

ASL Lab

Starfish Orientation

What is Starfish?

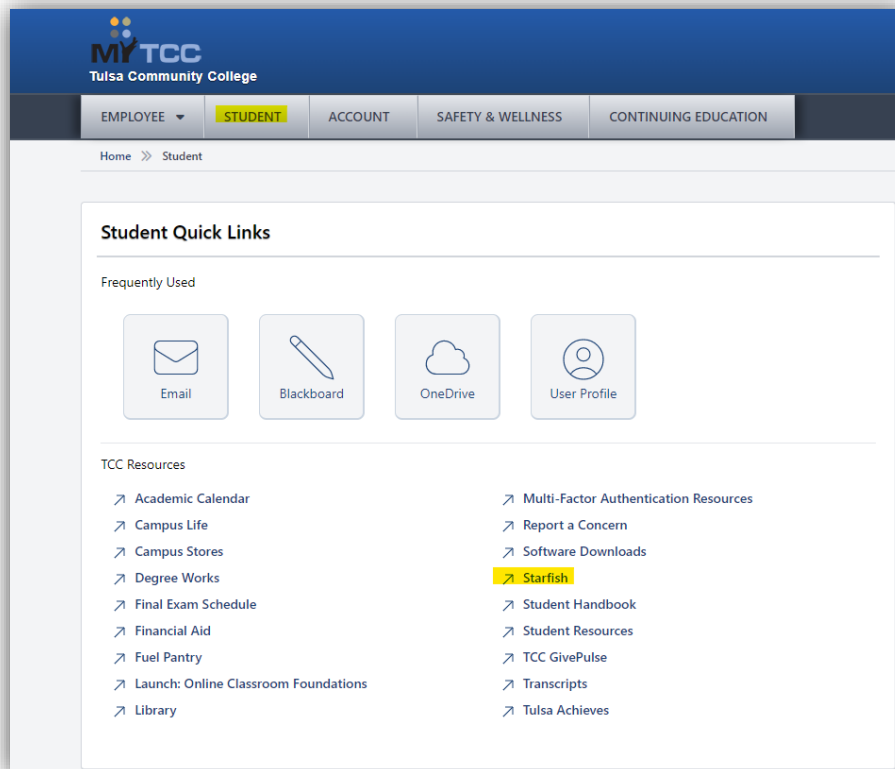


Starfish is the main Platform TCC uses to schedule appointments. It allows the students to access a variety of services. One of them is the *American Sign Language (ASL) Tutoring* service. Starfish links all students enrolled in languages classes to specialists in their fields. With its dynamic layout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

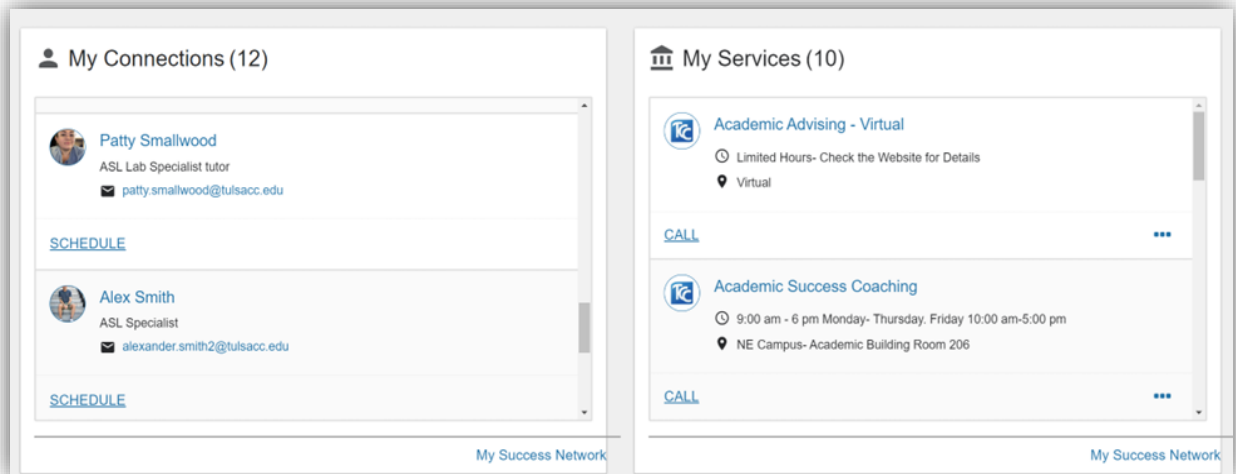
How to schedule an appointment using Starfish?

