00 pm - 12:30 pm	30m	Multiple appointment locations
12:30 pm - 1:00 pm	30m	Multiple appointment locations
1:00 pm - 1:30 pm	30m	Multiple appointment locations
1:30 pm - 2:00 pm	30m	Multiple appointment locations
2:00 pm - 2:30 pm	30m	Multiple appointment locations
2:30 pm - 3:00 pm	30m	Multiple appointment locations
3:00 pm - 3:30 pm	30m	Multiple appointment locations
3:30 pm - 4:00 pm	30m	Multiple appointment locations

Buttons for 'BACK' and 'CONTINUE' are visible at the bottom.

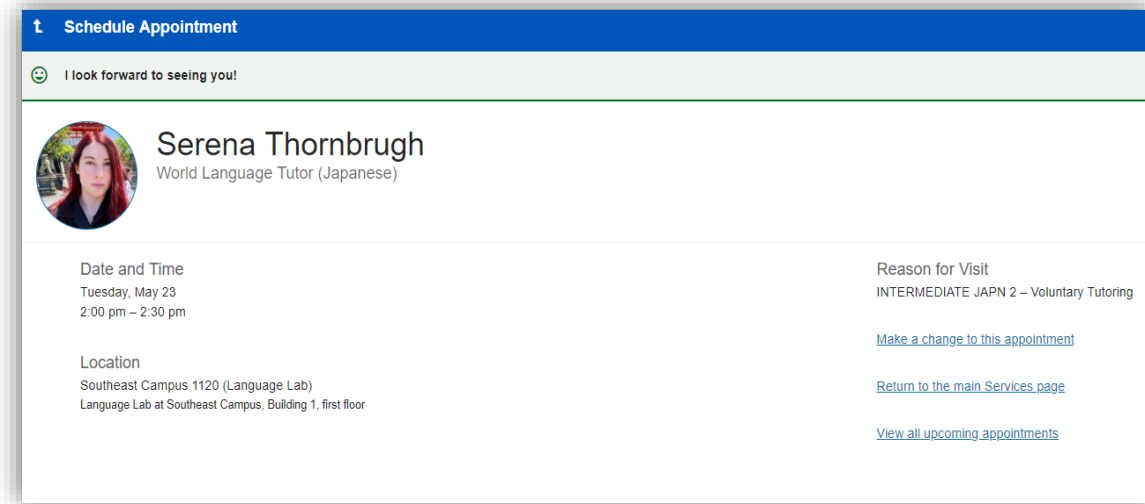
- 4) Next, you will see a confirmation page. Here you will choose the modality of your appointment: Face-to-Face or Zoom, depending on what the tutor you selected offers on that date. This page also includes a comment box for you to type in any additional details about your appointment you would like your tutor to know. You may also add your course name on this page. Confirm all details are correct before submitting.

The screenshot shows the confirmation page for the appointment. It asks 'Does this look correct?' and displays the following details:

- Date and Time:** Tuesday, May 23, 2:00 pm - 2:30 pm
- Location:** Southeast Campus 1120 (Language Lab)
Language Lab at Southeast Campus, Building 1, first floor
- Reason for Visit:** INTERMEDIATE, JAPN 1 - Voluntary Tutoring Course
- Course:** Add a course
- Comment:** If you want, tell us a little bit about what's going on so we can help.

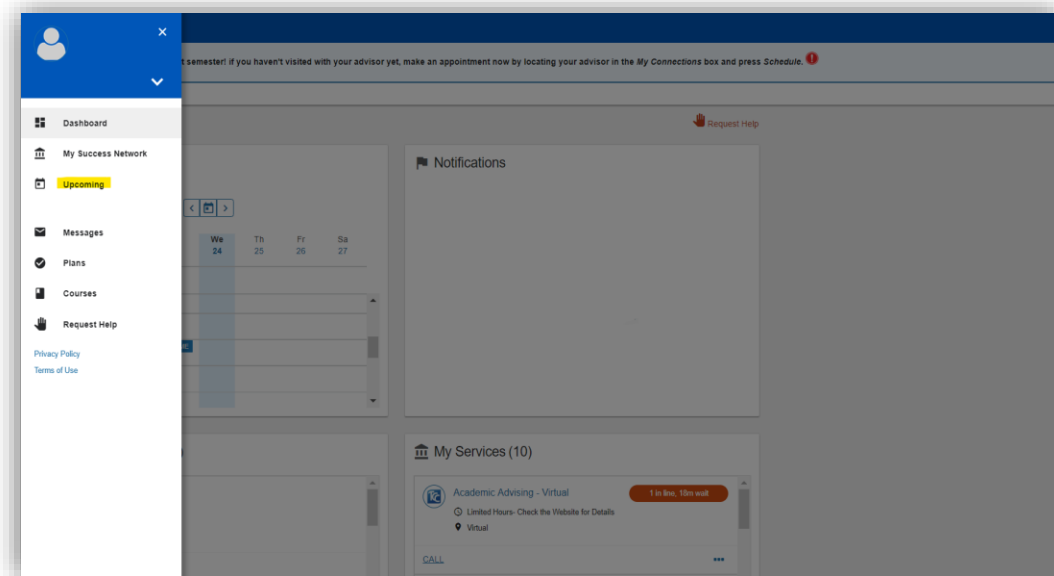
Buttons for 'BACK' and 'CONTINUE' are visible at the bottom.

- 5) On the confirmation page, your appointment's details will be listed. There are links to change or cancel the appointment, view all upcoming appointments, or return to the main services page. You will receive an email confirmation of your appointment and a reminder the day before your appointment.



d) Upcoming appointments & Cancelling appointments

- 1) Your upcoming appointments can be viewed by clicking the hamburger icon in the top left corner of Starfish and selecting 'Upcoming Appointments.' From here you can see the details of all the appointments you have made, and cancel them if needed.



- 2) Please cancel appointments within Starfish at your earliest knowledge of a scheduling conflict. That way you can leave your spot to a student in need.
 - i. Click on the three dots in the box of the appointment you want to cancel and click 'cancel appointment.'
 - ii. A text box will appear where you can explain why you cancelled your appointment, or anything else you want the tutor to know. This is optional.

e) For questions or to report any scheduling issues regarding the scheduling system, please contact lab staff at language@tulsacc.edu. In your email, please start the subject line with SCHEDULING ISSUES so that we can identify and prioritize your request. In the body of the message, indicate your full name as it appears in the TCC system, your instructor's last name and the name of your course along with your message.

