



Student Getting Started Guide

Welcome to MySuccess

Overview

MySuccess provides two convenient ways for faculty, advisors, student support staff and you to communicate: MySuccess Early Warning and MySuccess Connect Online Appointment Scheduler. In addition, your MySuccess Network shows the resources that are available to help you succeed.

You can access MySuccess by clicking the MySuccess link in the Tools module when you first login to Blackboard. The first time you visit MySuccess you will see a welcome page. Click close to go to your MySuccess homepage.

Note: Not all faculty members and support staff use MySuccess Early Warning or MySuccess Connect Online Appointment Scheduler.

MySuccess Early Warning

This tool allows instructors to select and communicate with you based on your class performance. For above average or improving performance, a professor can send you a “kudo.” Your instructor also can raise a “flag” if he/she is concerned about your performance. MySuccess then automatically notifies you and your advisor, who will follow up with you.

MySuccess Connect Online Appointment Scheduler

This tool allows you to schedule appointments online with instructors, advisors and support staff who have linked their calendars. You can locate support services that are available to you by visiting your Success Network within MySuccess in Blackboard.

Here are three great ways to get started:

1. Set up your profile

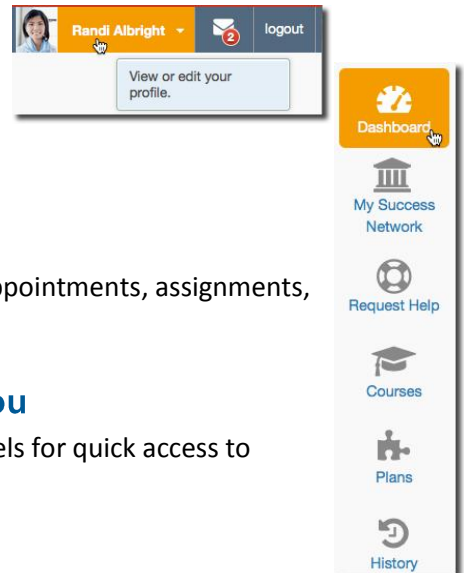
Make it easier for your instructors and advisors to get to know you and stay in contact.

2. Stay on track

Use your personalized **Dashboard** to stay on top of upcoming appointments, assignments, plans, and recommendations from your instructors.

3. Connect to people and services that can help you

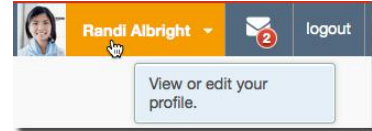
Use your personalized **My Success Network** and **Courses** channels for quick access to contact information, **appointment scheduling**, and **course help**.



Set up your Profile

Begin by setting up your student profile. Your profile lets instructors and advisors know who you are and how to contact you. It also gives you control over how you wish to receive emails.

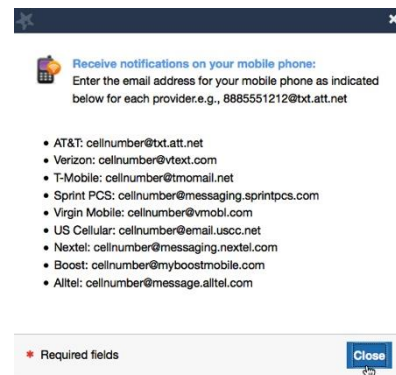
1. Click your name in the top right corner of your **Home** page to open your profile.



From here, you can customize your profile by uploading a photo, setting appointment reminders, and adding a secondary email address for receiving MySuccess emails (e.g. your mobile phone).

To have MySuccess emails sent to your mobile phone (in addition to sending to your primary institutional email address):

- Enter the **email address** of your mobile phone in the **Alternate Email** field. This address will be a combination of your phone number plus carrier information. Click the more information icon (?) for a list of common carriers and email address formats :
- Click the **Both** radio button associated with “**Send my correspondence to**”.



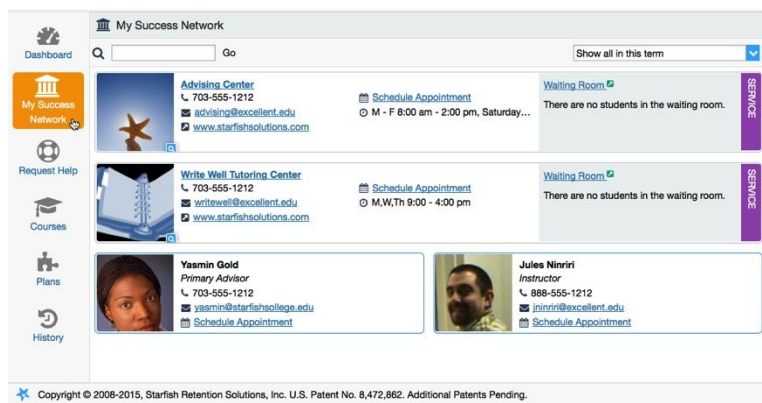
2. Once you have made your desired changes to your profile, click the **Submit** button to save your updates.