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.

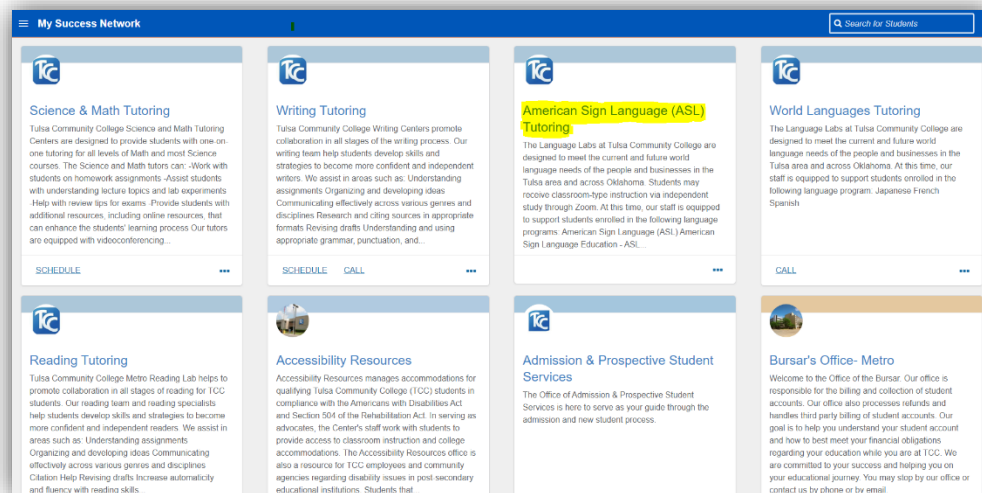


- 2) When you log in to your Starfish account, you will see a box labeled 'My Connections.'
- 3) Individual tutors for ASL can be found in 'My Connections' box on the homepage. Click the blue 'Schedule' link to book an appointment with a specific tutor in the 'My Connections' box.
- 4) If you cannot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

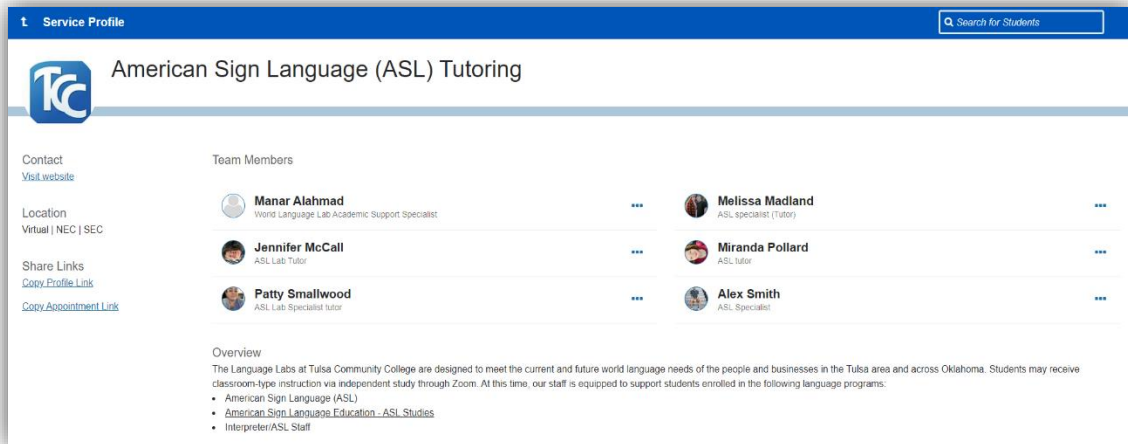


b) Finding the ASL Lab

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



- 2) Appointments can be made with ASL Lab tutors through either the *American Sign Language (ASL) Tutoring* profile on Starfish or with specific tutors in your 'My Connections' box. On both the *American Sign Language (ASL) Tutoring* profile, and individual tutor profiles, you will see a blue 'Schedule Appointment' button.
- 3) By clicking on the *American Sign Language (ASL) Tutoring* profile page in "My Services," you can see a list of tutors, ASL 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 *American Sign Language (ASL) 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 asllab@tulsacc.edu. 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 reason for tutoring. These reasons include the course's name, level, and modality. Please select the correct option for your needs.

