

**Instructions:**

1. Type all required information.
2. Print and sign completed form. ALL information and signatures are required for processing.
3. **Scan form and e-mail to:** radford@service-now.com with subject line Starfish Access Request - 9digitRUID-username  
Example: **Starfish Access Request - 900999999 - gwashing**

Access is reviewed and granted by Data Owners based upon job role/responsibilities. The Requestor will be notified via e-mail when account is set up. Allow up to 3 business days for processing.

Request for:	New Access	User	Faculty/Staff
	Change Access	Classification:	Student Employee
	Remove Access		Other

RUID:	RU e-mail:
Last Name:	First Name:
Job Title:	Department:
Phone #:	Access End Date:

Justification:

Starfish Role	Academic Coach Academic Leadership Academic Support Davis Peer Tutor Enrollment Manager Flag Manager General Advisor General Career Coach HKC Leadership LWC Leadership (RUC) Resident Director Retention Coordinator	RUC Basic Life Support RUC ID Badge Student Services Leadership Student Services Support Success Coach Testing Center Coordinator (RUC) Tutor (RUC) *Undergraduate Peer Mentor Writing Specialist (RUC)
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See **Role Definitions** included at the end of the form for a description of each role.

\* Undergraduate Peer Mentor roles require specific student assignments. List assigned student's name and RUID#:

Name:

RUID#:

Additional notes

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By signing this request, the Requestor and Supervisor AGREE they have read and will abide by the Acceptable Use and other Security policies defined by Radford University (see technology policies at <http://www.radford.edu/content/it/home/it-policies.html>)

Requestor  
Signature

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Supervisor  
Printed Name

Supervisor  
Signature

Problems or Questions: e-mail [idmanagement@radford.edu](mailto:idmanagement@radford.edu)  
August 2020

## Starfish Role Definitions:

Starfish roles are granted based on the employee or student role and responsibilities. The following roles should be selected for:

**Academic Coach** - Undergraduate or graduate students who serve as academic coaches or tutors in the Harvey Knowledge Center. This role will have limited access to information about all students. Some users in this role may be linked to specific courses.

**Academic Leadership** - Assigned to deans and other leadership roles in the academic divisions. These users tend to have issues escalated to them and will need to have access to most information about all students.

**Academic Support** - Employees or Students who work in front desk or other departmental administrative support positions in an academic division. This role will have limited access to information about all students.

**Davis Peer Tutor** - Undergraduate or graduate students who serve as tutors in the Davis College Peer Tutoring Center. This role is linked to undergraduate business courses and users have limited access to information about students.

**Enrollment Manager** - Assigned to staff in Enrollment Management. The role has limited access to information about all students.

**Flag Manager** - Assigned to advisors or faculty who will manage academic flags, or to Student Affairs Leadership who will manage social and wellness flags. Users assigned to this role also have the ability to assign the flag to another user. This role will have access to all students.

**General Advisor** - Advisors, department chairs, or program coordinators who need access to all students across campus. Often used in conjunction with the primary Academic Advisor role where the same advisor may be responsible for an assigned case load of students and at the same time be able to work with any student.

**General Career Coach** - Career coaches who need access to all students across campus. Often used in conjunction with the primary Career Coach role where the same coach may be responsible for an assigned case load of students and at the same time be able to work with any student.

**HKC Leadership** - This role will be used by the Director and designated staff of the Harvey Knowledge Center.

**LWC Leadership (RUC)** - This role will be used by the Director and designated staff of the Learning and Writing Center at RUC.

**Information Technology** - This role is assigned to IT staff to allow access to certain functionality for testing, training, and troubleshooting. This role has limited access to information about all students.

**Resident Director** - Assigned to residential life staff in the residence halls. This role limits access to students within the assigned building(s).

**Retention Coordinator** - Assigned to users in a position responsible for retention and student success only. This role has access to all students.

**RUC Basic Life Support** - This role allows members of the RUC Emergency Services Department to schedule Basic Life Support (BLS) classes for all RUC students in preparation for clinical placement requirements. This role has limited access to RUC students.

**RUC ID Badge** - This role is used to allow the RUC Bursar's office to schedule ID Badge appointments. This role has limited access to RUC students.

**Student Services Leadership** - Assigned to directors and leadership staff within Student Affairs. These users tend to have issues escalated to them and will need to have access to most information about all students.

**Student Services Support** - Assigned to professional and support staff and front desk personnel in the Student Affairs, Alumni, or other student support area. The role has limited access to information about all students.

**Success Coach** - Graduate students and staff who need limited access to all students for the purpose of success coaching.

**Testing Center Coordinator (RUC)** - This role allows the testing center coordinator(s) at RUC to schedule students for proctored tests.

**Tutor (RUC)** - Assigned to peer undergraduate and graduate tutors at RUC. This role is linked to specific courses and users have limited access to information about students.

**Undergraduate Peer Mentor** - Assigned to undergraduate students who serve as mentors to other undergraduate students. This role requires a specific relationship with one or a few students and limited access to student information.

**Writing Specialist (RUC)** - This role is used in the Writing Help service at RUC. This role has access to all RUC students.