Connect to people and services that can help you

The **My Success Network** and **Courses** channels display the people and services that are available to help you succeed. Here you can find key contact information as well as links to student service web sites and online appointment scheduling.

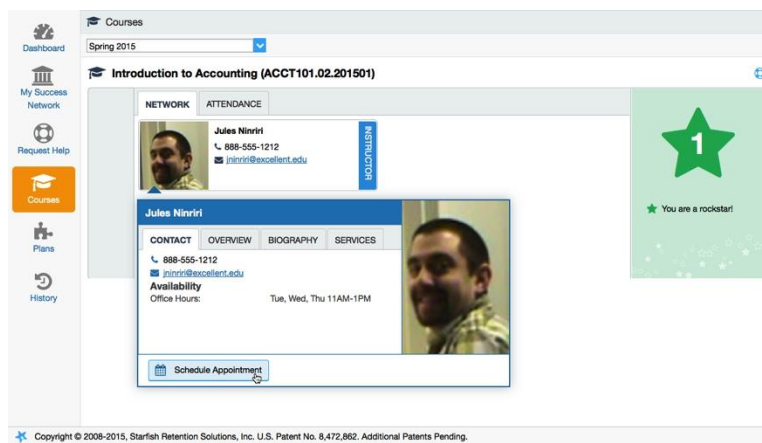
My Success Network

Click the **My Success Network** icon on your Home page to display your personalized network. This channel lists the people and resources that are available to assist you. (You can browse a broader list of available services in the [Service Catalog](#)). For each person or service listed you will find contact information, supporting websites, and, if online scheduling is enabled, a link to [make an appointment](#)



Courses

Click the **Courses** icon on your Home page to display information about courses you are enrolled in as well as contacts and available support related to each. Like the **My Success Network** channel, it is personalized to show the people and services specific to the courses you are taking.

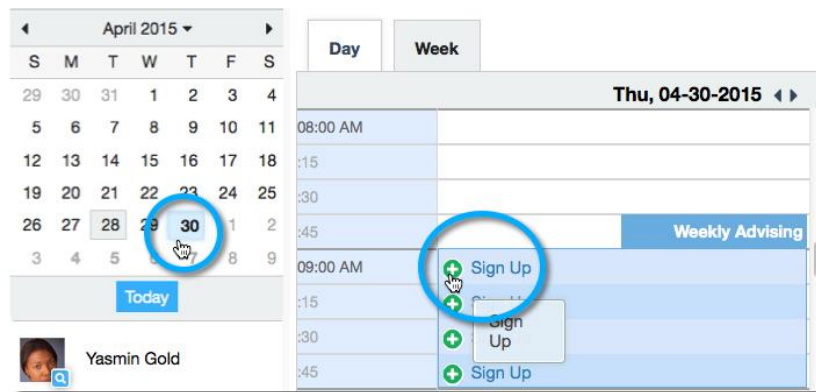


Make an Appointment

1. Click the **Schedule Appointment** link below the contact information for the desired person or service in the **My Success Network** or **Courses** channel.



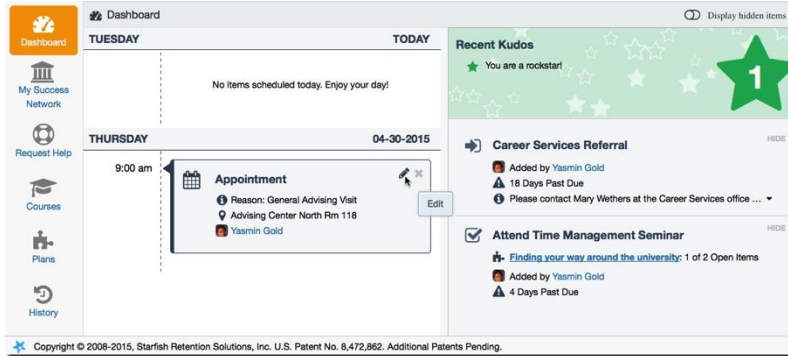
2. Use the small calendar on the left to quickly identify days with available office hours (available days will be shown in **bold**). Click the desired date in the small monthly calendar to display availability on that day
3. Available time slots on the selected day will include a **Sign up** link. Click the **Sign Up** link associated with the desired time slot.