The screenshot shows the 'Schedule Appointment' form. It has a header 't Schedule Appointment' and a question 'What do you need help with?'. Below this, there is a section titled 'Tutoring- ASL' with a list of radio button options for different tutoring services, including ASL 1-4 In-Person, ASL 1-4 Online, Fingerspelling, and VGC.

- 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 *American Sign Language (ASL) Tutoring* profile, timeslots from all tutors that offer services in ASL will be displayed.

The screenshot shows the appointment scheduling interface for Patty Smallwood, ASL Lab Specialist tutor. The page title is "What day and time works for you?". Below the title, it states "The appointment times you see do not overlap with your already scheduled appointments." The interface includes a date range selector from 06-01-2023 to 06-15-2023, a filter set to "All session types", and a calendar for June 2023. The calendar shows the 15th of June as the selected date. To the right of the calendar, there is a list of available timeslots for Monday, June 05, with 10 slots available. The timeslots are: 1:00 pm - 1:30 pm, 1:30 pm - 2:00 pm, 2:00 pm - 2:30 pm, 2:30 pm - 3:00 pm, 3:00 pm - 3:30 pm, 3:30 pm - 4:00 pm, 4:00 pm - 4:30 pm, and 4:30 pm - 5:00 pm. Each slot is labeled "Multiple appointment locations" and "30m". At the bottom left is a "BACK" button and at the bottom right is a "CONTINUE" button.

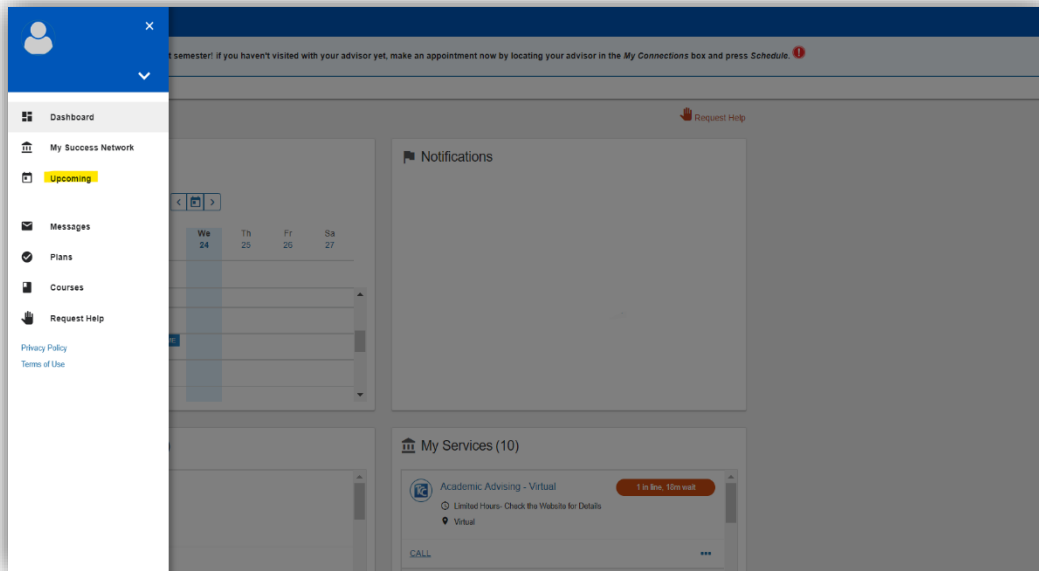
- 4) Next, you will see a confirmation page. Here you will choose the modality of your appointment: Face-to-Face or Zoom, depending on what the tutor you selected offers on that date. This page also includes a comment box for you to type in any additional details about your appointment you would like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

The screenshot shows the appointment confirmation interface for Patty Smallwood, ASL Lab Specialist tutor. The page title is "Does this look correct?". The interface displays the selected date and time: Monday, June 05, 1:00 pm - 1:30 pm. The location is set to "Patty's Zoom". The reason for visit is "ASL1 In-Person" with a "Change" link. The course is "Add a course". There is a comment box for additional details. At the bottom left is a "BACK" button and at the bottom right is a "CONFIRM" button.

- 5) On the confirmation page, your appointment 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 canceled 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 asllab@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.