STARFISH: RAISE YOUR HAND feature

Student Guide

1. Log into PantherWeb:

On the gold menu bar on top, click on Advising Appointment:

OR, click on the direct link:
https://palmbeachstate.starfishsolutions.com/starfish-ops/support/login.html

2. Sign in with your PBSC User Name and Password

ASK FOR HELP

Help is available! If you have a concern that is impacting your ability to succeed, you can now request help via Starfish, and a corresponding PBSC Student Success staff member will assist you.

On your DASHBOARD, click on Raise Your Hand.

Choose the type of help you are looking for, select a course if it is relevant to your needs, and be sure to add detailed comments about your request so the corresponding staff have the information they need to best assist you. NOTE: All the options have required “Details” (Describe how we can help you).

Once you “raise your hand”, a FLAG will be created. You can see this FLAG in your student homepage Dashboard. An academic advisor or Student Success member will reply to the flag and add comments how this flag was resolved. You will get an email with the resolution and response.

Having Trouble? For technical issues, contact Patricia Hoyle at StarfishSupport@palmbeachstate.edu