Center for Student Success

How Students can ask for Help through Starfish

Do you need assistance but don’t know where to turn? Or do you need assistance with one of your courses? The Starfish Raise Your Hand feature is the answer!

Log in to Starfish from my.newpaltz.edu

Click the Hamburger Menu in the top left corner of the page

From the list, select Raise Your Hand

Select from the following two options:

1. I need help
   
   Select this option when you know you need help but are not sure where to start. Your advisor will be notified.

2. I need help in a course
   
   Select this option when you need assistance in a course. Your instructor will be notified.

Make sure to include details in your request. Then click submit.

If you have any questions, contact Retention Coordinator & Starfish Functional Lead, Chelsea Reid at reidc@newpaltz.edu or 845-257-3590.