4. This opens the **Add Appointment** form. Complete the form by selecting a reason for the meeting and a course (if relevant). Include an explanation of what you need so that your instructor or advisor can be prepared for the meeting.
5. Click **Submit** to set the appointment. You will get an email with the appointment details and the appointment will be listed on your **Dashboard**.

Change an Appointment

Upcoming appointments will be listed on your **Dashboard** in the time line view (left column). Click the edit icon (✎) to modify the appointment or the cancel icon (✕) to cancel it.

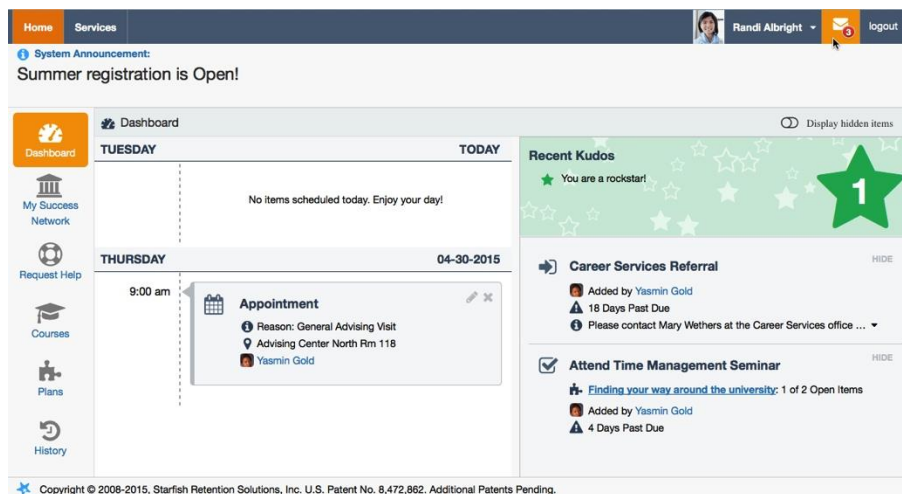


Stay on track

Dashboard

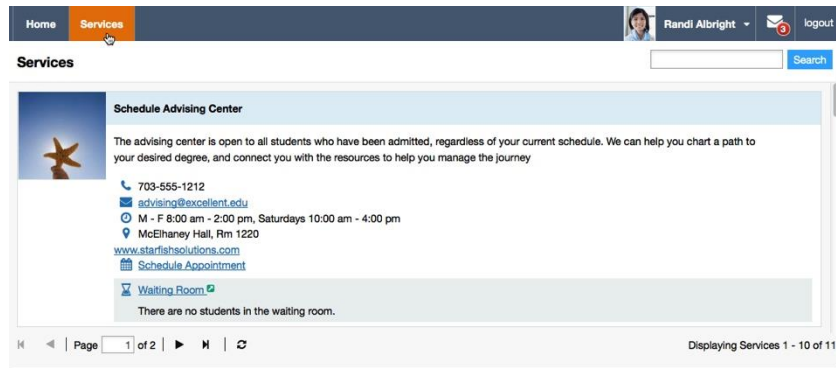
Your **Dashboard** displays upcoming appointments and date-based tasks on the left to help you plan your week. The right hand column of your Dashboard highlights items that require your attention and may include alerts related to your class work, recommended referrals to campus support offices to help you succeed, and Kudos from your instructors.

If an email was sent to you related to any of these items, you will find the content of the message by clicking on the messages icon (✉) near the profile link in the top right corner of the page.



Services Catalog

Certain counselors and advisors may be listed in your personal [My Success Network](#) channel, but other individuals and services can be found in the broader **Services** catalog accessed from the top navigation bar. On this page you can search for a service or scroll through the list of available services. For each service you can, view contact information, visit service websites, and schedule online appointments (if available).



Frequently Asked Questions

What if I don't see anyone listed in My Success Network?

Your specific advisors or counselors might not be assigned yet. Check back later or contact your institution's help desk for additional assistance.

What if I click the MySuccess link and get a "You do not have access" message?

Contact the KU IT Customer Service Center at 785-864-8080 for assistance with accessing the MySuccess system.

What if I need more help?

For technical issues, contact the KU IT Customer Service Center at 785-864-8080. For questions regarding a flag, please contact your instructor or advisor.